

Corporate Plan 2011–2015

Prepared by the Board of Directors of WorkCover Queensland for
The Minister for Education and Industrial Relations

Agreed by the Minister on 13 May 2011

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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 excel in workers' compensation insurance.

Our values

Excellence	We seek to excel and pursue continual improvement.
Integrity	We aim to always do the right thing.
Responsiveness	We respond in a timely and welcoming way and deliver solutions.
Respect	We are considerate of the rights and dignity of others.

Our customers

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

Challenges

- ensuring the ongoing financial viability of the fund
- ensuring the intent of recent legislative amendments is realised
- pricing premiums that are equitable and encourages good claims performance
- ability to influence employers to prevent injury
- achieving optimal stay at/return to work outcomes
- engaging all stakeholders to work together to achieve mutually beneficial outcomes.

Opportunities

- deliver a complete customer experience for both injured workers and employers
- improve claim outcomes through improved management across the entire claim process
- consult with employers both on an individual and industry basis to improve their claims experience
- address feedback from customers and stakeholders to improve engagement and outcomes
- work with other agencies notably Workplace Health and Safety and Q-COMP on initiatives to achieve scheme objectives
- maximise the benefits of national harmonisation initiatives and links with other jurisdictions.

Link to Queensland Government outcomes and priorities

The Queensland Government has outlined its commitment to delivering improved outcomes for the community in the document titled *Toward Q2: Tomorrow's Queensland*. The directions established including the five ambitions – Strong, Green, Smart, Healthy and Fair have been considered throughout WorkCover's planning process.

Our goals, strategies and performance indicators

1 Financial

Goal

- Be financially viable, balancing injured worker and employer needs.

Strategies

- Appropriately price and collect premium to cover our costs with the aim of minimising premium for employers while allowing best benefits for workers. Ensure incentives exist for employers to prevent and better manage injuries.
- Proactively analyse claim numbers and cost trends and implement strategies to maximise fair and equitable claim outcomes.
- Identify and monitor other emerging trends impacting on WorkCover and its customers.
- Seek appropriate legislative change where required.
- Have regard to and minimise where possible, impacts on the environment.

Performance indicators

- Maintain capital adequacy requirements.
- Average premium rate, claims costs and durations.

2 Customer/stakeholder

Goal

- Be a customer focused insurer.

Strategies

- Achieve optimal stay at/return to work outcomes for injured workers through effective communication, delivery of benefits, rehabilitation and return to work strategies.
- Constantly review and refine our processes so as to deliver the best and most efficient services to our customers.
- Encourage policyholders to deliver better injury prevention and claims outcomes.
- Actively develop beneficial relationships with customers and stakeholders.
- Liaise with other States to further improve customer outcomes.

Performance indicators

- Achieve injured worker and employer engagement levels that meet customer expectations.
- Return to work and statutory claim frequency.

3 People

Goal

- Be an organisation of professional, engaged people.

Strategies

- Maintain a zero harm at work culture and continuously educate/reinforce occupational health and safety and early return to work practices.
- Develop and action recommendations to build employee engagement.
- Invest in the training and ongoing development of our people.

Performance indicators

- Achieve employee engagement levels that exceed expectations.
- Reduce controllable workplace incidents and days off work/costs associated with workplace injury.