



ANNUAL REPORT 2024-2025



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Acknowledgement of Country

WorkCover WA acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community.

We pay our respects to all Aboriginal communities and their cultures, and to Elders past and present.

We acknowledge our Aboriginal employees who are an integral part of our diverse workforce, and recognise their knowledge of Country and cultures.

Accessibility Statement

WorkCover WA strives to achieve online accessibility that is inclusive of a wide range of people, including people with disability.

This annual report can be viewed in PDF format on the WorkCover WA website. It may be copied in whole or part with acknowledgement of WorkCover WA.





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Statement of Compliance



**To the Hon. Simone McGurk MLA,
Minister for Industrial Relations,**

In accordance with Section 63 of the *Financial Management Act 2006*, we hereby submit for your information and presentation to Parliament, the Annual Report of WorkCover WA for the reporting period ending 30 June 2025.

The Annual Report has been prepared in accordance with the provisions of the *Financial Management Act 2006* and, where applicable, a statement acknowledging the incorporation within the report of any special reporting requirements imposed upon WorkCover WA by any other written law.

The financial statements comply with Australian Accounting Standards – Simplified Disclosure Requirements issued by the Australian Accounting Standards Board.

A handwritten signature in black ink, appearing to read 'C. White'.

Chris White

Chief Executive Officer
WorkCover WA
29 August 2025

A handwritten signature in black ink, appearing to read 'S.M. Jackson'.

Sharryn Jackson

Board Chair
WorkCover WA
29 August 2025



Overview

About Us



Watch:
'Who is WorkCover WA?'

WorkCover WA is the government agency responsible for regulating and administering the workers compensation scheme in Western Australia under the *Workers Compensation and Injury Management Act 2023* (the Act).

The Western Australian scheme

The scheme is designed to ensure workers suffering a work-related injury or illness are compensated for lost wages, medical expenses and other associated costs, and promotes active management of work-related injuries to achieve a safe and sustainable return to work.

The scheme includes entitlements for injured workers and dependants of deceased workers, processes for noise induced hearing loss claims, assessment of permanent impairment, and provisions for claims to be finalised through settlement by lump sum payment.

As the scheme is based on a 'no-fault' principle, an injured worker does not need to establish anyone was at fault or negligent to make a claim.

The Western Australian scheme is the largest privately underwritten workers compensation scheme in Australia. The Act requires employers to engage a licensed insurer and maintain workers compensation insurance coverage for all workers.

Our purpose

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

Our stakeholders

- Workers
- Employers
- Insurers
- Self-insurers
- Workplace rehabilitation providers
- Allied health providers
- Medical practitioners
- Insurance brokers
- Legal practitioners

Our role

- Provide information and education on all aspects of the scheme.
- Monitor employers to ensure they maintain current workers compensation insurance coverage for all workers and comply with injury management obligations.
- Regulate service providers to ensure they comply with the Act.
- Provide an independent dispute resolution service for workers compensation issues.
- Manage processes related to workplace fatalities and the assessment of permanent impairment claims.

Our values

Our core values underpin all agency operations and interactions with stakeholders.



Collaboration



Excellence



Integrity



Respect



Service

Our Impact



27,841 additional workers covered

In 2024/25, compliance inspections and voluntary compliance initiatives led to 5,667 employers obtaining a policy of workers compensation insurance to cover 27,841 additional workers.



22,983 stakeholders assisted

Our Advice and Assistance Service responds to enquiries from a range of stakeholders. In 2024/25, we responded to 22,983 requests for advice and assistance compared to 19,902 in 2023/24.



1,194 enforcement actions

Investigations resulted in a total of 1,194 enforcement actions for employers who failed to meet their obligation to hold a policy of insurance.

701

caution notices

384

infringement notices

109

prosecutions completed

\$4.64M

in fines and penalties paid
back into the scheme



\$27.7M raised for the premium pool

We use data-matching processes to identify potential employers and send out targeted obligation notices to educate and encourage voluntary compliance with legal obligations. In 2024/25, 5,667 employers took out a policy of workers compensation insurance, translating to a \$27.7M contribution to the premium pool.



599 service providers regulated

We approve and monitor a range of service providers within the Western Australian scheme, including insurers and self-insurers, workplace rehabilitation providers, approved permanent impairment assessors and noise practitioners. There are 599 service providers at 30 June 2025.



2,212 conciliations completed

If a dispute cannot be resolved through negotiation, parties can make an application to our Conciliation Service. There were 2,212 conciliations completed in 2024/25 compared to 2,511 in 2023/24.



465 arbitrations completed

If a dispute cannot be resolved through conciliation, an application can be made to our Arbitration Service. There were 465 arbitration matters completed in 2024/25 compared to 553 in 2023/24.

Message from the Board Chair



In the final year of our *Strategic Plan 2022-2025: Building on Strength*, the Board acknowledges WorkCover WA's significant achievements across all strategic priorities.

WorkCover WA has a clear vision of 'a workers compensation and injury management scheme that works for all'. As such, *Building on Strength* guided WorkCover WA through a transformative three-year period. As we close out this chapter, I look back with pride on the positive impact WorkCover WA has had on strengthening the scheme in this State.

The strategic priority of **modernising workers compensation** was at the forefront over the three-year period, with 1 July 2024 marking the commencement of the Act.

The task of implementing legislation is immense, and I am pleased to report the WorkCover WA team more than met the challenge. The smooth transition to a new legislative framework is a testament to the robust stakeholder relationships built and the strong focus on engagement and education to embed new processes and practices across the scheme.



At the same time, **delivering strategic scheme management** was an ongoing priority. As the largest privately underwritten scheme in Australia, the Western Australian scheme maintained a strong financial position to support scheme participants. The average recommended premium rate for 2024/25 was 1.732% of total wages, which increased to 1.823% in 2025/26.

Workers are at the heart of the scheme, and one of WorkCover WA's functions is to ensure injured workers receive adequate financial, medical and other support to assist their return to health and work.



At WorkCover WA's International Women's Day celebration with Jade Somers (Allianz), Victoria Mills (CGU) and Shannon Cleary (QBE).

Overview

In 2024/25, \$1.64 billion was paid for claims to ensure workers were financially supported through their workplace injury or illness. Returning to work following a workplace injury or illness has many proven health benefits, and the three-month return to work rate for claims lodged in 2024/25 was 71.2%.

A notable focus of *Building on Strength* was the use of data. WorkCover WA's business intelligence agreements with Federal regulatory agencies have led to a significant increase in capacity to detect, rectify and investigate non-compliance. Over the last three years, WorkCover WA has generated close to \$225 million for the workers compensation scheme in Western Australia in penalties and recovered avoided premiums, and by expanding the pool of premium payers.

Every achievement highlighted in this report is underpinned by WorkCover WA's **people, culture and systems**. I have been delighted to participate in a number of employee engagement initiatives over the last three years, and have experienced WorkCover WA's staff engagement and satisfaction first-hand. It therefore comes as no surprise to me that WorkCover WA's 2024/25 employee perception survey reveals high staff engagement, with an 89% response rate and 88% of staff responding they would recommend WorkCover WA as a great place to work.

On behalf of the Board, I express my thanks to the Minister for Industrial Relations, the Hon. Simone McGurk MLA, for her leadership over the year. We look forward to continuing to work with her to deliver positive outcomes for the community.

I also take this opportunity to thank my fellow Board members for their strategic guidance over the past year. I acknowledge Mr Owen Whittle, whose term concluded in 2024 after almost a decade of valuable service.

Owen made a significant contribution to the strategic direction of the Board and the agency as the member representing workers' interests. I also extend a warm welcome to Ms Rikki Hendon as the new member representing workers' interests.

My thanks and appreciation to the CEO, Corporate Executive, and all staff for their dedicated service throughout the lifecycle of *Building on Strength* and over the last year. As we look to the future, I am confident in WorkCover WA's ongoing ability to deliver a sustainable, modernised workers compensation scheme.

With the close of *Building on Strength*, my fellow Board members and I look to build on the strengths and achievements detailed in this report under the new *Strategic Plan 2025-2028: Amplifying Impact*.

Sharryn Jackson

Board Chair
WorkCover WA

Strategic Priority 2022-2025

Building People, Culture and Systems



At the Breaking Barriers through Sport event with WorkCover WA General Manager Rebecca Harris and Senator the Hon. Penny Wong, Minister for Foreign Affairs.

Message from the CEO



It has been a year of considerable change as we commenced operations under the new legislative framework and worked alongside our stakeholders through the implementation process.

In a period of significant transition, it has been pleasing to witness stakeholders embrace the modernisation agenda. Stakeholders invested in systems, operational processes, performance, reporting and their people, to ensure they were well equipped and ready for 1 July 2024.

As a regulator, we are resolute in our commitment to monitoring the impacts of procedural change and maintaining open channels for feedback. A comprehensive review of forms and process changes was completed to ensure seamless operations.

Through change, our commitment to delivering high-quality scheme regulation and services has never wavered. While 2024/25 was not without challenges, I am pleased to reflect on a year of growth and adaptability to respond to the evolving environment.

Compliance and regulation

With a strong economy and growth in the labour market, some employers still fail to safeguard their workers by operating without workers compensation insurance in place.

In 2024/25 we continued to hold these employers to account with our data-driven approach to compliance once again delivering outstanding results. We completed 20,571 investigations this year resulting in 1,194 enforcement actions and generating a total of \$4.64M in fines and penalties paid back into the scheme.

We also continued to hone our approach to service provider regulation with the launch of the *Insurer and Self-insurer Performance Review Program*. The new processes were developed in line with regulatory best practice to review current performance and identify areas for improvement to optimise service outcomes.

Collaboration and connection

Collaborating with healthcare providers, specifically General Practitioners, was another focus area for WorkCover WA.



At the PIEF Conference 2024 with the Hon. Simone McGurk, Minister for Industrial Relations, and former PIEF Executive Chairman Greg Tweedly.

"Through change, our commitment to delivering high-quality scheme regulation and services has never wavered. While 2024/25 was not without challenges, I am pleased to reflect on a year of growth and adaptability to respond to the evolving environment."

We developed new and improved resources for General Practitioners including the *Guide for Treating Medical Practitioners* and the Treating Medical Practitioner Hub. New resources were promoted through the Royal Australian College of General Practitioners and the Australian Medical Association, and we continue to build our connections with this key stakeholder group. We were also pleased to sponsor learning opportunities for current and future healthcare providers to build their knowledge of workers compensation and injury management.

Connecting with industry experts is fundamental to our regulatory approach. Relationships with leading organisations such as the Personal Injury Education Foundation (PIEF) continued to flourish. As the major sponsor of the National PIEF Conference 2024 we were pleased to bring this innovative event to Perth and explore improved outcomes for injured workers at both the state and national level.

Dispute resolution

We continued to provide efficient and effective dispute resolution services despite increased demand due to procedural changes under the new Act. New administrative requirements resulted in delays in processing settlements while service providers adapted to these changes.

While this understandably caused frustration, I am pleased to note through our relationships with stakeholders, support of our advisory services and the development of resources we are once again on track to continue to deliver timely and effective registration of settled claims.

Sincere thanks

Our achievements and the positive impacts we make are made possible by the dedication of all WorkCover WA staff. With every challenge and every change, they continue to embody our core values: collaboration, excellence, integrity, respect and service.

I believe the operational outcomes are a testament to our workplace culture – with 89% of staff reporting they believe WorkCover WA is an inclusive workplace and 91% of staff proud of the work they do every day.

My sincere gratitude to the WorkCover WA Board, capably led by Ms Sharryn Jackson, for their invaluable guidance. Their support has been crucial to our work over the past year.

Finally, I thank our many stakeholders. Your efforts, insights and feedback play an integral role in enabling WorkCover WA to amplify our impact for the workers and employers of Western Australia.

Chris White

CEO

WorkCover WA



Celebrating Movember with General Managers Karin Lee and Rebecca Harris.

Financial Snapshot

The majority of funding (66.76%) for our activities is derived from insurer contributions in the form of an annual levy on licensed workers compensation insurers and self-insurers.

Table 1: WorkCover WA totals for 2024/25

Revenue	\$31.313 million
Expenditure	\$34.924 million

Employee benefits (wages, salaries and superannuation) account for most of agency expenditure.

The remaining funds were spent on supplies and services, accommodation, claims expenses and other expenses.

Table 2: WorkCover WA expenditure for 2024/25

Employee benefits expenses	\$18.564 million (53.16%)
Supplies and services	\$4.096 million (11.73%)
Depreciation and amortisation expenses	\$0.795 million (2.28%)
Accommodation expenses	\$1.063 million (3.04%)
Claims expenses	\$8.1 million (23.19%)
Other expenses	\$2.306 million (6.6%)

REVENUE SNAPSHOT

Read more

Section 6:
Financial
Statements

\$20.903M

Insurer and
self-insurer
contributions

\$5.548M

Interest revenue

\$4.716M

Other revenue

\$0.146M

Default Insurance
Fund recoveries

Key Performance Indicators Snapshot

The outcomes of our activities and services are measured by Key Performance Indicators (KPIs) evaluating effectiveness and efficiency. The 2024/25 snapshot provides a scorecard of our performance for the year.

Key effectiveness indicators

Effectiveness indicators measure our performance in achieving outcomes.

Table 3: Indicators of Effectiveness

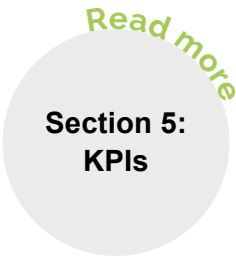
		2024/25 Target	2024/25 Actual
1.1	The number of non-compliance events identified as a result of a claim on the Default Insurance Fund	6	10
1.2	The proportion of conciliations completed within eight weeks	97.0%	91.4%
1.3	The proportion of disputes resolved within six months	90.0%	84.5%

Key efficiency indicators

Efficiency indicators measure the overall efficiency of our service delivery.

Table 4: Indicators of Efficiency

		2024/25 Target	2024/25 Actual
1.1	Average cost per employer compliance activity	\$236	\$146
1.2	Average cost per approved and monitored service provider	\$7,768	\$6,383
1.3	Average cost per client contact to provide information and advice	\$71	\$63
2.1	Average cost to complete a conciliation	\$1,927	\$2,662
2.2	Average cost to complete an arbitration	\$9,142	\$13,121
2.3	Average cost to process a Settlement Agreement	\$231	\$207



Enabling Legislation

WorkCover WA is a statutory authority accountable to the Minister for Industrial Relations and is constituted under the *Workers Compensation and Injury Management Act 2023*.

