

Performance Management Framework

Contribution to Government goals

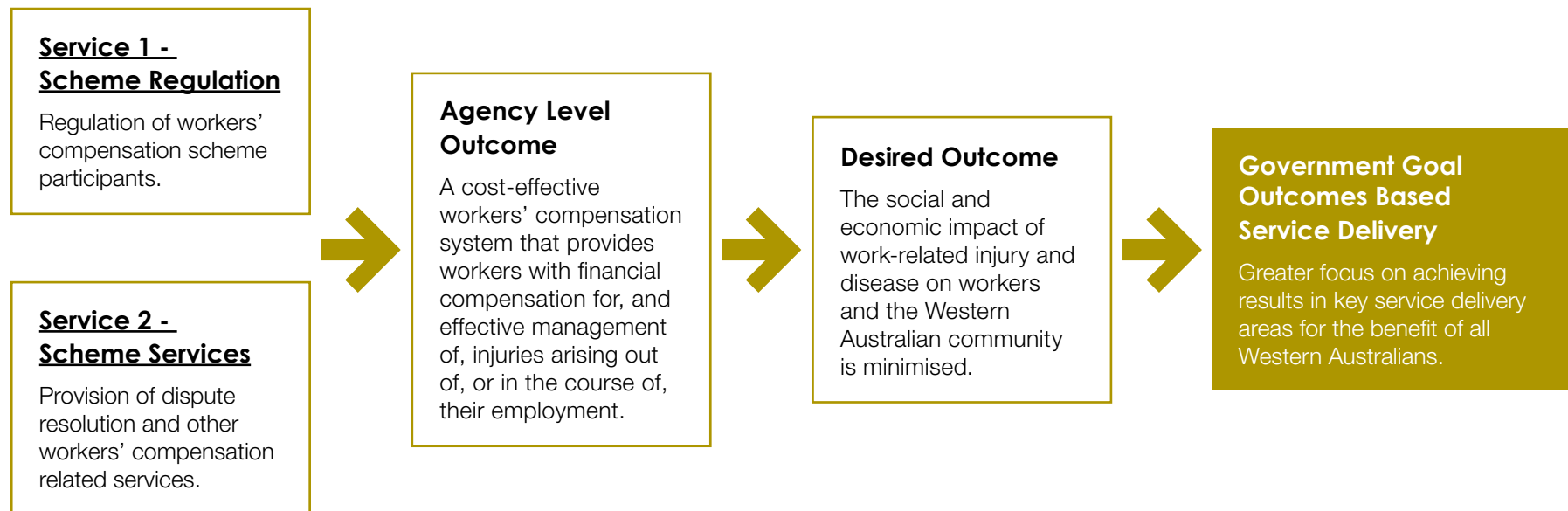
WorkCover WA's agency level outcome and mission contribute to the State Government's strategic goal of 'Outcomes Based Service Delivery: providing a greater focus on achieving results in key service delivery areas for the benefit of all Western Australians'.



Outcomes Based Service Delivery: providing a greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.



WorkCover WA's outcome and services, and contribution to the State Government's goals



Agency level outcome and services

The two services delivered by the agency directly support the achievement of the agency level outcome.

Service 1: Scheme regulation

Scheme regulation activities are:

- education and information
- standards and monitoring
- compliance.

Service 2: Scheme services

The principal scheme service that WorkCover WA provides is the resolution of disputes. This encompasses all the systems and processes of the Dispute Resolution Directorate (DRD) in relation to the resolution of civil and statutory disputes (Part XI) interim orders and minor claim applications (Part XII). The DRD also manages the processes required to register agreements.

WorkCover WA oversees the provision of other services such as audiometric tests, certifying the calibration of hearing testing equipment and the development of specialised retraining programs.

Measurement of agency level outcome and services

WorkCover WA evaluates and measures the agency level services and outcome through key performance indicators (KPIs). Effectiveness indicators show the extent to which the agency achieved its agency level outcome and efficiency indicators represent the cost of the services delivered.

WorkCover WA conducted a mid-year review of its dispute resolution KPIs resulting in a submission to the Outcome Structure Review Group (OSRG) of the Department of Treasury and Finance. In February 2009, the OSRG approved a revised set of KPI measures for dispute resolution which are seen as more effective and useful measures of this function.

The new dispute resolution KPI 1.4, measuring the timeliness of the resolution of disputes, is now comparable with the measure used in similar jurisdictions, such as the WA State Administrative Tribunal's 28-week and the NSW Workers' Compensation Commission's 26-week benchmarks.

The move to a measure of timeliness against each of the three dispute resolution processes is a logical progression from the weighted measure of costs against each of these three functions (KPI 2.2).

As the DRD appeal process is not automatic and the Commissioner's function comprises an independent judicial review mandated under the governing legislation, the dispute resolution KPI in relation to appeals, was discontinued. This decision also had regard to potential appellants having to meet a strict set of conditions prior to seeking leave to appeal.

The audited KPIs are included within the Disclosures and Legal Compliance section of this report.

Key effectiveness indicators

Key effectiveness indicators measure the extent to which WorkCover WA achieved its outcomes during the year. To measure the extent to which the agency outcome was achieved, four key effectiveness indicators have been used. These are:

- 1.1 Percentage of workers covered by a current workers' compensation policy.
- 1.2 Percentage of lost-time injuries with an appropriate injury management response.
- 1.3 User satisfaction with the dispute resolution system.
- 1.4 Resolution of disputes:
 - a) Percentage of Part XI disputes resolved within 26 weeks from date an application is received.
 - b) Percentage of Part XII disputes resolved within 5 days of referral to arbitrator for a decision.
 - c) Percentage of common law applications relating to an injury occurring prior to 14 November 2005 resolved within 52 weeks from date an application is received.

Key efficiency indicators

Key efficiency indicators measure the level of resources, including costs, required to deliver agency services. Service delivery costs include all agency expenditure with the exception of costs associated with:

- the Employers' Indemnity Supplementation Fund
- uninsured claims payments
- the management of trust funds
- funding of joint initiatives with the WorkSafe division of the Department of Commerce
- the service delivery agreement with the Commonwealth for delivery of services to Cocos and Christmas Islands.

The following three efficiency indicators have been used to measure the cost and efficiency of delivering services:

- 2.1 Average weighted cost per regulation activity.
- 2.2.1 Average weighted cost to resolve a:
 - a) Part XI dispute.
 - b) Part XII dispute.
 - c) Common law application relating to an injury occurring prior to 14 November 2005.
- 2.2.2 Average weighted cost to process a Memorandum of Agreement.

Shared responsibilities with other agencies

The [Commission for Occupational Safety and Health](#) consists of representatives of employers, employees, Government and people with expertise and knowledge in occupational safety and health matters. WorkCover WA attends Commission meetings as an observer and provides ongoing support of the Commission's objectives in the form of statistical data about work-related injury and disease.

WorkCover WA is represented on the Trauma Data and Evaluation Committee, a subgroup of the Injury and Trauma Health Network Advisory Group. The advisory group is responsible for planning health policy and providing strategic advice and direction on where and how health services should be delivered across Western Australia. WorkCover WA assists the Trauma Data and Evaluation Committee in the enhancement and development of appropriate data sources and information systems to inform injury and trauma data research.

WorkCover WA is a member of the Occupational Safety and Health and Injury Management Steering Committee, which consists of representatives from [WorkSafe](#) (Department of Commerce) and Office of the Director General Divisions, [RiskCover](#) and [Public Sector Commission](#), and [Unions WA](#).