

This Statement provides the principles for the regulatory approach WorkCover WA will take when performing our legislative and regulatory functions.




We recognise the challenges of implementing major change within our scheme while continuing to perform our functions at the highest level.

We pursue our regulatory priorities and maximise our regulatory impact by:

- Providing advice and assistance to stakeholders, and producing information resources and training programs.
- Regulating and monitoring the performance of scheme participants.
- Undertaking data driven compliance inspections and investigations.
- Taking enforcement action to address instances of non-compliance.

Regulatory Fundamentals	Regulatory Mindsets	Regulatory Impact	Regulatory Priorities
We perform our regulatory functions carefully and purposefully, always considering the aims of our Act and our jurisdiction.	We are skilled, driven and resilient. We have the tools to achieve quality outcomes and are supported by value driven leaders.	We proactively make stakeholders aware of their obligations, leading to better protected workers.	We will establish effective frameworks underpinning the new legislation and supporting stakeholders' transition to the new arrangements from 1 July 2024.
We carry out our functions consistently, ethically and transparently, and our stakeholders trust us to do so.	We are prolific and rigorous in our use of available information to realise our goals.	We assist stakeholders to understand the basis for enforcement activities.	We will explore new communication pathways to provide information and assistance to our broadest stakeholder groups.
We build and nurture productive working relationships with our stakeholders, which makes our scheme more effective.	We foster strategic partnerships to ensure data sharing opportunities are maximised.	We are confident our enforcement decisions are consistent and impartial.	We will expand opportunities for information sharing with other government agencies.
We assist stakeholders, set clear expectations, and take reasonable enforcement action when required.	We think creatively, challenge appropriately, and always strive to innovate as we achieve our outcomes.	We ensure high risk and high offending stakeholder groups receive focused attention to ensure they understand and comply with their obligations.	We will embed the in-house prosecution function and strengthen the linkages between our investigation and prosecution processes.

# REGULATORY SERVICES DIVISION

	 <b>Enhance Compliance</b>	 <b>Extend Regulation</b>	 <b>Enrich Culture</b>
Who we are	Visible and credible regulator	Trusted and valued by stakeholders	High performing workforce
What we do	<p><b>Clear expectations</b> Set clear regulatory expectations to enhance service delivery and monitor compliance and performance.</p> <p><b>Transparent disclosure</b> Deliver contemporary reviews and fit for purpose assessments to ensure a fair scheme for all.</p> <p><b>Streamline compliance</b> Eliminate internal red tape and improve automation of core compliance processes.</p>	<p><b>Increase engagement</b> Build productive relationships based on mutual respect and understanding of roles and responsibilities.</p> <p><b>Embrace technology</b> Engage with stakeholders through new and interactive channels to grow our presence and strengthen our reputation.</p> <p><b>Purposeful education</b> Use relevant data and intelligence to provide stakeholders with new insights and contemporary education.</p>	<p><b>Accountable performance</b> Demonstrate leadership and accountability in how we work, live our values and develop our culture.</p> <p><b>Promote excellence</b> Support our people to harness emerging technologies by developing technical, analytical and regulatory capabilities.</p> <p><b>Right mix</b> Ensure our workforce composition builds our capability to meet current and future operational requirements.</p>
Why we do it	Stakeholders reflect our expectations in the services they provide and the outcomes they achieve.	Workers and employers make informed decisions through quality advice and assistance.	Staff have increased engagement with their work and greater productivity in delivering results.

## AGENCY VALUES

WorkCover WA strives to be a best practice regulator. We know who we are, what we do and why we do it. We embrace our values to be an enabler of change.

SERVICE	EXCELLENCE	RESPECT	INTEGRITY	COLLABORATION
We are clear about what we deliver	We are proactive, flexible and act strategically	We embrace diversity and individual differences	We are trustworthy and accountable	We work as a team
We consider our customers and their needs	We recognise change is constant	We seek to recognise people's interests and rights	We act in a consistent and impartial manner	We value the contribution of others
We commit, act and deliver	We build on opportunities	We are fair and prompt	We are transparent in decision making	We embrace a culture of open communication