Primary enabling instrument

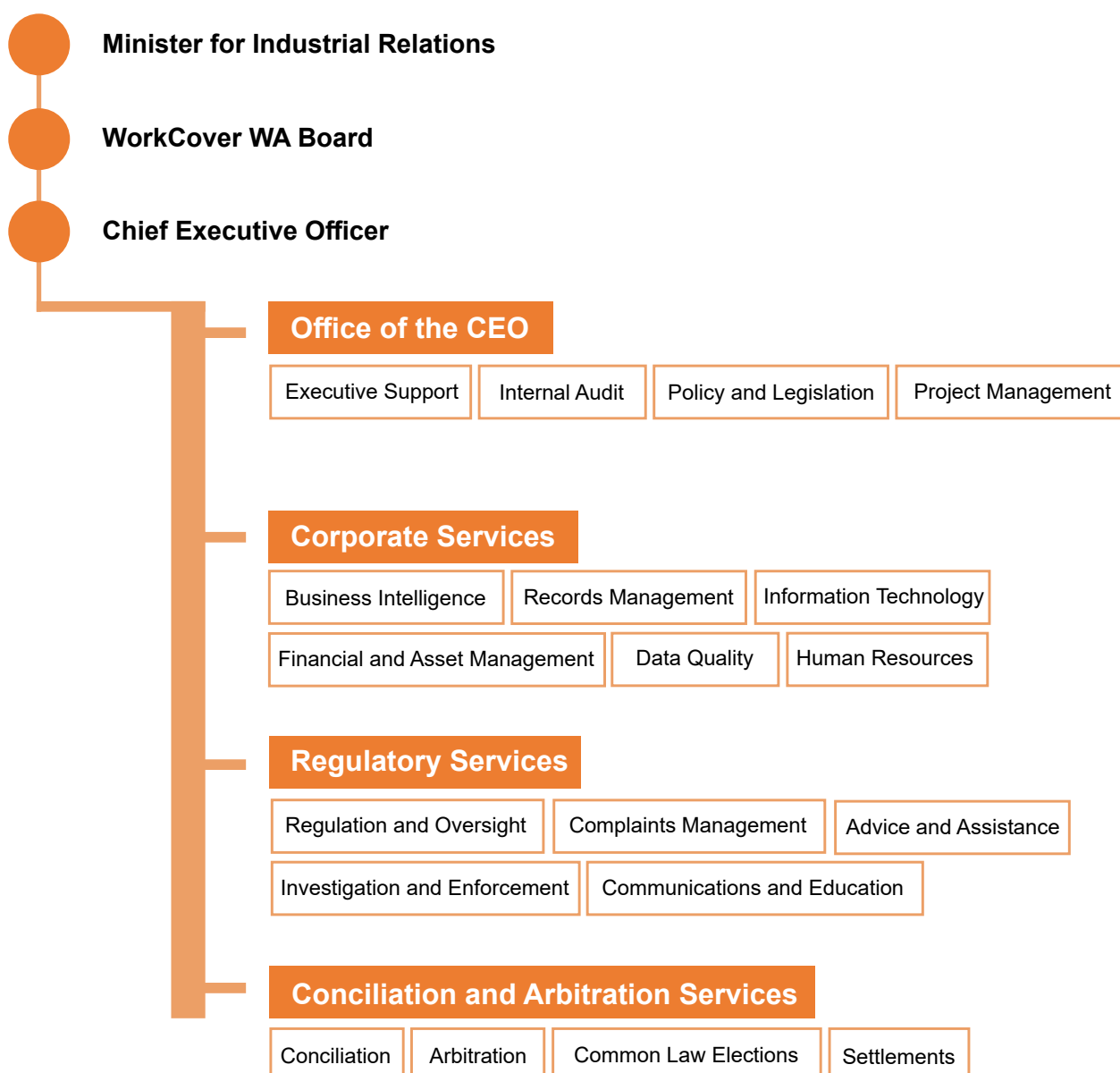
Workers Compensation and Injury Management Act 2023

Subsidiary legislation

Workers Compensation and Injury Management Regulations 2024

Prior to 1 July 2024, our primary enabling instrument was the *Workers' Compensation and Injury Management Act 1981* (the 1981 Act).

Organisational Structure



Our Board

The WorkCover WA Board (the Board) is responsible for governance of our agency. The Board consists of a Chair and five members appointed by the Minister for Industrial Relations along with the Chief Executive Officer of WorkCover WA.



Sharryn Jackson

Chair, WorkCover WA Board

Meetings attended: 10/10

Appointed Board Chair in January 2020

Sharryn Jackson has extensive board governance and strategy experience relevant to industrial relations, work health and safety, and workers compensation.

“*It is a great privilege to serve as Board Chair of an organisation that has such a significant impact on the lives of the Western Australian community.*

”



Chris White

Chief Executive Officer, WorkCover WA

Meetings attended: 10/10

Appointed to the Board in January 2017

Chris White has over 40 years' experience in workers compensation and work health and safety policy and has held senior policy and management roles at WorkCover WA and WorkSafe WA.

“*As CEO of WorkCover WA I am fully committed to delivering high quality scheme regulation and services for the workers, employers and service providers of Western Australia.*

”

Our Board



Don Cunninghame

Experienced in accounting and financial management | Meetings attended: 9/10

Appointed to the Board in January 2023

Don Cunninghame had a 29-year career at the Office of the Auditor General as well as 10 years' accounting and internal audit experience. Mr Cunninghame is a Fellow of CPA Australia and a Certified Information Systems Auditor.



Rikki Hendon

Experienced in workers' interests | Meetings attended: 2/2

Appointed to the Board in April 2025, replacing former Secretary of Unions WA, Owen Whittle, whose term concluded in October 2024 | Meetings attended: 3/3

Rikki Hendon was appointed Secretary of Unions WA in December 2024. Ms Hendon has extensive experience in workers' rights and unions matters.



Llewellyn Jones

Experienced in insurance matters | Meetings attended: 10/10

Appointed to the Board in January 2020

Llewellyn Jones has over 30 years of experience in the general insurance industry, including 10 years in workers compensation in underwritten schemes. Mr Jones is the Executive Manager (Western Region) Workers' Compensation at Suncorp Group (GIO).



Peta Libby AM

Experienced in employers' interests | Meetings attended: 10/10

Appointed to the Board in December 2018

Peta Libby is a geologist with 30 years' experience in mineral exploration and business as the founder and Managing Director of Digirock. Ms Libby is on the Safety Committee of the Association of Mining and Exploration Companies and the Board of the Australian Prospectors & Miners' Hall of Fame and is a member of the Australian Institute of Mining and Metallurgy.



Sally North

WorkSafe Commissioner | Meetings attended: 10/10

Appointed to the Board in October 2023

Sally North has over 20 years of experience in WA's work health and safety sector and regulatory experience across a range of sectors. Ms North was appointed WorkSafe Commissioner on 1 July 2024.

Our Corporate Executive

Day-to-day administration is delegated by the Board to the CEO, who directs agency operations. Our senior management team, the Corporate Executive, works with the CEO to lead corporate and business operations.



Rebecca Harris

General Manager Regulatory Services | Appointed 2023

Rebecca Harris has wide-ranging experience as a senior executive officer at the Department of Education, Office of the Public Sector Standards Commissioner and Public Sector Commission. Ms Harris has led comprehensive regulatory reform and has experience in enforcement, compliance, policy and governance.



John Hull

Chief Finance Officer | Appointed 2010

John Hull has wide-ranging public sector experience and has undertaken senior finance, compliance and corporate management roles across a range of agencies, including the Department of Treasury, Department of Finance and the Office of the Auditor General. Mr Hull is a Certified Practicing Accountant.



Karin Lee

**General Manager Conciliation and Arbitration Services;
Director Conciliation** | Appointed 2020

Karin Lee has extensive experience in workers compensation and injury management. Ms Lee previously worked as a legal practitioner, at the Chamber of Commerce and Industry WA and was formerly a member of the WorkCover WA Board and the Commission for Occupational Safety and Health.



Garry Rutherford

Registrar Arbitration | Appointed 2023

Garry Rutherford has extensive experience as a legal practitioner predominantly in resolving disputes in proceedings in the courts and tribunals of Western Australia. Mr Rutherford has been an arbitrator at WorkCover WA since 2010.



Bernard Underwood

A/General Manager Corporate Services | Appointed 2023

Bernard Underwood has built a career in the public sector as a leading human resource practitioner. Mr Underwood led multiple strategic initiatives and machinery of government changes in the education, training and development sectors.

Committees

Advisory

Advisory committees discharge some of the Board's corporate governance responsibilities.

Audit and Risk Management

Convened: 3

The committee provides independent assurance and assistance to the Board on WorkCover WA's risk, control and compliance framework, and external accountability responsibilities.

The committee progressed reviews of strategic and annual audit plans and the outcomes of internal and external audits, while monitoring the progress of recommendations, audited KPIs and risk reports.

In 2024/25 the committee comprised:

Don Cunninghame (Chair)

Sharryn Jackson

Owen Whittle (Left committee in October 2024)

Silvia Caratti (Joined committee in March 2025)

Meetings attended: 3

Meetings attended: 3

Meetings attended: 1

Meetings attended: 1

Consultative

Consultative committees, chaired by a member of the Corporate Executive, offer avenues for staff to engage with senior management about policy and operational matters.

Performance Management

The committee reviews and manages WorkCover WA's Outcome Based Management (OBM) structure and reviews integrated Key Performance Indicators (KPIs) and associated operational processes to ensure KPIs are integral to the corporate reporting framework.

The committee is chaired by the CEO and comprises KPI owners and senior staff.

Convened: 4

Risk Management

The committee oversees risk management processes, maintains our risk management framework and considers quarterly key risk indicator reports for escalation as necessary. Key priorities included a program of work to grow risk management knowledge and awareness across WorkCover WA.

The committee is chaired by the CEO and comprises the Corporate Executive and senior staff.

Convened: 4

Joint Consultative

The committee ensures consultation occurs between staff and management on major issues which may affect working conditions such as flexible working arrangements and perception survey results.

The committee is chaired by the General Manager Corporate Services and comprises the CEO, elected union delegates and senior management representatives.

Convened: 2

Information Technology Coordination

The committee coordinates information technology investments and digital services. Over the past year, a program of work focused on progressing various cloud transition and cyber security activities.

The committee is chaired by the CEO and comprises the General Manager Corporate Services, Manager Project Management Office and information technology staff.

Convened: 8

Work Health and Safety

The committee promotes positive safety, health and wellness outcomes to support health and safety in the workplace.

The committee is chaired by the General Manager Conciliation and Arbitration Services and includes management representatives and elected health and safety representatives.

Convened: 4

Diversity and Inclusion

The committee aims to enhance inclusivity in the workplace and is responsible for cultural and inclusion strategies.

The committee is chaired by the General Manager Regulatory Services and comprises a cross-section of staff.

Convened: 4

We raised funds and awareness for a range of worthy causes throughout 2024/25.

HIGHLIGHTS

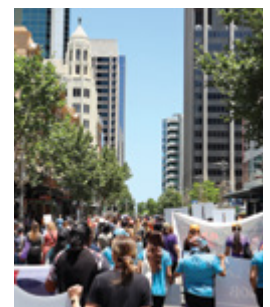
Ready, set, Mo!

We raised funds for the Movember foundation through our Movember Brekkie Fry-Up.



On the march

Our Diversity and Inclusion committee marched at the 34th March against Domestic and Family Violence in Perth for 16 Days in WA.



Pink power

Our Pink Test and burger lunch raised money for the McGrath Foundation.



Collaboration



State collaboration



National collaboration

In 2024/25 we engaged with State and National stakeholders and other external parties to explore systemic issues and contribute to research and policy development to improve workers compensation and injury management outcomes at all levels.



Insurance Council of Australia WA (ICA WA)

As the representative body of the general insurance industry in the state, members of the ICA WA represent 95% of total premium income within the scheme.

We meet regularly with the ICA WA to discuss scheme developments, service issues, policy matters and education requirements.

Attended: 3/3



WorkCover WA and ICA WA Claims Managers Discussion Group

WorkCover WA and ICA WA's Claims Managers Discussion Group brings together the regulator and a group of insurers to unpack key issues and problem solve across organisational boundaries to improve service outcomes and spark innovation.

To ensure ongoing compliance under the scheme, the group engages and consults with insurer case managers responsible for workers compensation claims in Western Australia.

Attended: 3/3



Dispute Services Users Group

The group engages and consults with key stakeholders involved in dispute resolution. Members include the Director Conciliation, Registrar Arbitration and representatives of worker, employer and insurer interests.

Topics discussed primarily concerned transition activities and processing of applications, settlements and common law elections following implementation of the Act.

Convened: 4



Inter-insurer Injury Management Forum

To provide the highest standard of injury management support for injured workers within Western Australia, insurer injury management advisors from across the scheme collaborate on scheme issues and initiatives.

We attend these meetings to provide updates and direction and discuss front-line service issues.

Attended: 2/2



Safe Work Australia Strategic Issues Group

Workers compensation regulators, union members and employer representatives from across Australia collaborate to assist Safe Work Australia in performing its workers compensation functions.

In 2024/25 we collaborated with Safe Work Australia and Wallis Research on the National Return to Work Survey to get direct feedback from those involved in the workers compensation process and improve outcomes across Australia.

Attended: 3/3



Heads of Workers' Compensation Authorities (HWCA)

HWCA is a high-level forum for discussion, promotion, and implementation of best practice workers compensation arrangements.

The group comprises Chief Executives or their representatives from 11 workers compensation authorities across Australia and New Zealand. We are an active participant in HWCA forums and national initiatives.

Attended: 2/2

Personal Injury Education Foundation (PIEF)

PIEF develops industry training requirements and best practice professional development initiatives.

WorkCover WA has been a corporate member of PIEF since its establishment in 2006.

CEO Chris White has been a Director of the PIEF Board since 2017. Mr White attended his final meeting as Director in June 2024, passing the baton to General Manager Rebecca Harris who continues to represent WorkCover WA on the Board.

We were a proud diamond sponsor of the PIEF National Conference, and as part of the Conference Committee we brought this incredible event to Perth for the first time in October 2024.

Attended: Board: 4/4 Audit and Risk: 4/4

Work Health and Safety Commission

The Commission comprises organisations and individuals with expertise in work health and safety matters.

The CEO attends Commission meetings and we support the Commission with data and statistical information on workplace injury and illness.

Attended: 9/9

Public Sector Safety and Injury Management Steering Committee

The committee comprises representatives from WorkCover WA, the Department of Energy, Mines, Industry Regulation and Safety, the Insurance Commission of Western Australia, the Mental Health Commission, the Public Sector Commission and relevant unions.

Collaboration between these entities helps achieve the Government's vision for workplace health, safety and injury management in the public sector.

Attended: 4/4

Australian Taxation Office (ATO)

WorkCover WA has collaborated with the ATO since 2020 to enhance compliance outcomes via data sharing arrangements. With exceptional outcomes recorded each financial year, this partnership continued in 2024/25.

We continue to liaise with other workers compensation jurisdictions to maximise outcomes Australia-wide.

We were also pleased to work alongside other regulators to combat non-compliance as part of the ATO Shadow Economy Taskforce.

Attended: 8/8

Revenue WA Phoenixing Taskforce

As part of WorkCover WA's efforts to combat non-compliance at every level, we are pleased to have been part of Revenue WA's Phoenixing Taskforce.

Australia and New Zealand School of Government (ANZSOG) - National Regulators Community of Practice (NRCOP)

WorkCover WA is a corporate member of the NRCOP – an active network of public sector regulators from all levels of government.

Membership provides an opportunity to connect with a community of regulators throughout Australia and New Zealand, and our staff have participated in courses and networking events to enhance our regulatory practice.

Collaboration



Indian Ocean Territories (IOT) Working Group

WorkCover WA has an agreement with the Commonwealth Government to provide workers compensation education, dispute resolution and compliance activities to the Indian Ocean Territories.

We regularly take action to support the agreement, and conducted a compliance and education visit to Christmas Island in May 2025. Our services in the IOT are funded by the Australian Government.

Attended: 3/3



Australian and New Zealand Society for Occupational Medicine (ANZSOM)

ANZSOM is the professional society for those who practice occupational medicine and workplace health more generally.

We provided a keynote address at the ANZSOM Annual Scientific Meeting 2024 on the Western Australian workers compensation and injury management experience.



It Pays to Care

It Pays to Care is a call for change and action to improve health and recovery outcomes and reduce barriers to care for people experiencing workplace injuries.

We regularly work with the It Pays to Care team to spread awareness of this valuable message. In 2024/25, this work included a joint regional visit to Albany to present seminars to regional employers about how to overcome barriers to effective injury management.



Royal Australian College of General Practitioners (RACGP) WA

We worked with the RACGP WA to promote awareness of our new resources for General Practitioners.



Australian Society of Rehabilitation Counsellors (ASORC)

ASORC is the peak national body in Australia for Rehabilitation Counsellors. We were a proud silver sponsor of their Virtual Conference on 4 June 2025.



Australian Rehabilitation Providers Association (ARPA) WA

ARPA is representative body for providers of occupational and workplace rehabilitation.

WorkCover WA continued our collaborative relationship with ARPA WA throughout the year to maintain a strong connection to the healthcare providers of Western Australia.



Workers' Voice Study

The Workers' Voice research study aims to draw on the voices of individuals with lived experience of making a claim to re-imagine workers compensation in Australia. It is a three-year study launched in 2023, led by Monash University and funded by the Australian Research Council.

We have supported the study by sharing information on our website and social media to generate reach and ensure WA voices are heard.



