



SERVICE



EXCELLENCE



RESPECT



INTEGRITY



COLLABORATION

VISION

A workers compensation and injury management scheme that works for all

PURPOSE

To lead a contemporary, sustainable and integrated workers compensation scheme that is fair, accessible and cost effective for all stakeholders

STRATEGIC PRIORITIES

Delivering Strategic Scheme Management

We will lead a responsive and sustainable workers compensation scheme

Modernising Workers Compensation

We will work with scheme stakeholders to implement and embed a new workers compensation Act

Building People, Culture and Systems

We will build on the capability and adaptability of our people, culture and systems

FOCUS AREAS

Scheme Management

Implement a new workers compensation Act and contemporary practices

Improve scheme services through stakeholder engagement and community collaboration

Regulatory Services

Provide trusted advice, information, and education to stakeholders

Set clear service delivery expectations and monitor service provider performance

Dispute Resolution

Deliver effective and timely dispute resolution services

Embed innovative approaches to dispute resolution and registry services

Capable Culture

Develop a diverse, agile and future ready workforce

Leverage technology to improve productivity and accessible service delivery

Integrate the use of data across focus areas to pinpoint issues, understand challenges and assess impact

IMPACT

- 1 Injured workers receive adequate financial and other support
- 2 Employers understand their rights and obligations
- 3 Service providers reflect our expectations in their operations
- 4 The workers compensation scheme remains financially stable

VALUES

WorkCover WA's values define what is important to our Agency. They underpin our interaction with Government, community, stakeholders and each other.



SERVICE

Together we demonstrate a commitment to **service** when we:

- are clear about what we deliver
- consider our customers and their needs
- commit, act and deliver.



EXCELLENCE

Together we achieve **excellence** when we:

- are proactive, positive, flexible and act strategically
- recognise change is constant and it can bring opportunity
- build on opportunities.



RESPECT

Together we show **respect** when we:

- embrace diversity and individual differences
- seek to understand and recognise people's interests and rights
- are fair and prompt in our actions and dealings with others.



INTEGRITY

Together we operate with **integrity** when we:

- are trustworthy and accountable
- act in a consistent and impartial manner
- are transparent in decision making.



COLLABORATION

Together we seek to **collaborate** and partner when we:

- work as a team
- value the contribution of others
- embrace a culture of open communication.

Title: Gathering Place

Artist: Luke "Joordah" Riches.

The artwork illustrates WorkCover WA as a location where people from all walks of life can gather to discuss events, share stories and find solutions for individuals and communities. It is backdropped by the desert sands of Western Australia and highlights the five WorkCover WA values.

