

WorkCover

QUEENSLAND



2023–2027

Corporate Plan

Corporate Plan 2023–2027

Who we are

WorkCover Queensland is the main provider of workers' compensation insurance in Queensland. We are a government owned statutory body established under the *Workers' Compensation and Rehabilitation Act 2003*.

Our vision

To be the best workers' compensation insurer and make a positive difference to people's lives.

Our purpose

We partner with and support our customers to keep Queenslanders working, through:

- Trusted partnerships which underpin our focus on return to work outcomes
- Tailored quality experiences for workers and employers
- Creating value for business through innovative and sustainable outcomes
- Influencing and investing in injury risk reduction.

Our values

Excellence

To deliver outcomes that are highly valued by our customers

Integrity

To always do the right thing

Responsiveness

To provide an experience that meets the individual needs of our customers

Respect

To be considerate of the rights and dignity of everyone

Our customers

Our customers are employers and injured workers, supported by various stakeholder groups.

Challenges

- Maintain a financially sustainable fund
- Effectively manage the growth of mental injuries
- Identify and respond to emerging trends in the external environment
- Focus and enhance our digital, data, cybersecurity and technology strategies in the face of the rapid pace of change and customer expectations
- Attract, develop, and retain an engaged, skilled, diverse, and capable workforce who embrace striving for excellence and mutual accountability
- Engage and influence customers and stakeholders to minimize the risk and cost of workplace injuries and improve return to work outcomes
- Retain and grow our employer customer base, ensuring all Queensland employers have appropriate insurance cover
- Timely access to treatment, rehabilitation and return to work support.

Prepared by the WorkCover Queensland Board of Directors for the Minister for Education, Minister for Industrial Relations and Minister for Racing. Agreed by the Minister for Education, Minister for Industrial Relations and Minister for Racing on 26 June 2023.

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Our goals



Purpose-driven culture: Inspire our people to be open to learning and growing to achieve our strategy

- Together, we ensure our community is empowered and strongly connected to our purpose
- We collaborate and seek to engage others, working together as One Team
- We embrace diversity and value people who bring energy and authenticity to everything they do
- Our behaviours are aligned with our values.



Operational excellence: Improve how we work to maximise value for our customers and our stakeholders

- We are efficient and responsive which allows us to deliver claim outcomes, while keeping premiums low and creating financial sustainability
- This is the best way to deliver our purpose.



Digitally innovative: Modernise and simplify our technology to serve our customers and our people

- We use meaningful insights from our customers and our people to create a digital environment for the future and improve existing processes and practices
- We incorporate innovation practices and tools to be adaptable to disruption and be future-fit.



Valued experiences: Care for and support injured workers and employers by engaging collaboratively

- We are proud of the experiences we deliver in line with our customer strategy principles
- These experiences allow us to achieve positive return to work outcomes at a reasonable cost.

Performance indicators

- Average weekly compensation paid days
- Average annual statutory claim cost
- Final return to work (RTW) %
- Average common law claim cost
- Funding ratio
- Average premium rate (target)
- Breakeven premium rate
- Management and levy expense rate
- Customer experience measure (injured workers and employers)