



WorkCover holds casual for a cause fundraising days to raise money for charities such as beyondblue. L-R WorkCover's Meagan Moravcova, Susan Bryer, Ruth Birtwell and Michelle Pullinger with Michael O'Hanlon from beyondblue (centre).

## ENGAGED PEOPLE

To support WorkCover deliver on its strategic direction to be the best workers' compensation insurer, we focus on developing an organisation of committed, creative people with strong leadership. Progress towards this goal is achieved through strategies to recruit and retain the right people into the right roles, develop the capabilities of our workforce for both now and into the future and through wellness and safety initiatives that create a healthy and energised work environment.

### Overview of workforce

- 726 full-time equivalent employees
- 69% of workforce is female
- 10% employee turnover

### People survey

A commitment in the Corporate Plan 2016-2020 to measure our people goal through an engagement index has seen the introduction of an employee engagement survey. The confidential survey measured sustainable engagement at WorkCover, and provided insights into our culture by gathering feedback on our values, behavioural competencies, customer orientation, leadership and teamwork.

Overall, an outstanding response rate of 91% was achieved. The response rate is an excellent example of management encouragement to complete the survey, and creating a platform that makes it easy for our people to have their say. WorkCover outperformed the Australian benchmark on every category within the engagement survey, achieving a sustainable engagement index score of 81 out of 100. The results have been used throughout WorkCover to celebrate our strengths and action plan our opportunities for improvement as a team.

## Wellbeing

Our wellness program WorkWell is designed to allow us to maintain a work culture that continuously educates and reinforces the importance of health and safety at WorkCover. Our WorkWell program drives wellness through our education and initiatives including:

- Mental health and wellbeing education and awareness initiatives
- Mindful May campaign with free yoga and mindfulness sessions
- Information and support through our employee assistance program with free counselling sessions for our people and their immediate family
- Nutrition and physical health sessions and cooking demonstrations
- Financial health information and seminars
- Influenza vaccinations
- Skin checks and sun smart campaign
- Monthly workplace health and safety toolbox sessions

## Flexible work life

We recognise that flexible working arrangements play an important role in inclusiveness and wellbeing and allow us to attract and retain capable and diverse people. We broadened our flexible working arrangements across WorkCover to allow people to better balance work and life. Work life options such as flexible starts and finish times, access to additional banked time and part-time availability are well received by our people.

Parental leave and keeping in touch allow parents to take time off for family and keep connected with the workplace. They can return through part-time and job share opportunities. Overall, it has made a positive impact on the way we work at WorkCover.

## Recruitment

Over the past year, WorkCover welcomed 133 new starters to our organisation. WorkCover is focused on innovative strategies to attract, recruit and select the people who join our organisation. The approach is multi-faceted, combining engaging advertising and realistic job previews, psychometric assessments for best fit candidate profiling, with assessment centres for efficient and effective review of candidates. To support the recruitment system, we recently focused on our new starters' on-boarding experience. The on-boarding experience was important to revamp because it helps shape their WorkCover career. The program is a transformative experience and starts before their first day with us. We understand that the best way to ensure that our customers continue to receive an excellent experience is by empowering our people to live our culture, vision and values.

## Casual for a cause Fridays

WorkCover strengthened our corporate social responsibility credentials with the launch in March of Casual for a cause Fridays, a charitable program that gives our people the opportunity to make a gold coin donation to 27 selected charities and community causes close to their hearts. As part of the program, our people are invited to donate to two charities per month with total donations split evenly between each charity. During the four months WorkCover raised over \$16,600 from our people's generous donations. Casual for a cause fundraising efforts are promoted internally and in partnership with our charities via social media.

## Professional development

### Learning framework

WorkCover has developed a learning framework which supports a shared understanding across WorkCover of what we need for the future and how we can get there. This enables us to attract, recruit, develop and sustain a capable workforce. The outputs of the framework are designed to inform learning and development initiatives across WorkCover.

### Improving online safety and security

Improving people's ability to recognise and avoid phishing emails is an essential element to reduce susceptibility to phishing attacks. WorkCover has introduced security awareness training to help ensure staff remain vigilant against attacks and security incidents impacting WorkCover Queensland's systems and information.

### Personal Injury Management

Our fourth group of customer experience people for the Certificate III in Personal Injury Management (Claims Management) with PIEF (Personal Injury Education Foundation) will graduate on 15 December. To date we have had 72 of our people undertake the course since February 2015. Feedback from our people has been overwhelmingly positive, for recognising current skills in personal injury management.

### Financial wellbeing program

We have partnered with QSuper to design a financial wellbeing program for our employees. We are providing an introduction to financial wellbeing at induction for new employees and ongoing self-paced learning through FinFit – an online program to improve financial literacy. The program will run throughout 2017 with a combination of webinars and seminars that are relevant to supporting our people with useful information. Topics include: understanding and growing super, managing loans and debt, planning for retirement.

### Leadership

Our leadership development breakthrough days at Queensland University of Technology (QUT) commenced in April 2017. All leaders will have the opportunity to attend a breakthrough one day workshop at QUT during 2017 to work on their development of the WorkCover leadership competencies.

Members of the executive team are completing 360 degree assessments to gain insight on their individual competency and leadership effectiveness. This insightful program will continue for the rest of WorkCover's leaders over the next year.

Our leaders also participate in Enlightened Bites topics which support our leaders to connect and stay up to date on important management topics like performance reviews. These sessions are run in-house.

### Industrial and employee relations

The Consultative Committee meets 10 times each year and includes members of the People and Culture team, Chief People and Finance Officer as the management representative, and Together Queensland representatives and workplace delegates. The Consultative Committee is used to consult on a broad range of issues, including changes following the Queensland Industrial Relations Act 2016, the implementation of our People survey and other organisational impacting initiatives.