



Disclosures and Legal Compliance

Cyber Security

In an environment of increasing cyber security threats, we proactively implement measures to manage the security of critical systems and stakeholder information.

Our Information Technology (IT) approach is guided by the Western Australian government's Cyber Security Policy. All state government agencies are required to implement a baseline set of technical controls to ensure compliance with the Australian Cyber Security Centre (ACSC) Essential Eight security controls.

Throughout 2024/25, we continued to advance our efforts toward achieving or surpassing Level 1 maturity across all Essential Eight controls. This objective has now been met, with WorkCover WA attaining Level 1 or above for each of the Essential Eight controls.

Aligned to the Essential Eight requirements, we completed several key IT projects in 2024/25.

PROJECT IN FOCUS

Network upgrade

We completed a major upgrade of WorkCover WA's network infrastructure, incorporating new hardware with enhanced security as well as improved network security monitoring.

Additionally, WorkCover WA Online - the agency's public portal - underwent a technical upgrade to the Microsoft .NET 8 framework, ensuring the platform remains current, fully supported and secure.

All staff completed an updated and tailored cyber security training program in 2024/25, which addressed threats such as phishing and malware. Recognising cyber security training as a vital defence against cyber threats, we will continue to deliver an updated cyber security training program annually.

Maintaining Essential Eight security controls, along with other cyber security strategies, will remain a key priority for WorkCover WA under current and future strategic plans.

Looking ahead: Artificial Intelligence

A priority for the year ahead is the ethical, secure and compliant use of Artificial Intelligence (AI) while supporting agency innovation and business goals. This will include a thorough consideration of risks, privacy concerns and ethical issues.

In 2025/26 we expect to complete the development and implementation of AI policies and procedures to support secure and responsible use of AI in compliance with relevant regulatory and legislative requirements.



Information Governance and Recordkeeping

We are committed to maintaining high-quality records and ensuring the security of our information in an increasingly digital world.

Our comprehensive approach includes measures to identify and mitigate risks, and to appropriately secure information we receive, maintain and share in alignment with the WA Government Information Management Framework.

Recordkeeping Plan

The State Records Commission's standards and principles govern best practice recordkeeping across the agency.

Our *Recordkeeping Plan* is compliant with s.28 of the *State Records Act 2000* and is reviewed every five years. Our next review is scheduled for 2026/27.

Recordkeeping training

We support good recordkeeping practices through training programs, including a recordkeeping induction, online training and short courses.

Staff are kept informed of their recordkeeping obligations via regular reminders and resources available on the staff intranet. This includes internal policies, procedures, user and system training guides and 'how to' videos.

Content Manager upgrade

We are currently progressing a major update of our records and information management system, Content Manager.

The project aims to integrate Microsoft 365 functionality with Content Manager to enhance collaboration and continue to improve our information management maturity.

We expect to complete this project in 2025/26.

Freedom of Information (FOI)

The *Freedom of Information Act 1992* provides a general right of access to documents held by state and local Government agencies. For openness and transparency, an *Information Statement* outlining the freedom of information process is published annually on our website.

In 2024/25 there were 113 FOI requests received and processed by our Information Management Team, compared to 198 in 2023/24.

When an FOI decision is challenged by an applicant, they may request a review. One FOI matter progressed to an internal review. No FOI matters progressed to an external review.

Other Disclosures

Governance Framework

WorkCover WA's *Governance Framework* ensures our strategies, stakeholder relationships and culture support the achievement of agency objectives and comply with good governance principles.

The Governance Framework is aligned to the Public Sector Commission's (PSC) *Good Governance Guide* and details planning, reporting and governance needs. It is reviewed biennially, with a review conducted in early 2025.

Ongoing monitoring is provided through:

- risk management and audit processes
- quarterly and annual reporting
- oversight by the Corporate Executive and the WorkCover WA Board
- annual governance performance reviews.

To facilitate oversight of governance requirements, a Corporate Governance Task List is maintained for all key planning, budgeting, reporting and governance activities.

