

# Working together with our customers to improve outcomes

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We are proud to report a customer experience rating of 7.5 out of 10 for the quarter ending June 2021. This data was gathered via our quarterly Customer Experience survey to workers and employers and reflects their experience with us across the principles of empowered, valued, easy, fair and transparent, and consistent.

This year we expanded our initiatives to reduce workplace injury risk, supported our customers in a COVID-19 environment, and moved many of our customer and stakeholder engagement activities online.

Our customer feedback and co-design projects define changes that will continue to enhance customer experience and better guide workers and employers during the claim or policy journey. This ensures our customers feel empowered and we are more responsive to their needs.

## Reducing the risk associated with workplace injury

The Injury Risk Reduction Initiatives (IRRI) program was expanded in its second year in 2021. We worked with:

- key stakeholder groups, notably unions, employer associations and our customers
- occupational injury experts including:
  - the Australian Institute of Health and Safety (AIHS)
  - Workplace Health and Safety Queensland (WHSQ)
  - the Australian Rehabilitation Providers Association (ARPA), and
  - our allied health return to work panel.

We implemented several pilots during the year, focusing on:

- **high risk industries:** including a patient handling tool for aged care and disability
- **high risk employers:** solutions developed for employers with identifying issues that cause injuries
- **high risk injuries:** a range of mental health initiatives piloted with employers in targeted industries
- **high risk demographics:** focused on young workers, apprentices and new and small business safety education
- **high risk or harmful equipment:** testing equipment and consulting/training for forklifts and quad bikes.

Piloting these initiatives involved customers across the state including:

- regional business online assistance
- safety equipment trialling and training in Far North Queensland and Wide Bay, and
- mental health initiatives in Townsville and the Darling Downs.

Feedback from participants involved in the pilots and key stakeholders was positive. In addition, IRRI was selected as a finalist in the 2021 National Personal Injury Education Foundation awards for Innovation in Injury Management.

Further IRRI pilots for 2021–2022 are being developed in collaboration with our stakeholders covering our high-risk injuries and industries not previously addressed in the first two years such as construction, mining and agriculture.

## Improving customer experience through feedback and co-design

In 2020–2021, we completed the final implementation stage of our customer feedback program with customer survey going live across all our key customer journeys—claim determination, recovery and return to work, and claim closure. We now can listen immediately to customer feedback across the lifecycle of a claim and policy. This enables us to respond to our customers' experiences so that we can rectify and support better outcomes, provide positive feedback to our people and identify where we can improve customer experience.

We have implemented outcomes from research and design initiatives where employers and past workers have been engaged to help improve the experience we provide. This includes:

- streamlining telephone routing structure so that our customers get the right person at the right time, increasing first call resolutions and reducing call transfers, and
- updating several written communication letters, so they are more customer centred, easier to understand, with clearer next steps.

Further co-design initiatives are underway to provide customer-centred guidance on what to expect when you have a WorkCover claim, continued improvement of our website experience and further written communication changes.

## Telehealth services to resolve restricted access to services

COVID-19 disrupted the service ecosystem for providers. Due to physical restrictions and health risk, workers' access to in-person health services (particularly remote workers) were reduced. The restricted access to in-person services led to the development of telehealth services. This service offering has been underway over the course of this year, and we are formalising this service offering so that it remains as another means to access health services.

## Supporting small businesses

We continue to provide financial relief for our customers who have reduced their workforce or closed because of COVID-19 through premium reassessments and refunds.

Representatives from our Small Business team worked closely with the Chamber of Commerce and Industry Queensland (CCIQ), presenting the following topics as part of small business initiatives hosted by the industry group:

- Health benefits of good work, and
- Making sense of your workers' compensation insurance obligations.

In May 2021, we shared information and resources to help support small businesses during Queensland Small Business Month.

## Engaging customers and stakeholders

With travel restrictions, we turned to online webinars, email and online updates to reach out to our regional employers and stakeholders.

In early March, we piloted a webinar in Dalby, Kilcoy and Kingaroy, guest-presented by occupational physician Dr Sid O'Toole to bring employers and providers together to discuss ways to support workers living in regional areas with their recovery and return to work.

We supported medical students by remotely presenting at the University of Queensland Rural Clinical School in Rockhampton and the Griffith University Medical School in March and April 2021 respectively.

We hosted a free legal webinar series featuring our panel lawyers covering the following topics:

- calculating quantum
- personal injury law case wrap-up
- vicarious liability and contributory negligence
- duty of the employer to prevent bullying and harassment, and
- common law risk management strategies.

In March 2021, a small number of staff travelled to Townsville for our only in-person regional event, taking part in the North Queensland Injury Prevention and Return to Work conference. Our CEO, Bruce Watson, opened the conference on behalf of the Minister for Education, Minister for Industrial Relations and Minister for Racing, the Honourable Grace Grace, the Workplace Health and Safety Board and WorkCover Queensland.

We took this opportunity while in Townsville to meet face-to-face with key medical providers and facilities which was warmly received.

In Townsville, on a separate occasion, we supported mental health first aid training that was delivered to 15 employers in the transport industry as part of our involvement with Steering Healthy Minds.

In June 2021, key stakeholders, including unions, as well as industry, medical, allied health, and legal associations attended our CEO stakeholder forum, where we shared our current strategies and sought feedback for future planning.