National Insurance Brokers Association (NIBA) WA

WorkCover WA continues to work closely with NIBA WA and the broking community of Western Australia.

Sponsorship

Sponsorships enable us to strengthen our relationships with key stakeholders and communicate strategic messages about our scheme.

Events and Conferences

In 2024/25 we were pleased to sponsor the following events:

- ARPA WA Excellence in Rehabilitation Awards 2024
- ANZSOM Annual Scientific Meeting 2024
- PIEF National Conference 2024
- WA Rural Health Conference 2025
- ASORC Conference 2025

Practitioner learning

MONASH x PIEF Compensable Health and Medicine Course

WorkCover WA proudly sponsored three scholarships for WA healthcare professionals to complete the new online postgraduate course Compensable Health and Medicine, developed by Monash University in partnership with the Personal Injury Education Foundation.

“ **The course outlined practical approaches and highlighted barriers in patient management.** ”

Dr Bernie Cregan, General Practitioner.

“ **The course provided an opportunity to explore topics like the *Clinical Framework for Health Services* and *It Pays to Care* model with other passionate health professionals.** ”

Ingrid Hand, Rehabilitation Provider.

Providers of tomorrow

Edith Cowan University (ECU)

We support the next generation of rehabilitation providers and claims managers by sponsoring ECU's Workplace Compensation and Injury Management units within the Health Sciences course.

The units make up core competencies within the university's Health Sciences courses, with future graduates forming the next cohort of rehabilitation providers, claims managers and workplace health and safety specialists.

We were pleased to present the WorkCover WA Award (Undergraduate) to Sandra Midia, and the WorkCover WA Award (Postgraduate) to Rotimi Ogunleye. Both recipients received a sponsored delegate ticket to the WorkCover WA Conference 2025 to provide further opportunities to learn from expert presenters and form strong professional connections.

L-R: Rebecca Harris, Rotimi Ogunleye, Sandra Midia and ECU Lecturer Gregory Ho.



Projects

In 2024/25 we committed to projects aligned with our *Strategic Plan 2022-2025: Building on Strength*.

WorkCover WA maintains a project management framework to develop and deliver projects from start to finish. Project processes, methodologies and tools used are overseen by the Program Management Office (PMO). The PMO upholds project governance, ensures transparency and reusability for our projects and provides delivery support to project managers and team members.

We have three types of projects within our framework:

- **Strategic projects** are identified through the strategic planning cycle and involve a major change to the scheme or operations.
- **Divisional projects** align with the strategic or operational priorities in our Business Plan.
- **Tactical initiatives** provide a level of project governance and oversight to shorter, discrete bodies of work which are not 'business as usual'.

WorkCover WA's annual Business Plan sets the agency's strategic and operational context and provides information on the projects to be delivered. We identify and develop projects through an agency-wide planning process, in which opportunities and challenges for the agency and scheme are reviewed.

Major projects undertaken in 2024/25	Read more
New regulatory framework for service providers	Page 35
Website review	Page 37
Settlement agreement automated checks	Page 41
Guide for Treating Medical Practitioners	Page 42
Network upgrade	Page 56

PROJECT SNAPSHOT

1 Strategic project

14 Divisional projects

16 Tactical initiatives

Significant Issues Impacting WorkCover WA

We aim to proactively monitor and respond to current and emerging issues so we are well-placed to continue to support the Western Australian community into the future.

Legislative modernisation

The commencement of the *Workers Compensation and Injury Management Act 2023* on 1 July 2024 required considerable adaptation and flexibility across the scheme from WorkCover WA and our stakeholders. While the transition was largely smooth, as with any major legislative shift a small number of implementation issues emerged.

Most notably, new process requirements caused significant delays in registering settlements. These matters have since been resolved through direct communication with our stakeholders and reallocation of resources. Processing times have returned to the long-term average of two weeks from lodgement.

In early 2025, a technical review of forms and processes was undertaken. This led to minor amendments to a select number of approved forms to improve clarity and usability for our stakeholders. These updated forms took effect on 1 July 2025.

Increase in psychological injury claims

Psychological injury claims typically have higher costs and longer recovery periods compared to physical injuries. Across several workers compensation jurisdictions, a notable rise in cost and prevalence of psychological injury claims has had significant ramifications for scheme sustainability.

In Western Australia, psychological injury claims have increased in both cost and number, primarily in the public sector.

WorkCover WA is strengthening our oversight of psychological injury claims to improve fairness and efficiency of claims processing and support long-term sustainability of the scheme. We collaboratively promote early intervention strategies and improved employer education on psychosocial risk management.

The Office of the Auditor General has commenced an audit into injury management in the public sector with a focus on psychological injury. We were pleased to participate in the audit by providing ongoing analysis of psychological injury claims data to identify systemic issues and guide policy advice.

Technological advances and Artificial Intelligence (AI)

The increasing digital capability and integration of technology such as AI by licensed service providers within the workers compensation scheme is reshaping the regulatory landscape.

New technology streamlines claims processing, enhances risk profiling, and delivers more responsive services to injured workers and employers.

As service providers evolve their digital capabilities, the expectations for speed, accuracy, and transparency in regulatory engagement is also rising.

WorkCover WA is investing in secure digital platforms, data analytics and automation to improve oversight, case management, and stakeholder communication.

Our aim is to align our regulatory and dispute services with contemporary technological standards, to ensure we are in a strong position to respond proactively to emerging opportunities and challenges in a rapidly digitising environment.

Status of gig economy workers

There is a growing national conversation about extending workers compensation coverage to include gig economy workers. We are closely monitoring research, cases and developments in this area.

Strategic Plan 2025-2028

From 1 July 2025, WorkCover WA's strategic direction focuses on amplifying the positive outcomes we can achieve in partnership with our stakeholders under our new *Strategic Plan 2025-2028: Amplifying Impact*.

Amplifying Impact sets the tone for our next three years by defining strategic priorities, focus areas and the outcomes we aim to deliver.

STRATEGIC PRIORITIES ▾

Delivering Strategic Scheme Management

We will lead a modern, responsive and sustainable workers compensation scheme.

Improving Service Provider Capability

We will work with service providers to improve capability and capacity.

Building Culture and Systems

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

FOCUS ▾

ACTIONS ▾

Scheme Management

- Ensure the legislative framework and scheme processes remain effective.
- Improve scheme services through stakeholder engagement.
- Respond to significant and emerging scheme risks.

Regulatory Services

- Undertake compliance activities based on data and intelligence.
- Set clear regulatory expectations and monitor service provider performance.
- Foster knowledge and skill development across the scheme.
- Provide trusted advice and information.

Dispute Resolution

- Deliver effective and timely registry and dispute resolution services.
- Embed innovative approaches to dispute resolution and registry services.

Culture and Systems

- Attract, develop and retain staff with industry-leading skills.
- Build and maintain fit-for-purpose and secure information systems.
- Enhance the use of data and artificial intelligence.
- Optimise use and responsible sharing of information.

OUTCOMES ►

- Injured workers receive adequate financial and other support.
- Employers understand their rights and comply with their obligations.
- Service providers reflect our expectations in their operations.
- The workers compensation scheme remains financially stable.
- Our people are adaptable and responsive to the dynamic needs of the scheme.



Our Operations

Scheme Performance Trends

We monitor, analyse and report on key scheme performance trends.

Recommending premium rates

Each year we review recommended premium rates to ensure sufficient premium is collected to meet the costs of workers compensation claims.

We publish annual recommended premium rates for workers compensation insurance for each industry. The average recommended premium rate for 2025/26 was set in April 2025 and increased to 1.823% of total wages, up from 1.732% in 2024/25. The key drivers for the increase were higher average claim sizes and claim numbers partially offset by higher projected wages.

Insurers can load or discount premiums according to an employer's claim experience and other factors. Employers can, in turn, seek a premium review from WorkCover WA. In 2024/25 we received 95 premium review requests, a decrease from 232 appeal applications in 2023/24.

Scheme payments

During 2024/25, \$1.64 billion was paid for claims:

- 68.8% of payments paid directly to workers in the form of income compensation payments, common law and lump sum settlements
- 21.2% of payments made for treatment services, such as medical, allied health and workplace rehabilitation services
- 9.9% of payments were related to legal and other services.

Western Australia's proportion of scheme expenditure on services and payments to workers is lower than the national average.

Indexed entitlements

The Indexation of Workers Compensation Payments 2025/26 Schedule (the Schedule) provides the list of indexed entitlements that apply from 1 July 2025.

The Schedule includes indexation of the General Maximum Amount (previously the Prescribed Amount) for income compensation. This is the maximum amount an injured worker can receive for loss of earnings and permanent impairment during the life of the claim.

The amount is indexed annually based on changes in the Wage Price Index. The General Maximum Amount for income compensation for 2025/26 increased from \$264,487 to \$273,220. Over the last five years the General Maximum Amount has increased by 15.8%.

SNAPSHOT

29,072

claims lodged

1.823%

average recommended premium rate

\$1.64B

claim payments

48.5%

lost-time claims with 60+ days lost

71.2%

return to work rate within three months

Claims

From 2020/21 to 2024/25, the annual number of claims lodged in the scheme increased by 8.5%, from 26,792 to 29,072.

Of the 29,072 claims lodged in 2024/25:

- 25,488 claims were lodged for work-related injury or disease claims
- 828 claims were lodged for noise induced hearing loss
- 2,756 were lodged for other types of claims (disallowed, journey and asbestos-related).

Of the 25,488 claims lodged for work-related injury or disease, 30.3% had no lost-time while 69.7% involved at least one day or shift off work (lost-time claims).

Of the lost-time claims lodged in 2024/25, 48.5% had 60 or more days or shifts lost.

Claim statistics show the proportion of workers returning to work decreases as the number of days away from work increases.

Return to work

The impacts of work-related injury and disease on affected workers can be devastating, and can often reverberate through families, communities and workplaces.

In addition to the immediate personal toll, work-related injury and illness imposes significant costs on the Australian health system and the economy through loss of productivity and income.

Returning to work promptly and safely has positive health benefits for workers who have been injured at work. For claims lodged in 2024/25, the three-month return to work rate was 71.2%.

Injured workers have a range of statutory entitlements available to assist them in their recovery from a workplace injury and return them to suitable and sustainable employment.

Provisional payments

An entitlement to provisional payments was a significant reform introduced in the new workers compensation legislation which came into operation on 1 July 2024.

Provisional payments provide crucial access to compensation for a worker whilst the insurer investigates the medical and factual circumstances of the claim.

An employer is required to make provisional payments to a worker if a deferred decision notice was initially given but the insurer or self-insurer has not given a liability decision notice before the provisional payments day. This is calculated as 28 days after the claim is received by the insurer or self-insurer.

Provisional payments are made up of a worker's calculated rate of income compensation and limited medical and health expenses. They are payable until a decision is made on liability.

Since its introduction, the provisional payments process has been operating effectively. Insurers and employers have adapted to this process quickly, and it has not had a material impact on the disputation rate of claims.



Visit our website for more reports and statistics.



Compliance

We use data to identify suspected breaches of statutory obligations, encourage proactive compliance, conduct investigations and pursue appropriate enforcement action when required.

Employer obligations

Workers compensation insurance

Workers compensation insurance is compulsory for all employers.

We monitor compliance and conduct investigations when available data – including external data from Commonwealth regulatory bodies – indicates an entity is employing workers without the required workers compensation insurance in place.

The data matching process prioritises more serious offences according to the size of the workforce, time spent without a policy and overall industry risk.

Claims and injury management

Employers have specific obligations when a workplace injury or illness occurs.

We regulate employer duties in relation to the claims process and injury management. This includes investigating complaints regarding failure to progress claims within prescribed time limits and unlawfully delayed or ceased provisional payments and income compensation payments.

A focus for the year ahead is exploring how we can use data to better monitor and promote compliance in this area.

Voluntary compliance

As we improve our data-matching processes to detect non-compliance, we are refining our approach to achieving voluntary compliance.

Targeted information via text, email and registered mail is distributed monthly to educate employers about their legal obligations. This proactive approach maximises resources to reach the greatest volume of potential employers and generate compliance on a larger scale.

We continued to send targeted legal obligation notices to employers about the requirement to hold workers compensation insurance. In 2024/25 we also promoted voluntary compliance with injury management obligations through these mailouts.

Our priorities for promoting voluntary compliance include newly registered businesses, high-risk industries, and first time ATO PAYG withholders.

SNAPSHOT

729

injury management legal
obligation notices sent

9,660

insurance legal
obligation notices sent

5,667

policies taken out
by employers

\$27.7M

raised for
the premium pool

Investigations

Our team of inspectors work through cases generated via data-matching processes and internal referrals to first establish if an employer is complying with their legal obligations.

If an employer is not compliant, our priority is to educate them about their obligations and achieve compliance.

Once an employer is compliant, an investigation is conducted to gather evidence relating to the breach and a suitable enforcement outcome is recommended.

Enforcement outcomes are informed by the severity of harm or potential harm, the degree of negligence and the need for deterrence. Potential enforcement outcomes are a caution notice, infringement notice or prosecution.

20,571 investigations

701
caution
notices

384
infringement
notices

109
prosecutions
completed

\$4.64M
in fines and
penalties

Site visits

While many investigations are progressed via phone and email, our inspectors regularly attend workplaces and residential addresses to progress investigations.

In 2024/25 our inspectors had 432 in-person interactions with parties to an investigation.

CASE STUDY

Every employer is responsible for ensuring they maintain current workers compensation insurance coverage.

Unlike other insurances, workers compensation insurance does not automatically renew. Failure to renew is one of the most common and costly mistakes made by employers.

This is demonstrated by the case of a bakery that continued to employ workers for nine months following expiration of their policy. Despite repeated contact from WorkCover WA about the importance of prioritising insurance, the bakery continued to operate without workers compensation insurance, engaging a total of 64 workers while uninsured.

The matter was prosecuted by our internal Prosecution Unit. The Magistrate ordered the employer to pay a penalty of \$150,000 and \$35,596 in avoided premiums.

With a single workplace injury having the potential to cost in excess of \$1 million, every day uninsured and every worker engaged represented an increased risk. With 64 workers engaged over nine months without insurance, the high penalty reflects the potential harm.



Learn more
about our
compliance
activities and
outcomes.

Employer Education

Compliance activities are supported through educational initiatives.

Don't Bet Your Business On 'Pretty Sure' | Social media campaign

WorkCover WA undertook a campaign to proactively educate employers on the most common misconceptions about workers compensation insurance:

- “pretty sure it’s optional”
- “pretty sure it’s in my business insurance pack”
- “pretty sure it’s the same as public liability insurance”
- “pretty sure it renews automatically”
- “pretty sure I don’t need it for family”



View our
campaign
landing page.

Our first large scale social media campaign targeted employers through Facebook, LinkedIn and Instagram. Through a series of five videos, this campaign conveyed a simple message: **"When it comes to workers compensation obligations, you need to be sure."**

OUR RESULTS

249,827 impressions

936 clicks

That's almost 250,000 potential employers seeing our core message and nearly 1,000 people who have taken a step further to visit our campaign landing page and educate themselves.

Get it. Check it. Renew it. | Article and Advertisement in The West Australian

In the National Safe Work Month Edition of *The West Australian*, we raised the profile of the scale and risks of employer non-compliance with the requirement to hold a policy of workers compensation insurance.

Our print and digital advertisements were accompanied by an article outlining this issue. The campaign reached a broad audience of employers throughout WA and guided them to our website for more information.



The advertisement is split into two main sections. On the left, a woman in a white business shirt smiles while holding a black folder. On the right, a dark blue panel contains the text 'Employing? Workers compensation insurance is compulsory.' Below this is a checklist with three items: 'GET IT', 'CHECK IT', and 'RENEW IT', each preceded by an empty checkbox. At the bottom of the panel, it says 'It's your job to tick the boxes.' and provides the phone number '1300 794 744' and the website 'workcover.wa.gov.au'.

Regional Engagement

We prioritise engagement with all stakeholders, regardless of location, and regularly conduct education and compliance activities in high-density regional areas.