Risk Management Framework

WorkCover WA's approach to managing, anticipating and mitigating risks to the agency and the sustainability of the scheme is guided by our Enterprise Risk Management Framework. This ensures good risk management practices are maintained and significant risks are mitigated in compliance with Treasurer's Instructions and Australian Standard AS ISO 31000.

Ongoing training, risk system upgrades and monitoring and reporting of performance against Key Risk Indicators are provided to the Corporate Executive through the Risk Management Committee.

Operational risk registers are maintained in an online risk database and reported to the Risk Management Committee and the Audit and Risk Management Committee.

The Board receives a report on Key Risk Indicators quarterly and a full report on risk management annually, as well as updates as required on identification of significant movements on risk activity.

Integrity Framework

WorkCover WA's approach to mitigating the risk of fraud and corruption by focusing on integrity and prevention is set out in our *Integrity Framework*.

Our approach to effective fraud and corruption prevention is underpinned by a healthy and strong culture in line with the PSC's *Integrity Framework Guide for WA Public Authorities*.

Review of the *Integrity Framework* takes place every two years using tools provided by the PSC. Our last review was conducted in August 2024 using the *Integrity Framework Maturity Self Assessment Tool*.



Fraud and Corruption Control Plan

WorkCover WA is committed to the highest possible standards of openness, probity and accountability and has zero tolerance for fraud, corruption and misconduct.

The *Fraud and Corruption Control Plan* documents our strategic and operational approach to controlling and managing fraud and corruption and was developed in alignment with the requirements of the Australian Standard AS 8001. It applies to all internal staff, the Board, contractors and external parties involved in providing goods and services to WorkCover WA.

It works in tandem with our approach to risk management and integrity. Fraud and corruption risks are further monitored through the reporting of Key Risk Indicators to the Corporate Executive, the Audit and Risk Management Committee and the Board.

Internal audit function

In line with sound governance practices and the *Financial Management Act 2006* and Treasurer's Instructions, WorkCover WA has an internal audit function. It includes consultants and contractors engaged on behalf of the agency through an arrangement managed by the Internal Audit Manager to provide independent and objective assurance and consultation services aimed at continuously improving agency operations.

Tasks undertaken by the internal audit function assist WorkCover WA to accomplish agency objectives by bringing a systematic, disciplined approach to improving the effectiveness of risk management, control and governance processes.

The Audit and Risk Management Committee is appointed by the Board. To maintain independence, the Internal Audit Manager reports directly to the Audit and Risk Management Committee for the audit function and to the CEO for administrative matters.

Internal Audit Strategy

Audit activities are determined by a three-year *Internal Audit Strategy*, with a corresponding annual schedule reviewed prior to the commencement of each audit year.

Internal audits at WorkCover WA are risk-based and encompass both financial and non-financial operations of the agency. Internal audit aims to work with and support external audit as required and reduce duplication of effort as appropriate.

Audit findings

Six internal audits and two external audits were conducted in 2024/25. The six internal audits identified three medium and seven low level audit findings. There were no findings identified by the two external audits. All agreed findings have agreed action plans and are reported to and monitored by the Audit and Risk Management Committee.

The Office of the Auditor General confirmed our status as a small agency of best practice for the 2023/24 reporting year. For 2024/25, the outcome will be released in the 2025/26 financial year once the Auditor General's report is presented in Parliament.

Other Disclosures

Public sector standards and ethical codes

WorkCover WA is committed to maintaining an ethical, transparent and accountable workforce and encourages staff to uphold the highest standard of conduct and integrity in accordance with:

- The Principles of Conduct: Section 9 *Public Sector Management Act 1994*
- *Commissioner's Instruction 40: Ethical Foundations.*

WorkCover WA's Code of Conduct provides guidance to staff about expected standards of workplace behaviour. Induction for new staff includes training on our Code of Conduct and existing staff including Board members complete refresher training every two years.

Suspected non-compliance with the Code of Conduct can be reported through internal pathways and to external bodies such as the Corruption and Crime Commission and Public Sector Commission.

In 2024/25, no breaches occurred.

