

ENGAGED PEOPLE

WorkCover has continued to grow an organisation of innovative people who are committed to our vision of being the best workers' compensation insurer and making a positive difference to people's lives.

We develop their leadership and technical competencies, provide flexible working arrangements, health and wellbeing initiatives, and a safe and comfortable working environment, to ensure our people have the capability to meet the needs of our customers now and into the future.

Workforce overview

- 816 full time employees
- 65% of workforce is female
- 9.8% employee attrition rate

People survey

During the year, we continued our confidential employee engagement survey, measuring sustainable engagement of our people. The survey provides insights into our culture by gathering feedback on our values, learning framework, customer orientation, leadership and teamwork.

We achieved an excellent response rate of 84% for our April 2019 survey. Our management team encourage our people to complete the survey and this response rate confirms our people's commitment to have their say.

WorkCover met or outperformed the Australian benchmark on 11 of the 13 categories within the engagement survey, achieving a sustainable engagement index of 76 out of 100. These results have been used throughout WorkCover to celebrate our strengths, identify opportunities for improvement and develop action plans.

Health and 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. The program promotes safety and wellness through education and initiatives including:

- mental health and wellbeing programs
- 'Mindful May' campaign with free yoga and mindfulness sessions
- R U OK? Day
- 'Conscious acts of kindness' month to encourage true kindness and the act of giving
- 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
- free influenza vaccinations
- bowel screening kits
- free skin checks and sun smart campaign
- monthly workplace health and safety toolbox sessions
- weekly fresh fruit
- walking club and 10,000 Steps challenge.

Financial wellbeing

We invited our people to optional financial wellbeing sessions, presented by external specialists, on topics including:

- understanding superannuation and planning for retirement
- financial planning and goal-setting
- personal insurance and income protection.

Flexible working arrangements

We continued our Contemporary Mobile Workforce pilot project, which ran from March – August 2018, and implemented the remote working initiative from November 2018. This initiative continues WorkCover's journey in providing flexible working opportunities and better work/life balance for our people, while maintaining our commitment to workplace health and safety. So far, 278 of our people have worked remotely, and we will continue to promote to employees to increase this uptake. We will conduct a benefits realisation review in August 2019 to understand the impact of this initiative.

Recruitment

During the year, 137 new starters joined WorkCover. We are leveraging digital platform opportunities, combined with engaging advertising and candidate profiling, to attract and select people who will contribute to a better WorkCover Queensland. We have several programs to support the recruitment process and transitions people go through during their time at WorkCover, including onboarding, return from parental leave, new leaders, and emerging leaders.

Endorsed employer for women

WorkCover is now an Endorsed Employer for Women with WORK180, a global online jobs network that advocates for working women. WORK180 screens employers against a set of 20 criteria, including pay equity, flexible working, women in leadership and paid parental leave.

We are committed to diversity of thought, experience, perspective and gender. This diversity allows us to stay in tune with our customers and deliver a truly personalised customer experience.

Casual for a Cause Fridays

WorkCover's Casual for a Cause Friday program has raised over \$25,000 in donations to selected charities over the past year. Our people have chosen charities to support across health care, medical research, social enterprise and animal protection services.

This charitable program is another way our people live our vision – to make a positive difference to people's lives.

Industrial and employee relations

Our commitment to fairness and transparency flows through to our approach to workplace matters and creating an open, communicative culture at WorkCover. We invest in the relationship with Together Union and engage in a consultative process, including a forum to openly raise and quickly resolve all employment matters including organisational change, benefits, policy, initiatives, wellbeing, and safety.

The Workplace Consultative Committee, WorkCover management, Together Union and internal delegates worked together on the renewal of WorkCover's Certified Agreement, which expired in September 2018. The in-principle agreement was achieved by 31 October 2018, and employee consultation ran from 1–15 April 2019. Employees were then able to vote on the agreement from 16 April – 3 May 2019, with 87 per cent of employees participating, of which 97 per cent voted in favour of the new agreement. The new agreement was certified by the Queensland Industrial Relations Commission on 27 May 2019.

Learning and development

WorkCover's learning framework supports a shared understanding across the organisation of what skills, behaviours and abilities we need for the future and how we can deliver these. It helps attract, recruit and sustain a capable workforce and is designed to inform learning and development initiatives. Following on from its introduction last year, more of our teams have utilised the learning framework to identify opportunities for capability growth and created individual development plans designed to ensure capability for current and future roles.

We also introduced My Place, a new technology platform to support our people with processes such as online learning, performance reviews, and development planning. More than 700 online learning activities aligned to the learning framework have commenced. Online learning supports our growth of a continuous learning culture, allowing people to access learning when they need it.

Leadership and management development

Our leaders had the opportunity to work with coaches to enhance their leadership skills and develop areas identified, following the completion of a 360-degree feedback process. We also worked on developing coaching skills across our leadership group.

Management expertise is developed in-house through our monthly Enlightened Bites program. This collaborative leadership learning approach helps our managers stay up-to-date on important and topical management issues such as resilience, workplace harmony, self-reflection, and workplace safety. The program also gives our managers the opportunity to collaborate and leverage knowledge on taking actions and generating new approaches to managing teams.

Emerging Leaders program

WorkCover offers the Emerging Leaders Program to our people, a professional development opportunity for those interested in moving into a leadership career. The program develops our emerging leaders in a supportive environment with opportunities to gain experiences in areas across the business, with a focus on collaboration. This year, seven participants joined the program, which involved coaching, workshops, learning modules, and on-the-job experience.

Study Assistance

The Study Assistance Program is designed to support and assist our people to achieve their learning and development goals through study for qualifications, certifications or accreditations. Around 60 people are currently studying through the program and 12 people completed their tertiary qualifications during the 2018–2019 financial year.

Personal Injury Education Foundation (PIEF)

Our people have continued to study through PIEF for qualifications relevant to our work in personal injury management. We had 8 employees undertaking the Certificate IV in Personal Injury Management, 8 employees studying the new Certificate IV in Customer Engagement, and 10 employees undertaking the Diploma of Personal Injury and Disability Insurance Management.

WorkCover Customer Advisor Sandra Hennessy won a national award for excellence in managing serious injuries, particularly for her involvement in return to work programs for victims of traumatic brain and spinal cord injuries, at the PIEF Awards in Adelaide in October 2018. WorkCover Customer Manager Teegan Jordan earned a finalist status in the emerging leader category for her leadership managing a portfolio of claims.

Mental Health First Aid (MHFA)

During the year, another 49 employees completed a MHFA program, which aims to increase awareness of mental health issues and provides guidance for our people on managing conversations with customers, colleagues or friends and family who may have or are at risk of developing a mental health illness and helping them seek appropriate treatment and support. The program also helps to foster a psychologically healthy workplace. Since its original introduction, 674 of our people have completed the program.