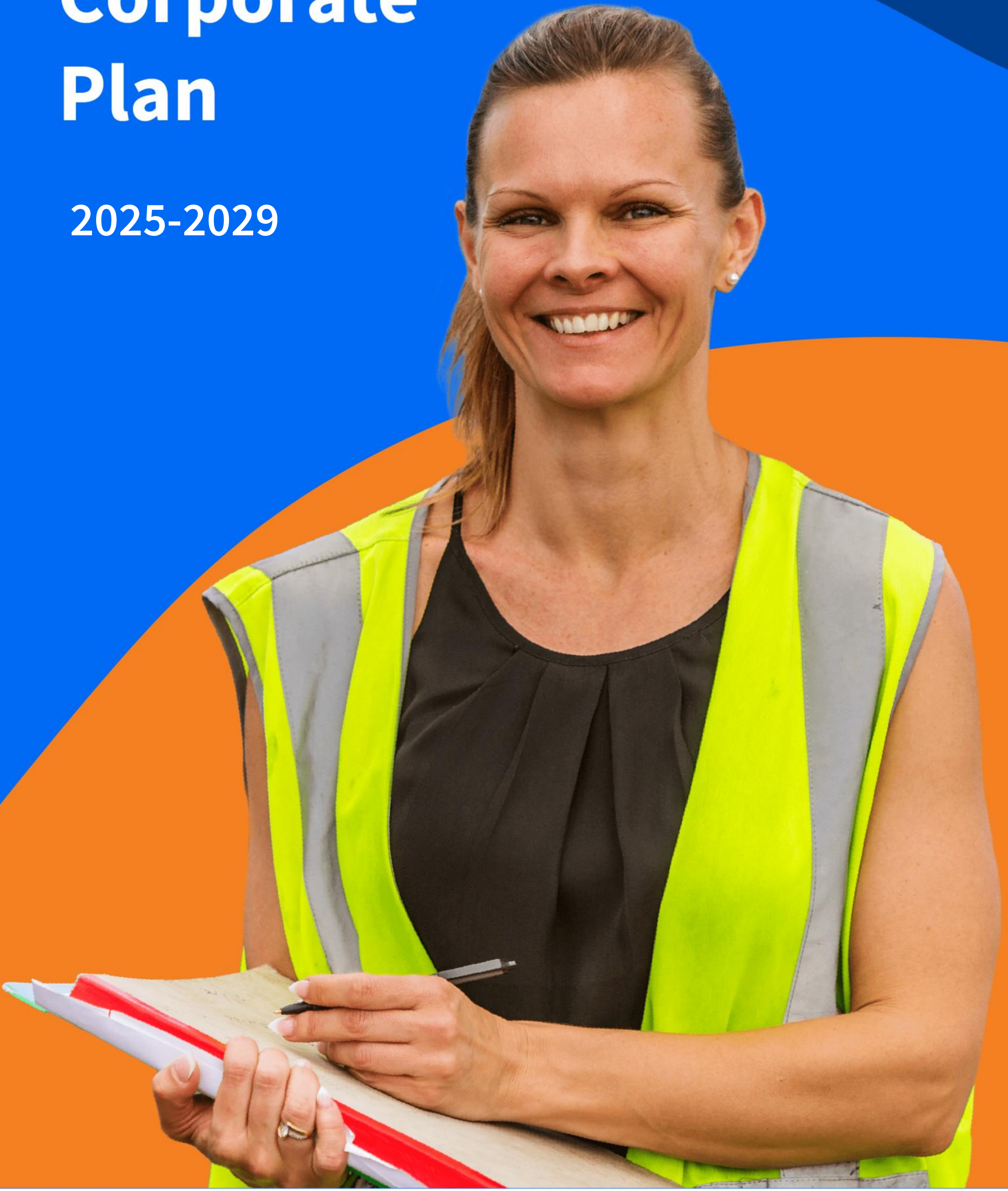
WorkCover
QUEENSLAND

Corporate Plan

2025-2029



Corporate Plan 2025–2029

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 (Qld)*.

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:

- A focus on return to work outcomes that are underpinned by trusted partnerships.
- Tailored quality experiences for workers and employers
- Creating value for injured workers and employers 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

- Maintaining the **financial sustainability** of the fund in an environment where the composition of claims is changing and claim volumes are increasing.
- Proactively manage the increasing prevalence of, and challenging outcomes associated with, primary and secondary **mental injury claims.**
- **Investing in uplifting the business** whilst delivering high levels of services to our customers.
- Continuing the investment in technology and people to **anticipate future challenges and opportunities** within the guardrails of time, cost, quality and scope.
- Retaining and attracting the **very best people** to deliver excellence in care and outcomes.
- Engaging with key stakeholders, employers and service providers to ensure **timely access to treatment**, **rehabilitation and back to work support** for injured workers

Prepared by the WorkCover Queensland Board of Directors for the Deputy Premier, Minister for State Development, Infrastructure and Planning and Minister for Industrial. Agreed by the Deputy Premier, Minister for State Development, Infrastructure and Planning and Minister for Industrial Relations on 1 July 2025.

Goals

Purpose-driven culture	Operational excellence	Future focused	Valued experiences
Foster a culture where our people can strive for excellence to shape the future of workers compensation	Improve how we work to maximise value for our customers and our stakeholders	Modernise our systems and technology to become a digital and data enabled enterprise	Care for and support injured workers and employers by engaging collaboratively

Strategies 2025 - 2029

Operations

- Invest in a performance-driven, accountable, and engaged culture to enhance outcomes and support for injured workers and their employers.
- Ensure WorkCover is at the forefront of claims management practices by creating streamlined and customer focused services that are timely, efficient, and simple to navigate, supported by uplifts to capability, processes, and technology.
- Leverage our cloud platform by investing in technology that expands and enhances customer engagement channels, elevates service delivery and outcomes, and strengthens the protection of data and technology assets.

Workforce

- Align our business to the core needs of our worker and employer customers, leveraging the important role of stakeholders and the broader community, to deliver positive claim and societal outcomes.
- Drive organisational excellence across the WorkCover eco-system through continuous improvement in operations and services, optimising processes and investing strategically to deliver exceptional above and below the line value.

Risk

- Increase our focus on risk management to enhance oversight, systems, and governance, ensuring compliance and effective delivery of strategic and operational goals.

Performance Indicators

- Average weekly compensation paid days for open and closed claims*
- 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).

*12-month rolling average