Conflicts of interest

All staff members are responsible for ensuring their personal, financial or other interests do not conflict with their ability to perform their official duties in an impartial manner.

A centrally maintained Conflict of Interest Register is completed by staff and Board members as required.

Unauthorised use of credit cards

Officers of WorkCover WA hold corporate credit cards where their functions warrant usage of this facility. Despite each cardholder being reminded of their obligations annually under WorkCover WA's credit card policy, three employees inadvertently used the corporate credit card for non-work related items. The matter was not referred for disciplinary action as the Chief Finance Officer noted the prompt advice and settlement of the personal use amount and the nature of the expenditure was immaterial and characteristic of an honest mistake.

In 2024/25 there were three unauthorised uses of a corporate credit card.

Table 11: Unauthorised use of credit cards

Category	2024/25
Have been used for personal purposes	3
Aggregate amount of personal use expenditure for the reporting period	\$310
Aggregate amount of personal use expenditure settled by the due date (within 5 working days)	\$310
Aggregate amount of personal use expenditure settled after the period (after 5 working days)	-
Aggregate amount of personal use expenditure remaining unpaid at the end of the reporting period	-
Number of referrals for disciplinary action instigated by the notifiable authority during the reporting period	-

Ministerial correspondence

Under section 74 of the *Public Sector Management Act 1994*, we have a communications protocol which outlines how the CEO and all staff interact with the Office of the Minister for Industrial Relations. To ensure precise and timely information is delivered to the Minister for Industrial Relations, we actively manage all Ministerial communications as matters of priority.

Ministerial directives

Under section 111(2) of the Act, WorkCover WA is required to record written directives from the Minister in the Annual Report.

WorkCover WA did not receive any Ministerial directives in 2024/25.

CEO Performance Agreement

The CEO's performance is monitored by the Board and the Minister for Industrial Relations through deliverables determined in an annual CEO Performance Agreement.

The Performance Agreement is developed between the CEO, Board Chair, Minister for Industrial Relations and Public Sector Commissioner.

An evaluation against agreed deliverables is undertaken by the Board Chair annually, and endorsed by the Minister for Industrial Relations and Public Sector Commissioner.

Public interest disclosure

The *Public Interest Disclosure Act 2003* facilitates the disclosure of sensitive public interest information and provides protection for those who disclose and those who are the subject of disclosures. There were no public interest disclosures in 2024/25.

Customer Service Charter

WorkCover WA's Customer Service Charter outlines our commitment to our customers and the quality of service they can expect to receive from us.

Customer First Feedback

Complaints, compliments and suggestions can be made through our Customer First Feedback System, which can be accessed on our website. We also receive feedback by telephone, email and in person.

Our Customer First Feedback System complies with the *Australian/New Zealand Standard Guidelines for Complaint Management in Organisations (AS/NZ 10002:2014)* and the Ombudsman Western Australia's *Complaints Management Guidelines*. The system provides customers with an accessible avenue to provide feedback about our services, decisions, procedures, policies and facilities.

Feedback is reported regularly to the Corporate Executive to identify trends and implement positive change.

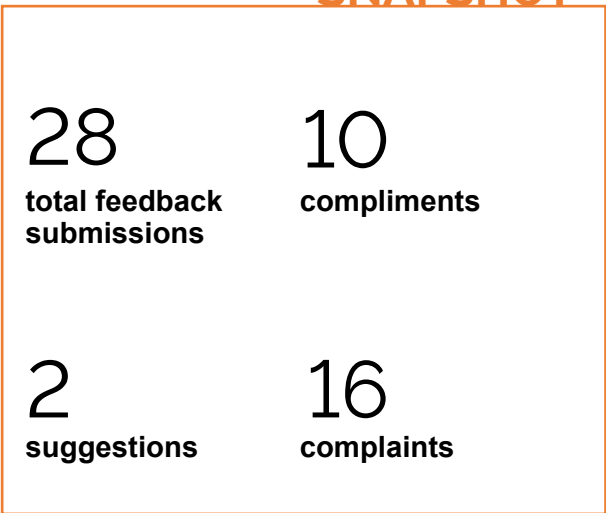
Complaints

Complaints are an opportunity for us to improve the service we provide to stakeholders.