○ **August 2024**
Kalgoorlie

We travelled to Kalgoorlie to conduct a compliance and education visit, which included meeting with local employers, insurance brokers and service providers.

○ **October 2024**
Carnarvon

Our inspectors conducted over 130 site visits over four days in Carnarvon with a focus on generating employer compliance in the fruit and vegetable growing industry.

○ **February 2025**
Northam



We travelled to Northam to conduct site visits and distribute valuable resources. This included an educational visit to the Bilya Koort Boodja Centre for Nyoongar Cultural and Environmental Knowledge, and a stop at the Northam Health Service.

○ **April 2025**
Albany



We conducted regional education seminars for local employers in Albany in partnership with the It Pays to Care team to promote the importance of reducing barriers to care for people experiencing work-related injuries. We also met with local workplace rehabilitation providers and general practice clinics to connect and distribute key resources.

○ **May 2025**
Christmas Island



Our inspectors visited Christmas Island to educate workers and employers about their rights and obligations. We conducted presentations at the Indian Ocean Group Training Association and Christmas Island District High School.

○ **June 2025**
Busselton



We visited Busselton and the surrounding districts to conduct inspections and promote service education, including connecting with local brokers from Phoenix Insurance Brokers and Elders Insurance.

○ **June 2025**
Port Hedland

Our inspectors travelled north for our final regional trip of the financial year, to visit local employers and distribute resources to local hospitals and GP clinics.

Regulation

We ensure only licensed or approved service providers operate in Western Australia, and we establish and monitor performance standards to ensure fit-for-purpose scheme services.

Service providers

In modernising the legislative environment, the number of approved service providers decreased significantly from 1408 in 2023/24 to 599 in 2024/25.

As at 30 June 2025, the following approved services were operating in the scheme:

1 Specialised Insurer	As the mandatory insurer of public authorities, the Insurance Commission of Western Australia (ICWA) is now categorised as a licensed insurer subject to a specialised insurer condition.
6 Insurers	The insurers operating in the workers compensation scheme continue to operate as licensed insurers subject to conditions prescribed by the Act and monitoring and regulation by WorkCover WA.
23 Self-insurers	Self-insurers continue to operate in the scheme under a new licensing framework subject to conditions prescribed by the Act and monitoring and regulation by WorkCover WA.
58 Workplace Rehabilitation Providers	The Act sets out the revised framework for approval and regulation of Workplace Rehabilitation Providers. It also specifies when workplace rehabilitation services should be provided, services that can be provided, and the process for selecting and engaging providers.
4 Independent Registered Agents	<p>A two-year transition period for independent registered agents commenced on 1 July 2024. At the end of the transition period, the participation of independent registered agents in the scheme will cease.</p> <p>Registered agents who are employed by an organisation such as a law firm or insurer continue to operate but are no longer defined as a service provider.</p>
299 Approved Permanent Impairment Assessors	285 Approved Medical Specialists under the 1981 Act transitioned to become Approved Permanent Impairment Assessors (APIAs) on 1 July 2024 under the new Act. Their role continues alongside newly designated APIAs with minimal disruption.
208 Noise Practitioners	The number of noise practitioners operating in the scheme decreased from 723 in 2023/24, as the new Act abolished audiometric officers from 1 July 2024. A simplified and streamlined two-step claim process was introduced, with approved audiologists determining a worker's hearing loss, and noise induced hearing loss then confirmed by an Ear, Nose and Throat Specialist.

Service provider complaints

If a stakeholder believes a service provider has failed to meet their legislative requirements or service expectations set out in the relevant principles and standards, they can lodge a service provider complaint. Before being considered by WorkCover WA, attempts must be made to address issues with the service provider directly.

Topics raised in complaints include infrequent or non-responsive communication, failure to provide documents within required timeframes, and failure to pay settlement funds within required timeframes.



View our Regulatory Statement of Intent.

There was a significant increase in service provider complaints received from 37 in 2023/24 to 157 in 2024/25. This increase is largely due to increased awareness of our complaints process and procedural changes following the commencement of the Act.

Table 5: Substantiated complaints against service providers

	2024/25	2023/24
Insurers	34	15
Self-insurers	9	0
Total	43	15

PROJECT IN FOCUS

New regulatory framework for service providers

In 2024/25 a renewed regulatory framework for insurers and self-insurers was developed. This extended to all aspects of workers compensation and injury management, with an emphasis on areas which have the greatest impact on the worker and employer experience.

Insurer and Self-insurer Performance Review Program

The new *Insurer and Self-insurer Performance Review Program* (the Program) allows both WorkCover WA and the insurer or self-insurer to review current compliance and identify areas for improvement. The Program consists of performance reports, self-assessment, on-site reviews and a final annual performance report. Beyond compliance, the Program seeks to determine what ‘good practice’ looks like and how to build it in every context.

Insurer and Self-insurer Compliance Policy

The *Insurer and Self-insurer Compliance Policy* (the Policy) assists insurers and self-insurers to understand how WorkCover WA will regulate compliance with the Act in order to guide behavioural and procedural change.

The Policy sets out our legislative compliance framework for insurers and self-insurers. This includes guiding principles for consistency and accountability, and our new six-tier system for regulatory response based on frequency, severity and drivers for any breaches or performance issues.

Communications and Education

We provide education, advice and assistance to our stakeholders to ensure they understand their rights and obligations.

Advice and Assistance Service

The Advice and Assistance Service provides direct support to anyone seeking immediate guidance on workers compensation and injury management matters. In 2024/25 the team responded to 22,983 queries, up from 19,902 in 2023/24.

As a clear point of contact for both workers and employers, the team offers information and support from the moment an injury occurs to recovery or return to work. We are also regularly contacted for advice by insurers, workplace rehabilitation providers, brokers, allied health providers and medical practitioners.

Topics regularly raised include claims and injury management processes, return to work programs, income compensation entitlements, workplace rehabilitation entitlements, medical fees and dispute resolution processes.

Ways we connect

Presentations

We offer free educational presentations upon request to our stakeholders. This year we delivered 47 presentations both in person and online to a range of workplaces, service providers and educational institutions.

Monthly eNewsletter

Our monthly eNewsletter, *Compensation Matters*, contains a roundup of the latest news and resources from WorkCover WA – delivered straight to the inbox of our 2,651 subscribers.

Social Media

We are active on Facebook and LinkedIn to publicise events, new resources and key stakeholder information, and highlight our activities. Our LinkedIn performance has been particularly strong over the past year, with a 33% growth in followers.

SNAPSHOT

22,983

Advice and Assistance queries received

47

presentations delivered

2,651

subscribers to our monthly eNewsletter

7,448

publications sent to our stakeholders

33%

increase in LinkedIn followers

New and updated resources

In tandem with the new legislative framework, we refreshed the content on our website and released a full suite of new publications and educational videos for workers, employers and service providers.

Our publications are available to order via our website at no cost. In 2024/25 we distributed 7,448 ordered publications to our stakeholders throughout the state, alongside the additional proactive distribution of over 7,900 resources to ensure availability where they are needed most.

Online Learning

In collaboration with PIEF, we developed free online micro-credential courses to allow practitioners to work towards their nationally recognised Personal Injury Management qualification.

In 2024/25 we released new training for Insurance Brokers, and updated versions of our courses for Claims Managers and Workplace Rehabilitation Providers.

First Steps for Injured Workers

These user-friendly posters and brochures designed for workplaces and medical environments outline the vital first steps to making a claim. They direct injured workers to our website and Advice and Assistance Service for further information.

PROJECT IN FOCUS

Website review

Our website is the central hub for our stakeholder resources and information. In 2024/25 we progressed a website review and refresh project aimed at improving the overall experience for stakeholders while ensuring it remained secure, accessible and easy to navigate.

The project focused on key improvements to the main navigation bar, quick links, landing pages, and general 'look and feel' of the site.

Additional enhancements included improved search functionality, reduced use of expandable menus and the addition of a translation tool. Together, these updates created a more functional and inclusive website for all users.

Supporting our multicultural stakeholders

We appreciate our culturally and linguistically diverse workers and employers are often particularly vulnerable, and we continued to prioritise inclusive resources and services by:

- Embedding a translation function into our website to enable instantaneous translation of website content into over 200 languages.
- Providing free access to translator and interpreter services to assist individuals accessing our Advice and Assistance and Dispute Resolution Services.
- Releasing professional translations of our updated key publications such as the *Guide for Workers* and *Guide for Employers* in six of the most commonly spoken languages in Western Australia.



Check out our full range of publications.



Services to Scheme Participants

We support scheme participants by providing administrative support and regulating activities of several key services and service providers.

Dust Disease Medical Panel (DDMP)

The DDMP is convened to examine workers and answer prescribed questions for claims related to asbestos and other mineral dusts.

The DDMP comprises physicians who specialise in diseases of the chest and occupational diseases.

Claims for industrial diseases compensation in relation to pneumoconiosis (including silicosis), mesothelioma, lung cancer and diffuse pleural fibrosis are referred to panels to determine:

- whether the worker is or was suffering from the prescribed disease(s)
- the worker’s degree of permanent whole of person impairment.

The DDMP operates independently, with WorkCover WA providing administrative support and funding.

The DDMP Chairs comprised:

- Professor Eli Gabbay
- Dr Evelyn Lee
- Dr June Sim
- Dr Kar Chan Wan
- Dr Michael Prichard

The DDMP members comprised:

- Dr David Bucens
- Professor Bruce Robinson

In recent years the DDMP has increasingly used teleconferencing to assess workers. Teleconferences improve accessibility for individuals and medical practitioners, particularly those in regional or remote Western Australia and workers with a terminal illness.

The DDMP convened on 21 occasions and made 32 determinations. Of those determinations, six were related to silicosis, with all cases related to the mining industry.

Table 6: Number of Disease Determinations

	2024/25
Pneumoconiosis	10
Silicosis	4
Pneumoconiosis and Diffuse Pleural Fibrosis	0
Pneumoconiosis, Mesothelioma, Diffuse Pleural Fibrosis and Lung Cancer	0
Diffuse Pleural Fibrosis	1
Mesothelioma	4
Lung Cancer	1
Determinations where disease (Pneumoconiosis) present but a 0% level of impairment	3
Determinations where disease applied for was determined by the DDMP to not be present	Pneumoconiosis 7
	Silicosis 2

Approved Permanent Impairment Assessors (APIAs)

The new legislative framework provides a modernised approach for the approval and regulation of APIAs who fulfil a vital role in our scheme. APIAs undertake permanent impairment assessments in accordance with the *WorkCover WA Guidelines for the Evaluation of Permanent Impairment* (the Guidelines).

To become an APIA, a medical practitioner must meet specific criteria and complete formal training on the fifth edition of the *American Medical Association’s Guides to the Evaluation of Permanent Impairment* and the Guidelines. New Guidelines were issued on 1 July 2024 to reflect updated terminology. No changes were made to assessment methodology or clinical assessment processes.

Transitional provisions provided for Approved Medical Specialists under the 1981 Act to become APIAs under the new Act with minimal disruption. We designated 22 new APIAs in 2024/25. As at 30 June 2025 there were 299 APIAs in the scheme.

Peer review sessions for APIAs interested in reviewing and discussing cases of interest are conducted annually and are an important way we ensure APIAs are aware of emerging issues and trends.

Uninsured claims

WorkCover WA oversees claims by injured workers when their employer is uninsured.

An uninsured employer is expected to make a decision on the claim, cover all costs associated with the claim, and take a lead role in planning for the worker’s return to work. Where an employer does not meet its responsibilities, WorkCover WA may make payments on behalf of the employer to ensure the injured worker is not disadvantaged. WorkCover WA will later seek to recover these payments from the employer.

There were 10 uninsured claims this financial year for which WorkCover WA made payments to the worker.

Noise Induced Hearing Loss (NIHL)

The new NIHL framework introduced on 1 July 2024 updated the roles of authorised audiologists and Ear, Nose and Throat (ENT) specialists within the workers compensation scheme, and simplified the NIHL claims process for workers.

Authorised audiologists conduct audiological tests to determine percentage hearing loss for workers compensation purposes, in accordance with the standards approved by WorkCover WA. ENT specialists complete NIHL assessments to determine percentage NIHL where the audiological assessment shows requisite hearing loss, using the approved form.

We designated 38 new audiologists in 2024/25. At 30 June 2025 there were 208 audiologists and four ENT specialists operating in the scheme.

Table 7: Number of hearing assessments

	2024/25
Workers identified with potential noise induced hearing loss claims	458
Full audiological assessments arranged	205
Otorhinolaryngology (ear, nose and throat) assessments of occupational hearing loss arranged	200
Successful claims for work-related gradual onset NIHL	113
First election claims (10% permanent hearing loss)	176
Subsequent election claims (additional 5% permanent hearing loss)	10

Dispute Resolution

Our Conciliation and Arbitration Services Division is responsible for resolving disputes, registering settlements and recording common law elections.

Conciliation and arbitration

Disputes can occur in the workers compensation process when parties disagree about a variety of matters in connection with a claim. Where reasonable attempts have been made to resolve the dispute through informal negotiation and the parties remain in dispute, we provide a dedicated dispute resolution service to progress the dispute to an outcome.

In the first instance, a party can make an application to the Conciliation Service. The objective of the Conciliation Service is to assist parties in coming to their own agreement with the assistance of an independent conciliator. In 2024/25, 2,212 conciliations were completed, compared to 2,511 in 2023/24. Around 75% of disputes were resolved at conciliation.

If matters remain in dispute, an application can be made to the Arbitration Service. The objective of the Arbitration Service is to provide a formal process for evidence to be heard, with an arbitrator making a legally binding determination regarding the issues in dispute. In 2024/25, 465 arbitrations were completed, compared to 553 in 2023/24.

Case management

Case management is the process of handling a dispute from lodgement to completion and includes administrative tasks, maintenance of dispute files and collecting necessary evidence. The dispute resolution case management model is continuously reviewed to identify practical improvements and increase efficiency.

In 2024/25, a case streaming initiative was successfully introduced to manage less complex disputes via early telephone conciliation conferences to facilitate faster resolution of these cases.

Common law elections

Workers with a permanent whole of person impairment of at least 15% can elect to retain their right to pursue common law damages. The election must be registered by the Director.

In 2024/25, 280 common law elections were recorded, compared to 276 in 2023/24.

In August 2024, the Supreme Court of Appeal held in the decision of *Neville v Choice One Pty Ltd [2024] WASCA 104* that a worker's election, made before his degree of permanent impairment was recorded by the Director, was not valid. This decision cast into doubt the validity of other elections registered in these circumstances.

WorkCover WA worked with stakeholders to find a solution to this situation, and in October 2024 the *Workers Compensation and Injury Management Amendment (Common Law Election Validation) Act 2024* was passed to address the implications of the Court of Appeal decision.

Supporting dependency claims

When a worker has died because of a work-related injury or illness, a claim for compensation can be made by the worker's dependants. Compensation may include a lump sum payment, a regular allowance for dependent children, and funeral expenses.

To receive compensation, an application must be lodged with WorkCover WA's Arbitration Service for an order to pay compensation after the claim has been made on the employer and their insurer.

In 2024/25 there were 20 dependency-related applications for arbitration made, compared to 14 in 2023/24.

Settlements

The Act introduced a new settlements regime, and in 2024/25 most claim settlements were in the form of statutory settlements.

The Director is responsible for registering settlement agreements. In 2024/25, 6,354 statutory settlement agreements were registered as compared to 3,199 Memoranda of Agreement in 2023/24, and 325 common law agreements were filed compared with 4,224 common law deeds in 2023/24.

New process requirements caused significant processing delays as stakeholders adjusted to the administrative requirements of the new application for registration and the technical processes for agreeing the worker's degree of permanent impairment. This resulted in a large volume of non-compliant settlements which were rejected or refused registration and referred to the Registrar for an arbitrator to determine if the settlement was to be registered.

In response, the Director issued information setting out errors which could result in rejection or refusal of registration and provided feedback to insurers about the errors made, number of settlements affected and strategies for avoiding future errors. We also allocated additional staff to assist with settlement processing. As a result, processing times have returned to the long-term average of around two weeks from lodgement.

PROJECT IN FOCUS

Settlement agreement automated checks

In 2021/22, we commenced a full review of the settlements process to identify potential improvements and optimise use of technological solutions. It continues to gather momentum as new programs become available that can assist to reduce processing times and provide real time feedback to stakeholders about settlements lodged for registration.

In 2024/25 the Registry Coordinator piloted a machine reading tool designed to detect inconsistencies between the application for registration of a settlement agreement and the settlement agreement uploaded in WorkCover WA Online. The tool is 'trained' to conduct checks and produce a checking report within the Dispute Services Case Management System as soon as an application is lodged, providing a quick snapshot of any inconsistencies or unfilled fields.

Next steps for the machine reading tool are ongoing tests of reliability to determine if it has potential to replace manual checks of the same information and scoping the potential for the tool to flag detected inconsistencies and unfilled fields to the lodging party so errors can be corrected before lodgement.



SNAPSHOT

2,212
Conciliations
completed

465
Arbitrations
completed

280
Common Law
Elections
registered

325
Common Law
Settlements
lodged

6,354
Statutory
Settlements
registered

General Practitioner Engagement

WorkCover WA's new general practitioner (GP) engagement approach implements our strategic intent to amplify our impact.

One of our key priorities is to support GPs in undertaking their role as an injured worker's treating medical practitioner.

Role of a GP

From diagnosis and assessment to liaising with other members of the treating team, GPs have a central role in assisting injured workers following a work injury and guiding their recovery.

Our objective

Supported and engaged treating medical practitioners who are educated and confident in performing their role in the WA workers compensation and injury management scheme.

PROJECT IN FOCUS

Guide for Treating Medical Practitioners

Our new publication *Workers Compensation and Injury Management: A Guide for Treating Medical Practitioners* (the Guide) was released in January 2025 to assist GPs in performing all aspects of their role and optimise health and return to work outcomes.

The Guide is currently available to download and order in hardcopy format. We also distributed hardcopies of the Guide to attendees of the WA Rural Health Conference 2025.



Treating Medical Practitioner Hub

In early 2025 we updated our website landing page for GPs to improve navigation and provide a central hub for all relevant content.

The updated page includes direct links to Certificates of Capacity, fees information, and links to further resources, including the Guide.



**Visit the
Treating Medical
Practitioner Hub.**

Promotion

We promoted our new resources through digital and hardcopy advertisements placed with the Royal Australian College of General Practitioners WA and Australian Medical Association WA.

Resources for practices

We engaged an external distributor to deliver copies of our new *First Steps for Injured Workers* brochure to 290 General Practice clinics located throughout Western Australia.

► Looking ahead

There is more GP engagement to come in 2025/26, with new resources in development to support administrative practice staff.

We will continue to develop our approach by building and maintaining open communication channels, developing and promoting targeted resources and strengthening our relationship with GPs through consultation and collaboration.



Staff Snapshot

Staffing arrangements

Staff are employed under entitlements and conditions set out in the *Public Service Award 1992* and the *Public Sector CSA Agreement 2024*.

Table 8: Staffing arrangements

	Total
Full-time permanent	136
Full-time contract	9
Part-time	32
Secondments	1
Graduates	2
Trainees	2

Diversity snapshot

We aim to meet aspirational targets from the Public Sector Commission’s *Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020-2025*.

Table 9: Workplace diversity

	Our %	Target
Aboriginal and Torres Strait Islander	2.67%	3.7%
Culturally and linguistically diverse	26%	15.5%
People with disability	6%	5.0%
Women in the Senior Executive Service	50%	50%
Youth (24 and under)	2.67%	5.8%

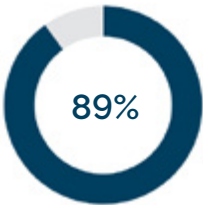
Employee Climate Survey 2024

In November 2024 we conducted an Employee Climate Survey designed to provide staff with the opportunity to give feedback about their experience working at WorkCover WA.

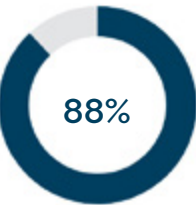
Staff participation in the survey was optional, and all responses were both anonymous and confidential.



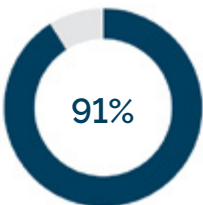
89% response rate across the agency.



89% of staff felt WorkCover WA was an inclusive workplace which welcomes and supports all people.



88% of staff would recommend WorkCover WA as a great place to work.



91% of staff are proud of the work they do.

Our Culture

We are passionate about creating and maintaining an inclusive and values-driven workplace culture where our staff can thrive and take pride in the services they provide.

Substantive equality

WorkCover WA is a strong proponent of substantive equality. We recognise historic disadvantage and marginalisation affects accessibility and suitability of services and creates barriers to employment.

A strategic imperative for WorkCover WA is to deliver accessible and inclusive services in line with the Equal Opportunity Commission's *Policy Framework for Substantive Equality*, and meet our obligations under the *Equal Opportunity Act 1984*.

Inclusiveness statement

Diverse and inclusive workplaces are not only more connected, motivated and productive, but also lead to improved service outcomes. Therefore, we strive to recruit and retain a diverse workforce representative of the community we serve.

Our goal is to create an inclusive environment where lived experience is valued, our people are comfortable giving voice to their identities, experiences and concerns, and all staff can realise their full potential.

Our full approach is set out in our *Strategic Workforce and Diversity Plan 2022-2025* which works in tandem with a suite of supporting policies, plans and strategies.



Our Diversity and Inclusion Committee is instrumental in planning and coordinating a range of fundraising events and other initiatives to enrich our workplace culture.

Giving back

Throughout the year, we contributed to a range of worthy causes through initiatives and events that deepened our community connections.

In 2024/25 our staff gave generously to Freedom State, the Movember Foundation, Share the Dignity, Mission Australia, Fostering Hope, the McGrath Foundation, Red Dust, the Indigenous Literacy Foundation and Living Proud.

Staff can also elect to participate in the workplace giving program through fortnightly contributions. Our 2024/25 contributions were divided between Guide Dogs WA, Helping Minds and Superfins WA.

Our Culture

Embracing multiculturalism

We recognise the importance of respect and cultural sensitivity in all interactions and strive to build and maintain an inclusive environment where everyone belongs, every day. We prioritise ensuring our culturally and linguistically diverse (CaLD) stakeholders interact seamlessly with the services we provide.

Multicultural Plan

In 2024/25 we took actions in line with our *Multicultural Plan 2021-2024* and *Multicultural Plan 2025-2028* to work towards achieving the Government’s *Western Australian Multicultural Policy Framework* policy priorities.

Harmonious and inclusive communities
Developing and promoting our annual Multicultural Calendar, and encouraging staff to celebrate and share important cultural dates, such as by authoring and contributing to articles on our intranet.
Acknowledging and celebrating Harmony Day.
Ensuring all staff completed Cultural Sensitivity Training.
Culturally responsive policies, programs and services
Providing translated versions of key resources such as the <i>Guide for Workers</i> and <i>Guide for Employers</i> .
Embedding a translation function into our website.
Continuing to support free translation services for people accessing our services.
Economic, social, cultural, civic and political participation
Maintaining strong representation of CaLD people in our workplace.

Celebrating all sexual and gender identities

We are committed to supporting and empowering our staff with diverse sexual and gender identities through a positive agency culture and inclusion initiatives, including ongoing staff education and the promotion of inclusive language.



Charity quizzes

Our staff came together to celebrate Wear It Purple Day with a lunchtime charity quiz in August 2024, raising money for Freedom State.

Our Pride-themed quiz returned in June 2025 for Pride Month, this time fundraising for Living Proud.

Committing to reconciliation

As a values-based organisation, we appreciate the place, culture and contribution of Aboriginal and Torres Strait Islander peoples in Australia. We strive to embed the principles of reconciliation into our organisational culture and promote better outcomes in our industry and spheres of influence.

Reconciliation Strategy

In 2024/25 we demonstrated our commitment to advancing reconciliation in line with our *Reconciliation Strategy 2024-2027* with a focus on three key areas: relationships, respect and opportunities.

Relationships

Celebrating and acknowledging events such as NAIDOC Week and National Reconciliation Week by sharing information and resources with staff and running events and initiatives led by our Aboriginal and Torres Strait Islander staff.

Maintaining professional relationships with organisations such as Reconciliation Australia, Reconciliation WA and Supply Nation.

Connecting with Aboriginal corporations and organisations when we conduct regional visits.

Reviewing Human Resources policies and procedures.

Respect

Developing a culture of respect through observing and acknowledging culturally significant dates in our Multicultural Calendar.

Ensuring all staff completed Aboriginal and Torres Strait Islander Cultural Awareness Training.

Commencing internal and external events with an Acknowledgement of Country.

Adding Acknowledgement of Country plaques to all on-site meeting rooms.

Opportunities

Recruiting and supporting Aboriginal and Torres Strait Islander Trainees to participate in the Solid Futures Trainees program.

Building and maintaining procurement relationships with Aboriginal and Torres Strait Islander-owned businesses.

Solid Futures trainees

We are committed to maintaining and increasing the representation of Aboriginal and Torres Strait Islander people in our workforce.

In 2024/25 we hosted two trainees undertaking the Solid Futures Aboriginal Traineeship Program, a 12-month employment-based program for Aboriginal and Torres Strait Islander people who wish to gain experience and develop their skills in the public sector.

Trainees worked in a range of areas such as Human Resources, Records and Information Services and Compliance, while also working towards a nationally recognised Certificate III in Government.

Several of our past trainees have continued to work at WorkCover WA upon completing their traineeship, and we aim to provide ongoing opportunities for meaningful professional development.

Reconciliation Week morning tea

We celebrated Reconciliation Week with a morning tea and a fundraising hamper to raise money for Red Dust and the Indigenous Literacy Foundation.



Former trainee, now Senior Case Management Officer Maddison and current trainee Chelsea with Ernie Dingo at the First Nations Leadership Summit.

Our Culture

Motivated young professionals

Our Mandi Mart ('Youthful Group' in Nyoongar) comprises of our staff under 30 years of age and provides invaluable opportunities for mentorship, professional development and community service.



Volunteering at St Bart's

"It was heartwarming to see how small gestures, like preparing a meal and assembling a hamper, brought joy and relief to others. My experience fostered a sense of connection, kindness and shared humanity which I continue to carry with me every day in my role."

– Evita, Mandi Mart member since 2021.



IPAA WA Young Professionals Conference

"The Conference was an amazing chance to hear from an incredible range of speakers from all backgrounds and walks of life. I came away energised and motivated to think outside the box and make the most of the opportunities I have as a young professional."

– Adam, Mandi Mart member since 2021.



Youth Week with GIO's Talent Academy

"I appreciated the opportunity to network with fellow young professionals from GIO and gain insight into their experiences and work portfolios. It also gave me a platform to share my journey and showcase the achievements of my team."

– Kamakshi, Mandi Mart member since 2022.

Inspired and capable women in leadership

We actively support the development of current and future women in leadership with opportunities for capability development and ongoing growth embedded in our internal workforce strategies.

International Women's Day

Our staff celebrated International Women's Day with a panel of our state's foremost insurance industry experts sharing their personal and professional journeys and advice.



Disability access and inclusion

We educate our staff about the importance of inclusive practices so we can attract and retain people with disability in accordance with the *People with Disability: Action Plan to Improve Public Sector Employment Outcomes 2020-2025*.

We aim to include and amplify the voices of those with lived experience of disability, and strive for accessibility in all the services and resources we provide.

Disability Access and Inclusion Plan

Our *Disability Access and Inclusion Plan 2022-2027* was developed in line with the principles of the *Disability Services Act 1993*.

It identifies specific actions which go towards the achievement of strategies and objectives, and timeframes for their implementation.

Our key actions in 2024/25

Completing a disability access audit of WorkCover WA facilities to ensure accessibility of all facilities.

Planning WorkCover WA activities and events with consideration of accessibility.

Providing mechanisms for people with disability to give feedback about accessibility matters.

Maintaining and exceeding a 5% staff representation rate for people with disability.

Undertaking consultation to increase inclusive people management practices.

Ensuring recruitment processes and ongoing work conditions are suitable for employees with disability.

Celebrating important events such as International Day of People with Disability, International Wheelchair Day and International Guide Dog Day.

IN THEIR WORDS...

"WorkCover WA is a welcoming and positive work environment, where open and honest communication is encouraged. I find my work rewarding, meaningful and satisfying. This year, I was proud to educate workers, employers and other stakeholders about the new legislation."

– Anita, Regulatory Services.

"I consider WorkCover WA to be an incredibly welcoming and supportive agency. I am grateful to collaborate with such friendly colleagues, who encourage me to share my ideas and make me feel respected. I thoroughly enjoy the work that I do; in particular, assisting parties navigate the dispute resolution process with empathy and care."

– Chad, Conciliation and Arbitration Services.

"I love the work I do and the role I play as part of a supportive, inclusive team who are committed to making a difference. It can be challenging and demanding but is also rewarding and no two days are the same. Whilst I am not making the big decisions, I help to support those that do and I feel that my contribution is appreciated."

– Shelley, Office of the CEO.

"I feel WorkCover WA is a progressive and compassionate workplace. I enjoy taking part in all the events and activities and programs running through the year. But most importantly, the friendly, supportive environment allows me to do my part for the scheme."

– Michael, Corporate Services.



Capability Development

In 2024/25 we continued to invest in our people by building capability through both internal and external avenues for professional development.

Mandatory training

The Human Resources branch develops a *Learning and Training Strategy* for each financial year, which is designed to ensure mandated public sector training requirements are met and all staff are equipped to respond to issues affecting the organisation.

In 2024/25 all WorkCover WA staff completed the following training:

- Cyber Security Training
- Integrity Training
- Cultural Awareness Training
- Disability Awareness Training

Staff also received training on the new Act and changes specific to their own roles to ensure they were able to continue to support stakeholders and meet service expectations.

An annual Performance Pathway review also allows staff to reflect on their key activities and achievements and identify future development goals. This review includes a formal self-assessment, manager appraisal, and meaningful, future-oriented conversations about performance.

SNAPSHOT

1,614

total capability
development hours

10.76

average development
hours per staff member

Graduate program

Our Graduate program is an important talent pipeline and provides recent university graduates with the opportunity to apply their skills in practice. We seek graduates from a range of academic fields including law, finance and human resources.

Our Graduates participate in the Public Sector Commission's Launch program, designed to cultivate an adaptive, innovative mindset to lay the foundations for a future-ready public sector. Two graduates participated in Launch in 2024, with two more participating in 2025.



Kailea and Tarryn, 2024 Graduates and Launch participants.

“ As a graduate, I have gained valuable insight into not only WorkCover WA's role but the broader operations of the public sector.

Launch has also equipped me with the knowledge and perspective needed to continue to serve the community and contribute more meaningfully to the future of the sector.

- Nick



Andrea and Nick, 2025 Graduates and Launch participants.

Training highlights

Conciliator Development Program

The Conciliator Development Program provides suitably experienced staff from across WorkCover WA the opportunity to learn the skills required to become a conciliator and grow the pool of qualified staff who can support the delivery of Dispute Resolution Services.

The 13-week program consists of structured learning modules and practical experience to equip participants with the required technical skills and knowledge to undertake conciliations.

In 2024/25, two staff members completed the program and were designated conciliators, continuing to provide support to the Conciliation Service.



Donna, 2024 Conciliator Development Program participant.

Certificate IV in Government Investigations

In 2024/25, six WorkCover WA Inspectors completed a Certificate IV in Government Investigations to develop their understanding of how to plan, initiate, conduct and finalise investigations.

With a particular focus on ethical and statutory requirements in the public service, the course ensured our inspectors conduct themselves ethically and in accordance with best investigative practice.

Monash University School of Public Health and Preventive Medicine x PIEF **Personal Injury Scheme Evaluation**

We aim to hone the regulatory skillset of our staff to ensure they are equipped with the right knowledge and skills to serve our scheme.