Our *Customer First Feedback Policy* outlines our process for managing and resolving complaints.

All complaints are dealt with promptly, objectively and confidentially, and are recorded to form part of our continuous improvement process.

SNAPSHOT



Reports on Funds Management

Workers Compensation and Injury Management Trust Account

The WorkCover WA Trust Account is established as an agency special purpose account in accordance with Section 16 of the *Financial Management Act 2006* and Section 494 of the *Workers Compensation and Injury Management Act 2023*. WorkCover WA seeks to optimise returns and security of funds invested for the benefit of the entitled person.

Section 377 of the *Workers Compensation and Injury Management Act 2023* empowers an arbitrator to order compensation to be paid in trust to WorkCover WA when it cannot immediately be paid to a person under a legal disability or the dependants of a deceased worker. These funds are invested under the *Treasurer’s Guidelines*.

Investment strategies employed provided an average yield for the 2024/25 year of 4.15% for all trust accounts.

Default Insurance Fund

The Default Insurance Fund (DIF) is established as an agency special purpose account in accordance with Section 16 of the *Financial Management Act 2006* and Section 256 of the *Workers Compensation and Injury Management Act 2023* to ensure the sustainable functioning of the workers compensation scheme in Western Australia.

Managed by WorkCover WA, the DIF is used to pay compensation claims when employers are uninsured or when insurers are insolvent, in accordance with Section 257 of the *Workers Compensation and Injury Management Act 2023*.

Table 12: Report on Funds Management

	Uninsured Employers (\$000)	Insolvent Insurers (\$000)
Recoveries in 2024/25	25	122
Claim payments for 2024/25	7,100	1,016

Debt and investments

At 30 June 2025 there were 198 outstanding debtors resulting from fines and penalties awarded under the Act, with debts outstanding of \$4,615,743.25.

In 2024/25 the weighted average rate of return on General Account investments was 4.14%.

Table 13: Actual vs Budget Results

	2024/25 Target (\$000)	2024/25 Actual (\$000)
Total Revenue (sourced from Statement of Comprehensive Income)	28,520	31,313
Total Expenses (sourced from Statement of Comprehensive Income)	32,615	34,924
Total Equity (sourced from Statement of Financial Position)	102,220	113,375
Net Increase/(decrease) in cash held (sourced from Statement of Cash Flows)	(3,813)	(2,810)
Approved full-time equivalent (FTE) staff usage	136.84	130.04

Please note the actual FTEs is based on average paid FTEs for the full Financial Year.

Board remuneration

The Chair and WorkCover WA Board members are paid fees and allowances as fixed by the Minister for Industrial Relations on the recommendation of the Minister for Public Sector Management.

Board members who are public service officers are not entitled to payment

Table 14: WorkCover WA Board Remuneration

Position	Name	Remuneration Type	Period of Membership*	Gross/Actual Remuneration (Incl Superannuation)
Chair	Sharryn Jackson	Board Payment	12 months	\$41,649
Member	Peta Libby	Board Payment	12 months	\$22,907
Member	Llewellyn Jones	Board Payment	12 months	\$22,907
Member	Sally North	Nil	12 months	Nil
Member	Don Cunninghame	Board Payment	12 months	\$22,907
Member	Chris White	Nil	12 months	Nil
Member	Owen Whittle	Board Payment	4 months	Nil
Member	Rikki Hendon	Nil	2 months	Nil
Total				\$110,370

* The period of membership column refers to the board member's membership during the 2024/25 period.

Directors' and officers' liability insurance

Directors' and officers' liability insurance covers the personal liability for damages and defence costs of the injured persons in the event action is taken against them for a breach of duty.

WorkCover WA holds a directors' and officers' liability insurance policy covering members of the Board and senior officers of the agency. The policy is placed through the Insurance Commission of Western Australia and is renewed annually.