In 2024/25 the Manager Regulation and Principal Consultant completed a ten-week course to enhance their understanding of scheme performance evaluation.

The course explored strategies and techniques available to improve their ability to monitor and assess scheme financial performance, client recovery and work outcomes.



Rob and Bartek, 2025 Personal Injury Scheme Evaluation course participants.

Supporting Our Staff

Employee Assistance Program

We encourage our staff to prioritise their mental health and wellbeing and make use of the Employee Assistance Program (EAP).

All staff and their immediate family members are entitled to a minimum of six free and confidential counselling sessions with a qualified clinician.

In 2024/25 there were 12 new referrals and 46.25 hours of EAP utilised.

We use de-identified information about the trending and emerging issues provided in EAP reports to inform aspects of our wellbeing program.

Supporting flexibility

We continued to provide a positive work environment which supports adaptable and flexible work options to assist staff in balancing their work and non-work commitments.

Our flexible work policy is regularly reviewed and updated in recognition of evidence showing flexible work options help to attract, retain and maintain a responsive and engaged workforce.

With an increase in the number of staff with regular work from home arrangements, we continue to monitor performance to ensure these arrangements are working effectively.

Family and domestic violence support

WorkCover WA is committed to supporting all employees experiencing family and domestic violence (FDV) by helping them to maintain employment and participate safely in the workplace.

We regularly remind staff of initiatives to support public sector staff affected by FDV, with reference to the *Premier's Circular 2017/07* and Public Sector Commission guidance. We also have dedicated contact officers for staff seeking confidential support in relation to FDV.

Wellbeing initiatives

Informed by the Future of Work Institute's Thrive at Work Initiative, we support our staff to thrive by mitigating illness, preventing harm and promoting wellbeing. We encourage staff to seek help when needed and regularly promote available tools, resources and supports to improve health and wellbeing at work via the staff intranet.

We offer a range of preventative and proactive health and wellbeing initiatives including:

- Vaccinations
- Skin cancer checks
- Health assessments
- An on-site gym
- Wellbeing seminars
- Ergonomic assessments

National Safe Work Month

In October 2024, we celebrated National Safe Work Month and got thinking and learning about health, safety and wellbeing in the workplace.

- Our packed 'Lunch and Learn' seminars covered safe use of gym equipment, effective posture and workplace pain prevention.
- We encouraged our staff to learn by taking part in a fun Work Health and Safety Quiz.
- Our staff reached a combined total of 17,595,216 steps in our Steps Challenge.

Asbestos awareness and management

WorkCover WA supports the initiatives outlined in the *National Strategic Plan for Asbestos Awareness and Management 2019-2023*. We operate from one location at 2 Bedbrook Place, Shenton Park, and independent assessment has established there have never been any asbestos products (including asbestos cement materials) on the premises.

Work health and safety management

In line with the *Work Health and Safety Act 2020*, we continued to provide a safe and healthy environment for staff, visitors and contractors through our *Work Health and Safety Policy*.

We do this in alignment with our *Work Health and Safety (WHS) Commitment Statement*. This involves meaningful consultation about work health and safety issues, such as WHS Committee meetings.

Training was provided to create a pool of staff trained in first aid, CPR and evacuation procedures. Elected WHS representatives also completed training and refresher courses to assist with carrying out their responsibilities.

In March 2025, WorkCover WA was audited against the WorkSafe Plan framework. This audit involved an examination of our safety management system and safety culture. This audit was conducted via Safety Solutions WA, who are a WorkSafe WA accredited auditor.

At the conclusion of the audit, WorkCover WA retained its Gold Certificate of Achievement.

Agency workers compensation claims

WorkCover WA received two workers compensation claims in 2024/25.

Injury management services are provided for work-related and non-work-related injuries. This year, we actively assisted two employees through return to work processes following non-work-related injuries.

Workplace harassment policy

We are committed to maintaining a safe and respectful workplace which is free from all forms of harassment.

Our *Workplace Harassment Policy* specifies the rights, responsibilities and expected standards of behaviour for all staff in relation to workplace harassment.

Designated contact officers are available to support staff experiencing workplace harassment.

Table 10: WHS Performance Statistics

Measure	2022/23	2023/24	2024/25	Target
Number of fatalities	0	0	0	0
Incidence of work-related injury or illness	0.76%	0%	1.3%	0%
Incidence rate of serious claims with one or more weeks' lost time	0%	0%	0%	0%
Managers and supervisors trained in work health and safety and injury management	100%	100%	90%	>80%
Percentage of workers returned to work on full duties and hours within 13 weeks	100%	N/A	100%	100%
Percentage of workers returned to work on full duties and hours within 26 weeks	100%	N/A	100%	100%

Celebrating Our People

Award-winning impact

WorkCover WA's Kevin Gillingham, Manager Policy and Legislation, was awarded the honour of Policy Practitioner of the Year at the 2024 Institute of Public Administration Australia (IPAA) WA Achievement Awards.

This award recognises a respected policy manager who has demonstrated excellence in their field. This description perfectly encapsulates Kevin, who was the primary architect of the modernised workers compensation and injury management legislation.

Kevin said, *"As a committed policy manager and proud public servant for the past 23 years, I was honoured to receive this award. It was a long journey to develop and implement the new Act on 1 July 2024. I am humbled to be part of a legislative reform that will benefit the WA community for many years to come."*

I want to acknowledge my policy team and all the WorkCover WA staff, especially our CEO Chris White, who has been a mentor to me for many years, and Rebecca Harris for her leadership and support in implementing the new Act. I'm grateful to be working for such a wonderful organisation with committed and talented people. Whilst this is an individual award it would not have been possible without them."



Kevin Gillingham (left) accepting his award.

“It's not an exaggeration to say that we would not have arrived at 1 July 2024 without the tireless work of Kevin Gillingham and his team in Policy and Legislation.

Kevin has been on this journey from the beginning, and I acknowledge his significant contribution to building a sustainable future for the Western Australian scheme.

Chris White (Referee)
Chief Executive Officer

“Kevin exemplifies amplifying impact every day as he performs his role. It's a pleasure to work with him, and his invaluable work and pursuit of excellence inspires fellow staff members.

His broad, long-term perspective and strategic expertise is not only a tremendous asset to WorkCover WA, but also to the scheme. His impact can be felt through the Western Australian community.

Rebecca Harris (Nominator)
General Manager Regulatory Services



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.

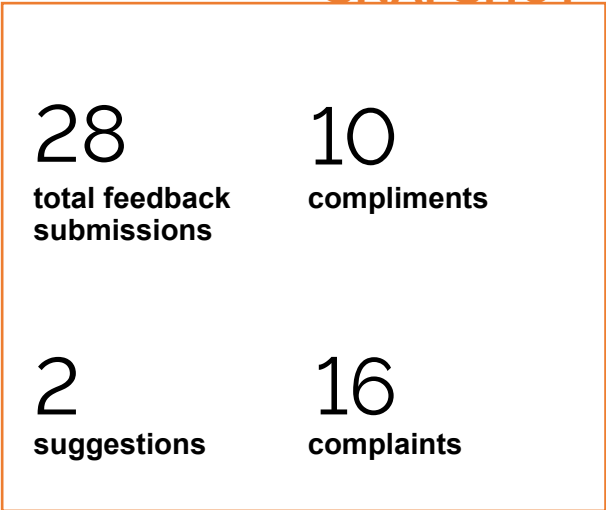
Complaints

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

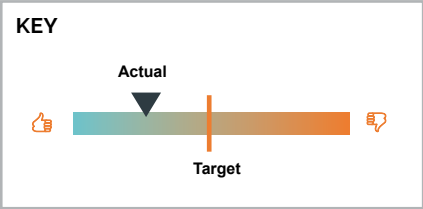
**Table 19: Annual Estimates
– Statement of Cash Flows**

	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

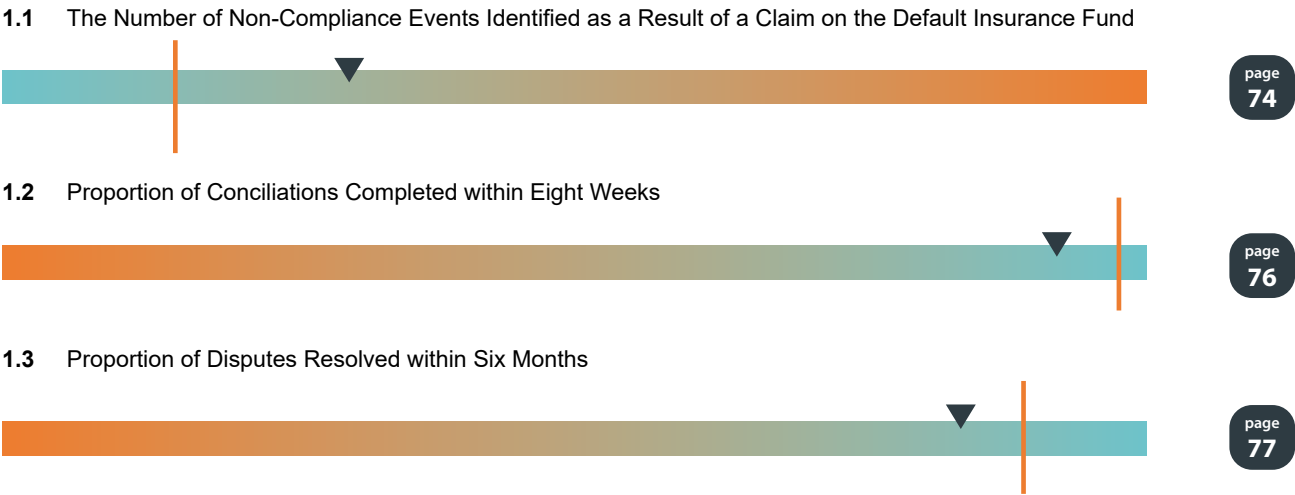


Key Performance Indicators

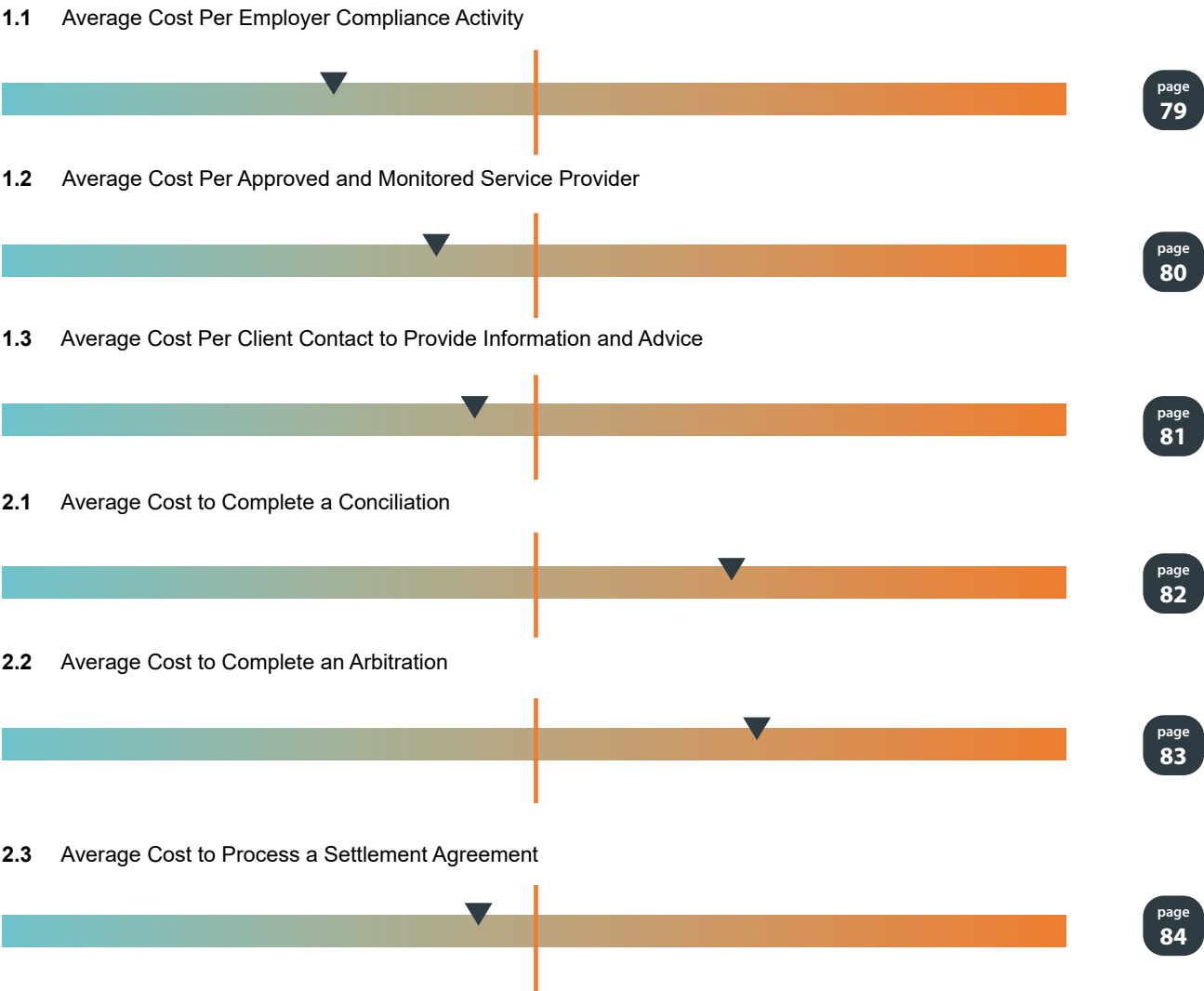
Indicators at a Glance



Indicator of Effectiveness



Indicator of Efficiency



Certification of KPIs

We hereby certify the key performance indicators are based on proper records, are relevant and appropriate for assisting users to assess WorkCover WA's performance, and fairly represent the performance of WorkCover WA for the reporting period ended 30 June 2025.



Sharryn Jackson
Board Chair
WorkCover WA
29 August 2025



Chris White
Chief Executive Officer
WorkCover WA
29 August 2025

Information in Support of KPIs

Government Goals provide an expression of high level policies and/or priorities that support the Government's vision to improve the quality of life for all Western Australians and are supported at departmental level by agency specific desired outcomes.

Outcomes are defined as the effects, impacts, results on or consequences for the community, environment or target clients of government services and clarify the contributions each agency makes towards achieving these government policies and priorities.

Agency Level Desired Outcomes are intended to bring about behavioural change or satisfy a community or client need and link to the Government Goals.

Agencies deliver services to achieve these desired outcomes and contribute to meeting the Government Goals. This linkage creates a hierarchy in which the purpose of each service provided by an agency can be traced to a Government Goal and is referred to as Outcome Based Management (OBM).

Key Performance Indicators (KPIs) are part of the OBM and provide an overview of the critical or material aspects of outcome achievement (effectiveness indicators) and service delivery (efficiency indicators).

Government Goals introduced from 2022/23 are:



Strong and Sustainable Finances:
Responsible, achievable, affordable budget management.



WA Jobs Plan:
Diversifying the WA economy, creating local jobs for the future.



Safe, Strong and Fair Communities:
Supporting our local and regional communities to thrive.



Investing in WA's Future:
Taking climate action and supporting the arts, culture and sporting sectors to promote vibrant communities.

WorkCover WA contributes to Government Goal, 'Strong and Sustainable Finances' by delivering services aimed at minimising the social and economic impact of work-related injury and disease on workers, employers and the Western Australian community.

WorkCover WA's vision is to have a workers compensation and injury management scheme that works for all and our purpose is to lead a contemporary, sustainable and integrated workers compensation scheme that is fair, accessible and cost effective for all stakeholders, through:

- delivering advice and guidance about workers compensation, injury management and return to work practices
- providing active, responsive and transparent management of the scheme
- undertaking focused information, education and compliance activities
- facilitating fair and timely dispute resolution
- applying a strong service focus.

WorkCover WA strives to achieve its outcome through the effective administration of the *Workers Compensation and Injury Management Act 2023* (the Act), the provision of quality policy advice to government, and excellent stakeholder relationships.

The *Agency Level Desired Outcome* relates directly to our vision and purpose: *To ensure a workers compensation and injury management scheme that is financially viable, contemporary and integrated, whilst providing services that are fair, accessible, timely and cost effective for all participants.*

The agency services provided to ensure WorkCover WA achieves its desired outcome are:

- **Scheme Regulation** - regulation of workers compensation scheme participants for compliance with legislative requirements.
- **Scheme Services** - provision of effective and equitable dispute resolution and other services to scheme participants.

Changes to the Outcome Based Management Structure

WorkCover WA undertakes regular reviews of its OBM Structure and KPI Framework to ensure it provides the most suitable measures to indicate the agency's performance.

In line with the introduction of the new the Act, which came into effect from 1 July 2024, the agency has made the following changes to its KPIs for the 2025 reporting year:

1. Effectiveness KPI 1.1

The number of non-compliance events identified as a result of a claim on the General Account.

The name of this KPI has been amended to *The number of non-compliance events identified as a result of a claim on the Default Insurance Fund* in line with Division 6 of the Act.

There is no change to the measurement of this KPI. The name has been amended due to the creation of a new special purpose account under the Act that separates these activities from the General Account which is now used specifically for operational purposes.

2. Efficiency KPI 2.3

Average cost to process a Memorandum of Agreement. This KPI has been renamed to *Average cost to process a Settlement Agreement* in line with Part 2 Division 12 of the Act.

This KPI previously measured the average cost to process a Memorandum of Agreement. Under the previous legislation, the *Workers' Compensation and Injury Management Act 1981* (1981 Act). WorkCover WA was responsible, under the provisions of Section 76 of that Act, for registering each Memorandum of Agreement (MoA) where parties agreed to settle a claim in the workers compensation scheme, either through redemption of weekly entitlements and medical expenses, and/or through an assessment of a worker's permanent impairment. Registering a MoA involved an assessment of the accuracy of the documentation provided by the parties, as well as of compliance with the Act. In some instances, the decision of an arbitrator to register the MoA could also have been required.

The previous legislation also made provision for a worker's claim for damages against an employer or defendant to be settled by agreement of the parties [Section 92(f)]. This was a simple process with little checking or assessment required by WorkCover WA and has not previously been attributed to a KPI.

Under Division 12 of the new Act 'Settlement of compensation claims' combines all statutory agreements into one category of 'settlement agreements'.¹

All other aspects of the OBM Structure including the Agency Level Desired Outcome, Services and remaining KPIs remain relevant and appropriate. Any transitional arrangements relevant to the new Act are explained against the individual KPIs.

¹ Under section 587 transitional arrangements in the new Act a reference to a memorandum of an agreement is to read as a settlement agreement.

Outcome Based Management Structure

Government Goal

Strong and Sustainable Finances

– Responsible, achievable, affordable budget management.

Desired Outcome

To ensure a workers compensation and injury management scheme that is financially viable, contemporary, and integrated, whilst providing services that are fair, accessible, timely and cost effective for all participants.

Key Effectiveness Indicators

- The number of non-compliance events identified as a result of a claim on the Default Insurance Fund
- The proportion of conciliations completed within eight weeks
- The proportion of disputes resolved within six months

Service 1: Scheme Regulation

Regulation of workers compensation scheme participants for compliance with legislative requirements.

Key Efficiency Indicators

- Average cost per employer compliance activity
- Average cost per approved and monitored service provider
- Average cost per client contact to provide information and advice

Service 2: Scheme Services

Provision of effective and equitable dispute resolution and other services to scheme participants.

Key Efficiency Indicators

- Average cost to complete a conciliation
- Average cost to complete an arbitration
- Average cost to process a Settlement Agreement

Independent Audit Opinion

KPIs are audited annually by the Auditor General and the audit opinion is included in the Independent Auditor's Report published in the section on financial statements and notes.

KPIs Snapshot

Table 20: Key Performance Indicators of Effectiveness

#	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Actual	2024/25 Actual	2024/25 Target
1.1	The number of non-compliance events identified as a result of a claim on the Default Insurance Fund ²	5	5	7	10	10	6
1.2	The proportion of conciliations completed within eight weeks	94.8%	90.8%	89.1%	92.2%	91.4%	97.0%
1.3	The proportion of disputes resolved within six months	83.0%	83.6%	82.3%	85.1%	84.5%	90.0%

Table 21: Key Performance Indicators of Efficiency³

#	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Actual	2023/24 Actual	2024/25 Actual	2024/25 Target
1.1	Average cost per employer compliance activity	\$270	\$211	\$210	\$155	\$146	\$236
1.2	Average cost per approved and monitored service provider	\$2,882	\$3,015	\$3,026	\$2,595	\$6,383	\$7,768
1.3	Average cost per client contact to provide information and advice	\$94	\$77	\$71	\$76	\$63	\$71
2.1	Average cost to complete a conciliation	\$2,055	\$1,980	\$2,075	\$2,149	\$2,662	\$1,927
2.2	Average cost to complete an arbitration	\$9,495	\$10,739	\$9,911	\$11,944	\$13,121	\$9,142
2.3	Average cost to process a Settlement Agreement ⁴	\$497	\$525	\$415	\$386	\$207	\$231

² The name of this KPI has been amended in line with changes introduced with the new Act. Under the new legislation a new special purpose account called the Default Insurance Fund which incorporates claim payments has been established.

³ Efficiency indicators have not been adjusted for inflation.

⁴ The name of this KPI has been amended in line with changes introduced with the new Act. Under the new legislation Memorandums of Agreement are now referred to as Settlement Agreements.

KPIs of Effectiveness

The Agency Level Government Desired Outcome reflects the purpose of WorkCover WA.

WorkCover WA's Agency Desired Outcome is: *To ensure a workers compensation and injury management scheme that is financially viable, contemporary, and integrated whilst providing services that are fair, accessible, timely and cost effective for all participants.*

WorkCover WA measures its success in achieving its outcome through effectiveness indicators.

Effectiveness indicators provide information on the extent to which the *Agency Desired Outcome* has been achieved, or contributed to, through the delivery of services.

The effectiveness indicators chosen by WorkCover WA provide information in relation to workers compensation compliance activities and timeframes for managing conciliation and arbitration processes.

The indicators relate directly to the two services provided by WorkCover WA:

- **Scheme Regulation**
- **Scheme Services**

The following commentary explains the rationale behind each effectiveness indicator and how it measures success in achieving our outcome.

Indicator of Effectiveness 1.1

Number of Non-Compliance Events Identified as a Result of a Claim on the Default Insurance Fund

WorkCover WA is responsible under the Act, to oversee the requirement of employers to hold workers compensation insurance.

This indicator shows the number of new claims with payments made from WorkCover WA's Default Insurance Fund (as a safety net payment) to workers, due to employers not having the required insurance to cover such payments (non-compliance).

A non-compliance event is defined as:

A health and safety incident involving a worker or workers of an uninsured employer, which has a financial impact on WorkCover WA's Default Insurance Fund by way of an uninsured claim payment.

While there is ongoing claims activity against the Default Insurance Fund, for the purpose of this indicator, claims are only counted in the year the first payment is made to a worker.

Key Performance Indicators

Claims involving specific dust diseases⁵ are made years after the causal exposure. For example, specific dust diseases associated with the inhalation of asbestos fibres (i.e. asbestosis, mesothelioma, asbestos-related lung cancer and diffuse pleural fibrosis) generally take years, if not decades, to develop after a worker has been exposed to asbestos. Accordingly, these are excluded from the definition of an 'event' as they bear no reflection on the current insurance levels of employers.

Common law damage claims paid from the Default Insurance Fund due to insurers declining to indemnify the claim are also excluded.

This exclusion is limited to claims where a court finds the insured employer breached its insurance policy by recklessly disregarding the risk to the worker.

To determine the target for this KPI, a benchmark of one uninsured claim per 5,000 insured claims has been set based on figures two years in arrears, due to the lag nature of the data. Therefore, the target for 2024/25 uses the 2022/23 year figure of 27,522⁶ and sets the target figure as 6.

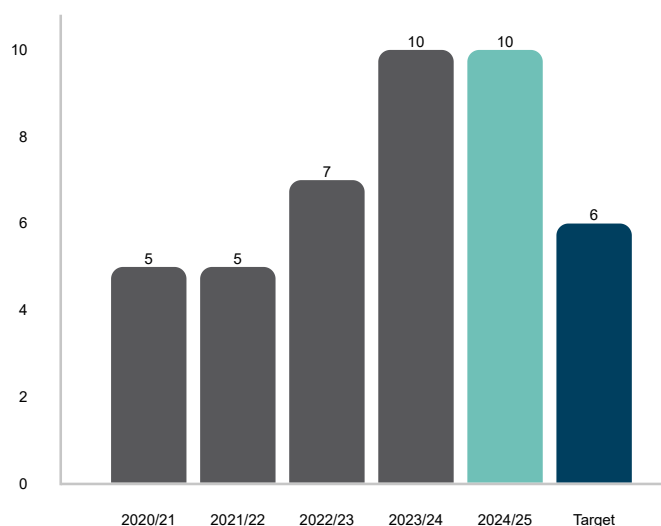
Information for this indicator is derived from two agency information systems. Claim numbers are reported from a central database which captures details of all claims as reported by approved insurers and self-insurers.

Uninsured claim payments are derived from the agency Financial Management Information System (FMIS) which reports the commencement of any payments to a worker or service provider made from the Default Insurance Fund.

⁵ Asbestos and industrial disease under the 1981 Act is now referred to as dust disease.

⁶ The figure quoted is that available at the time of setting the target in April 2024 and the figures for the two years previous is used, due to this being lag data. The number of insured claims is based on the insurer received date and excludes specific dust diseases, journey and invalid claims. The number of claims quoted may vary from those previously published due to delays in claim reports to WorkCover WA from insurers.

Number of non-compliance events identified as a result of a claim on the Default Insurance Fund



Analysis

In 2024/25 there were ten non-compliance events resulting in a claim paid from the Default Insurance Fund. This is four more than the target and equal to the 2023/24 result. The number of uninsured claims against the Default Insurance Fund (previously the General Account) continues to remain low in the context of approximately 28,000 lost time insured claims for the year.

WorkCover WA has continued to implement effective compliance campaigns to identify uninsured employers, and it is anticipated that reduced incidence of these non-compliant events will be seen in coming years.

Indicator of Effectiveness 1.2

Proportion of Conciliations Completed within Eight Weeks

The *Workers Compensation and Injury Management Conciliation Rules 2024* set the time limit for conciliation at 56 days (eight weeks) from the day on which the Director accepts an application, unless an extension is granted by the Director for a period not exceeding a further 56 days (eight weeks).

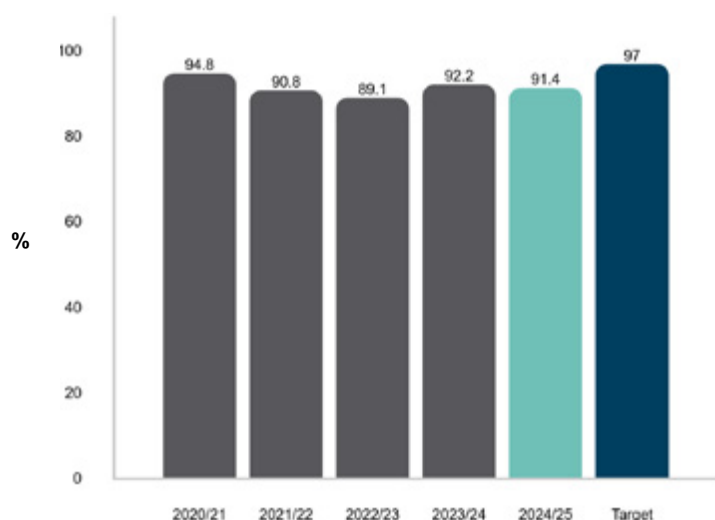
This timeframe is reflected in this KPI which reports the percentage of conciliation applications completed within the initial eight weeks.

Time taken to complete an application for conciliation is measured from the date an application for conciliation is accepted to the date a *Certificate of Outcome* is issued by the conciliation officer.

This indicator is produced directly from data extracted from the Dispute Case Management System which supports the business needs of the Conciliation and Arbitration Services.

The target for this KPI has been set based on the previous year's target and performance of years prior to the COVID-19 pandemic. A high percentage outcome for this KPI shows that WorkCover WA is performing well in meeting this statutory requirement.

Proportion of conciliations completed within eight weeks



Analysis

In 2024/25, 91.4 percent of conciliations were completed within the eight-week statutory timeframe.

This is 5.6 percentage points less than the target and 0.8 percentage points less than in 2023/24.

This KPI continues to be impacted by constraints on access to medical and other service providers.

Where a conciliation cannot reasonably be resolved within the initial eight-week period the Director may grant an extension for a further (maximum) eight-week period. In 2024/25 the number of cases extended beyond the initial timeframe decreased marginally from 196 in 2023/24 to 190 in 2024/25 (3 percent).

Of the matters granted an extension, all were completed within the extended timeframe except one which was deferred to allow the appointment of a Litigation Guardian by the State Administrative Tribunal.

Indicator of Effectiveness 1.3

Proportion of Disputes Resolved within Six Months

This KPI reports the time taken to resolve a dispute and is consistent with Part 6, Section 305 of the Act, which states:

The objective of the conciliation and arbitration functions are to provide a fair and cost-effective system for the resolution of disputes under the Act that -

- a) is timely; and*
- b) is accessible, approachable and professional; and*
- c) minimises costs to parties to disputes; and*
- d) in the case of conciliation, leads to final and appropriate agreements between parties in relation to disputes; and*
- e) in the case of arbitration, enables disputes not resolved by conciliation to be determined according to their substantial merits with as little formality and technicality as practicable.*

This KPI measures the proportion of disputes resolved within a six-month timeframe from the day an application for conciliation is accepted through to the day it is completed, either via conciliation or arbitration.

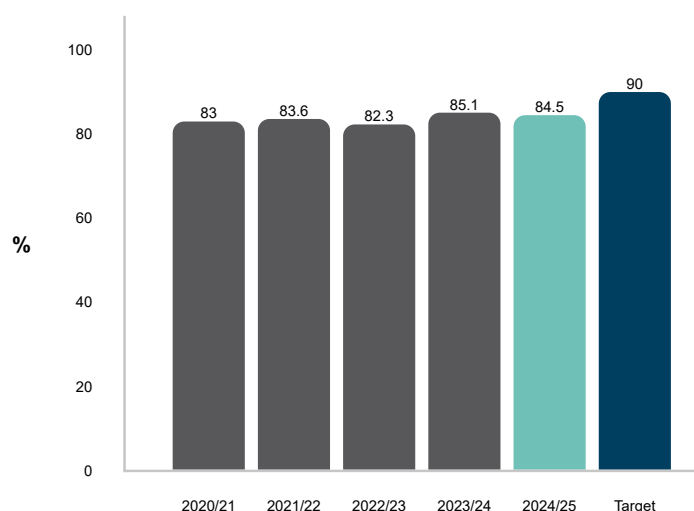
For those disputes progressing to arbitration the 28-day statutory gap (or portion of) in which an application for arbitration can be made, and the time between lodgement and acceptance of an application, is not included in the timeframe.

Acceptance of an application (after lodgement) can be delayed due to the provision of incomplete or inadequate documentation. It is the date of acceptance that is the starting date, as there may be time between lodgement and acceptance when further information is required to progress the application to an outcome. Incomplete applications are rejected rather than accepted and are not counted in this KPI.

Data for this KPI is drawn from the Dispute Case Management System and establishes the timeframe by counting disputes from the day a dispute is registered as accepted for conciliation through to the day the dispute is either recorded as completed (for conciliation) or closed and/or final orders issued, where the matter has proceeded to arbitration.

The target for this KPI has been set based on the previous year's target and performance of years prior to the COVID-19 pandemic.

Proportion of disputes resolved within six months



Analysis

In 2024/25, 84.5 percent of all disputes were resolved within six months. This is 5.5 percentage points less than the target of 90.0 percent and 0.6 percentage points less than the 2023/24 result.