Reports on Funds Management

Advertising

Under Section 175ZE of the *Electoral Act 1907*, the agency incurred the following expenditure in relation to direct mail, media advertising and job advertising.

Table 15: Advertising Expenditure

Type	Organisation	2024/25 (\$)
Direct mail	Campaign Monitor	3,733
	Eric Preston Pty Ltd	2,193
	Specialist Mail Service	4,451
Media advertising	Facebook	1,469
	LinkedIn	3,500
	Tonic Media Network	7,960
	ACCI	91
	West Australian	5,500
	Australian Medical Association	7,620
Job Advertising	LinkedIn	2,288
Total		38,805

Capital works projects

Expenditure on capital works is outlined below.

Table 16: Capital Works Expenditure

Capital Works Projects	2024/25 (\$000)
IT Hardware	20
Fixtures and Fittings	41
Office Equipment	14
Total	75

Annual estimates

In accordance with *Treasurer's Instruction 953*, statutory authorities not operating as divisions of the Consolidated Account are required to include annual estimates for the current financial year in the annual report of the preceding year. The following estimates have been submitted and approved by the Minister for Industrial Relations.

Table 17: Annual Estimates
– Statement of Comprehensive Income

	2026
	\$000
INCOME	
Revenue	
Insurer contributions	20,365
Interest revenue	5,850
Other revenue	3,156
Total Revenue	29,371
Gains	
Decrease in claims liability	1,240
Total Gains	1,240
Total Income	30,611
EXPENSES	
Expenses	
Employee benefits expenses	20,918
Supplies and services	4,269
Depreciation and amortisation expenses	774
Accommodation expenses	661
Grants and subsidies	-
Claims expenses	3,651
Loss on disposal of non-current assets	-
Other expenses	2,049
Total Expenses	32,322
Profit / (Loss) before grants and subsidies from State Government	(1,711)
Resources received	250
Profit / (Loss) for the period	(1,461)

Reports on Fund Management

**Table 18: Annual Estimates
– Statement of Financial Position**

	2026
	\$000
ASSETS	
Current Assets	
Cash and cash equivalents	20,680
Restricted cash and cash equivalents	96,656
Receivables	3,937
Other assets	770
Total Current Assets	122,043
Non-Current Assets	
Property, plant, equipment & vehicles	17,680
Intangible assets	531
Right-of-use assets	76
Total Non-Current Assets	18,287
Total assets	140,330
LIABILITIES	
Current Liabilities	
Payables	1,219
Lease Liabilities	24
Employee related provisions	3,712
Claims provisions	4,510
Total Current Liabilities	9,465
Non-Current Liabilities	
Lease Liabilities	61
Employee related Provisions	4,153
Claims Provisions	24,605
Total Non-Current Liabilities	28,819
Total liabilities	38,284
NET ASSETS	102,046
EQUITY	
Reserves	16,407
Retained earnings	85,639
Total equity	102,046

**Table 19: Annual Estimates
– Statement of Cash Flows**

	2026
	\$000
CASH FLOWS FROM OPERATING ACTIVITIES	
Receipts	
Default Insurance Fund	-
Insurer contributions	20,365
Interest received	5,850
GST receipts on sales	1
GST receipts from taxation authority	500
Other receipts	3,156
Payments	
Default Insurance Fund claim payments	(3,651)
Employee benefits	(20,940)
Supplies and services	(4,019)
Accommodation	(661)
GST payments on purchases	(501)
Other payments	(1,995)
Net cash used in operating activities	(1,895)
CASH FLOWS FROM INVESTING ACTIVITIES	
Receipts	
Proceeds from sale of non-current physical assets	-
Payments	
Purchase of non-current physical assets	(1,145)
Net cash used in investing activities	(1,145)
CASH FLOWS FROM FINANCING ACTIVITIES	
Payments	
Principal elements of lease payments	(30)
Net cash used in Financing activities	(30)
Net decrease in cash and cash equivalents	(3,070)
Cash and cash equivalents at the beginning of the period	120,406
Cash and cash equivalents at the end of the period	117,336