Dispute resolution performance indicators are published in the Comparative Performance Monitoring data produced by Safe Work Australia which compares work health and safety and workers compensation schemes in Australia. This report shows that dispute resolution within the Western Australian workers compensation scheme performs well compared with other jurisdictions. The latest available national data shows the 2022/23 national average for disputes resolved within six months was 71.7 percent.

KPIs of Efficiency

Efficiency indicators relate agency services to the level of resource inputs required to deliver them. The efficiency indicators for WorkCover WA are focused on financial resources and provide a per-unit cost.

There are three efficiency indicators chosen for each of the two agency services. These indicators measure the overall unit costs of delivering the core services of dispute resolution and regulation of scheme participants.

Allocation of Agency Costs

To ensure accurate allocations of costs to the KPIs across the agency, a formal agency cost mapping model is used. The cost allocation model determines overheads and allocates costs across the agency's divisions and six efficiency KPIs and is reviewed for accuracy at least every two years. Budget figures used in the costing model are consistent with the agency's approved budget.

Direct costs for each activity are allocated to individual cost centres within the relevant business units in the first instance.

To account for all agency costs, expenditure from cost centres not attributed directly to a KPI is allocated across all KPIs on an FTE basis.

Other indirect costs (overheads) such as rates, water, electricity, and depreciation of buildings are allocated according to the floor space specifically allocated to an area.

Calculation methodologies referred to below for both target and actual figures include allocated overheads through the cost mapping model.

Certain expenditure and revenue in relation to the payment and subsequent recovery of workers compensation claims are not incorporated into the KPI calculation data. This is due to the nature of these transactions and the fact that WorkCover WA has no control over Default Insurance Fund claims, which if included, would unduly skew key KPI data (for 2024/25 this represents 27.6 percent of the total expenditure).

The KPIs listed on the following pages measure the costs of providing these activities.

Service 1: Scheme Regulation - regulation of workers compensation scheme participants for compliance with legislative requirements.

As part of its responsibilities in administering the Act, WorkCover WA has responsibility to ensure the efficient and effective operation of the workers compensation scheme by monitoring compliance of employers, insurers and others participating in or affected by the scheme.

Service 2: Scheme Services - provision of effective and equitable dispute resolution and other services to scheme participants.

The Conciliation and Arbitration Services provide a fair and cost-effective system for the resolution of disputes that are timely, accessible, approachable and professional, and minimises costs to parties to disputes through either conciliation or arbitration.

The agency is also responsible for recording the finalisation of a workers compensation claim through the registration of a Settlement Agreement and the processing of documents submitted in relation to common law elections.

Indicator of Efficiency 1.1

Average Cost Per Employer Compliance Activity

WorkCover WA seeks to ensure every employer maintains a policy of insurance for the full amount of any liability to pay compensation under the Act to any worker employed and complies with other obligations under the Act.

Authorised inspectors conduct investigations and inspections to ensure compliance with the Act and to issue cautions or infringement notices or prosecute where non-compliance is identified. Insurers are not able to cancel workers compensation insurance policies without the approval of WorkCover WA. This is to ensure employers are not operating a business without insurance.

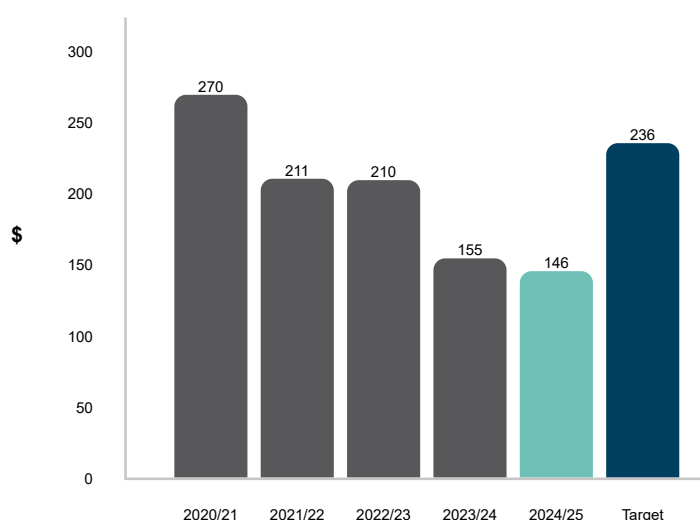
The Act has numerous penalty provisions relating to employers obligations. Following identification of a possible breach, an investigation follows that may result in a caution, infringement notice or prosecution.

This indicator reports the average cost of these employer compliance activities and is measured by dividing the full cost of the agency's Compliance Branch for the reference period as determined by the Cost Allocation Model by the total number of employer compliance activities.

Each employer compliance activity is recorded in the Regulatory Services Management System which tracks activity for each case. The total number of employer compliance activities is extracted directly from this system.

The target for this indicator was determined using the full year approved budget figures for the compliance activity divided by the estimated full year total number of compliance activity units. It was expected that compliance activity for the year would continue to increase due to enhanced data matching initiatives and the target figures reflect a 22.2 percent increase on the target for the previous year.

Average cost per employer compliance activity



Analysis

In 2024/25 the average cost per employer compliance activity was \$146. This is 38.1 percent less than the target of \$236 and 5.8 percent less than the outcome of \$155 in 2023/24.

The variance of the outcome against the target is due to the continued effectiveness of the Employer Contact Team's proactive voluntary compliance campaigns and the success of the in-house prosecution function which expedites the enforcement process.

Enhanced administrative investigative and data analysis strategies have enabled high levels of compliance activity, investigations and enforcement outcomes.

Indicator of Efficiency 1.2

Average Cost Per Approved and Monitored Service Provider

WorkCover WA is responsible for approving, monitoring and reviewing the performance of scheme service providers against established standards which can include performance criteria relating to legislative compliance, codes of conduct, codes of practice and guidelines.

Through its standards and review activities, WorkCover WA approves and/or monitors the performance of the following service providers: insurers, self-insurers, workplace rehabilitation providers, approved permanent impairment assessors, registered agents, audiologists, and ear, nose and throat medical specialists.

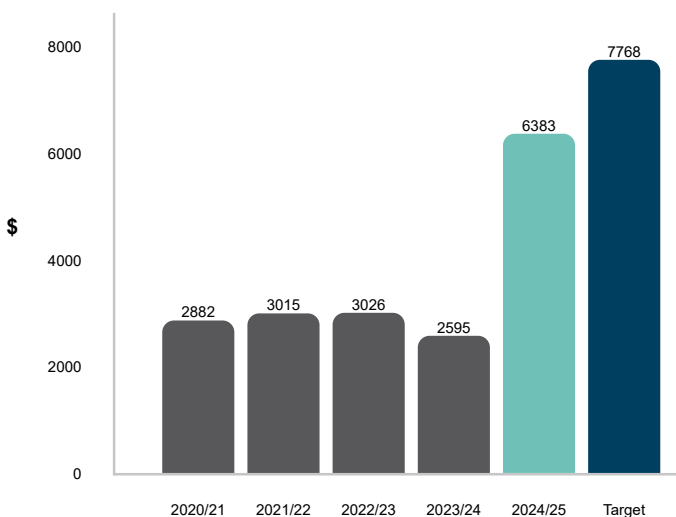
This indicator reports the average cost per approved and monitored service provider and is measured by dividing the full costs of providing this regulation service by the total number of approved and monitored service providers.

All information relevant to these service providers is captured in the Regulatory Services Management System as the single data source and the data for this indicator is extracted directly from the system. The total cost of the monitoring services operational activity for the reference period is provided by the Cost Allocation Model.

The target for this indicator was determined by dividing the approved budget for these activities by the estimated total number of approved and monitored service providers.

The predicted number of service providers for 2024/25 was anticipated to significantly decrease to approximately 500 (-60 percent) in line with changes being introduced with the new Act. Under the new legislation, audiometrists, audiometric officers and independent registered agents are no longer required to be licensed, however, a transitional period to phase in these requirements means many were still being managed for various periods of the year. The number of service providers for this KPI is measured as of 30 June each year.

Average cost per approved and monitored service provider



Analysis

In 2024/25 the average cost per approved and monitored service provider was \$6,383. This is 17.8 percent less than the target of \$7,768 and 146.0 percent more than the outcome in 2023/24 of \$2,595.

This KPI is significantly impacted by changes introduced with the new Act which came into effect from 1 July 2024. Under the new Act, Registered Agents, Audiometric Officers and Audiometrists are no longer approved and monitored service providers and have therefore been removed from this KPI. These changes required a transitional arrangement and were phased in over the first half of 2024/25.

Indicator of Efficiency 1.3

Average Cost Per Client Contact to Provide Information and Advice

WorkCover WA has responsibility under the Act to promote awareness and disseminate information about the workers compensation scheme.

This indicator reports the average cost of providing information and advice in relation to all aspects of the scheme. It is measured by dividing the full costs of providing the Advice and Assistance Service by the total number of advice and assistance activities (written advice notifications prepared and verbal consultations conducted).

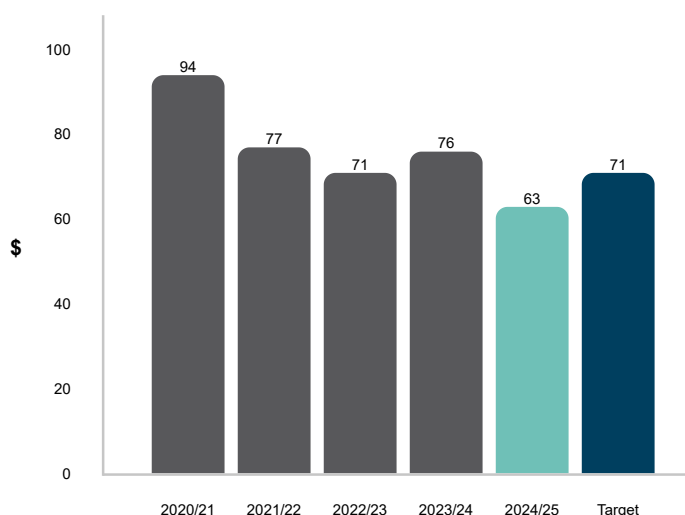
All written advice notifications and verbal consultations including in-person enquiries, consultation via appointments, emails, written enquiries and notifications sent via electronic news alerts are captured in the Regulatory Services Management System.

Inward telephone calls made to the Advice and Assistance Service (1300 794 744) are recorded by the agency's phone system. Other enquiries such as Ministerial correspondence are recorded in the Ministerial tracking system. The total number of matters conducted is then extracted directly from the respective systems and included in a monthly activity report.

The target for this indicator was determined by dividing the approved budget for this activity by the estimated total number of written advice notifications prepared and verbal consultations conducted for the year.

The predicted number of activities was based on the previous four years performance and current trends.

Average cost per client contact to provide information and advice



Analysis

In 2024/25 the average cost per client contact to provide information and advice was \$63. This is 11.3 percent less than the target and 17.1 percent less than the 2023/24 outcome of \$76.

The lower than target outcome for this indicator is due to the higher than expected number of client contacts attributed to enquiries related to the introduction of the new legislation.

Overall, in 2024/25 the Advice and Assistance Service responded to 22,983 requests.

Indicator of Efficiency 2.1

Average Cost to Complete a Conciliation

This KPI measures the average cost to complete a conciliation. It is measured by dividing the full costs of providing the conciliation process by the total number of conciliations completed.

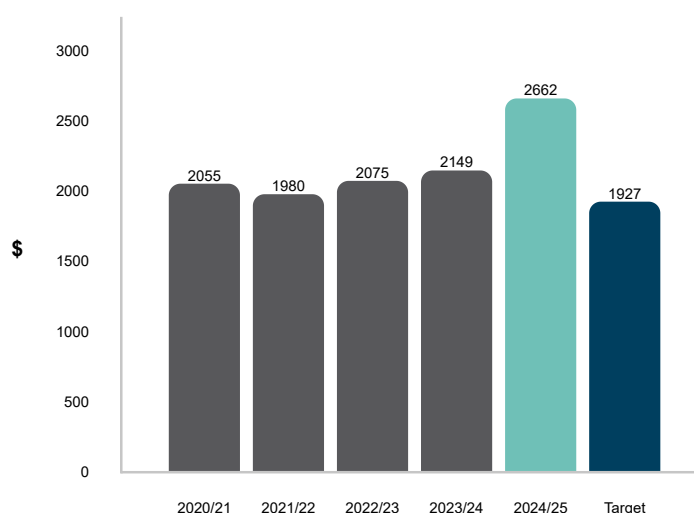
All conciliations are recorded in the Dispute Case Management System along with dates completed. 'Completed' is measured as the date that a conciliation officer records a *Certificate of Outcome* at the end of a conciliation process.

The data for this indicator is extracted directly from the Dispute Case Management System.

The target for this indicator is based on current and previous performance and was determined by dividing the approved budget for this activity by the estimated total number of conciliations completed for the year.

The estimated number of conciliations for 2024/25 is based on outcomes for the previous four years and current trends.

Average cost to complete a conciliation



Analysis

In 2024/25 the average cost to complete a conciliation was \$2,662. This is 38.1 percent more than the target of \$1,927 and 23.9 percent more than in 2023/24.

The increase in the number of disputes received in 2023/24 in the lead up to the commencement of the new Act on 1 July 2024 did not continue into the 2024/25 year as anticipated. As a result, the number of conciliations processed was considerably less than expected.

The number of conciliations completed for the year reduced by 26.3 percent on the target and 11.9 percent on the previous year.

Indicator of Efficiency 2.2

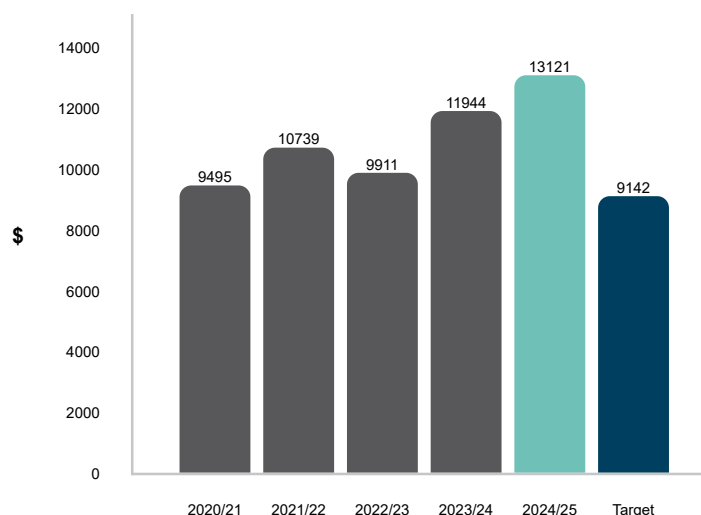
Average Cost to Complete an Arbitration

This KPI measures the average cost to complete an arbitration. It is measured by dividing the full costs of providing the arbitration process by the total number of arbitrations completed.

All arbitration applications are recorded in the Dispute Case Management System, including the dates the matters are completed. 'Completion of an arbitration' can mean a matter is discontinued or final orders are issued by an arbitrator. The data for this indicator is extracted directly from the Dispute Case Management System.

The target for this indicator is based on current and previous performance and was determined by dividing the approved budget for this activity by the estimated total number of arbitrations completed for the year. The estimated number of arbitrations completed used for the target was an increase of 16.7 percent on the previous year as it was anticipated that these numbers would increase with the introduction of the new Act.

Average cost to complete an arbitration



Analysis

In 2024/25 the average cost to complete an arbitration was \$13,121. This is 43.5 percent higher than the target of \$9,142 and 9.9 percent higher than the outcome for 2023/24.

The increased cost of providing this service in 2024/25 compared with 2023/24 is predominantly due to the decrease (15.9 percent) in the number of arbitrations completed.

Indicator of Efficiency 2.3

Average Cost to Process a Settlement Agreement

WorkCover WA is responsible under the Act for registering each Settlement Agreement, where parties agree to settle a claim in the workers compensation scheme, either through redemption of weekly entitlements and medical expenses, and/or through an assessment of a worker's permanent impairment.

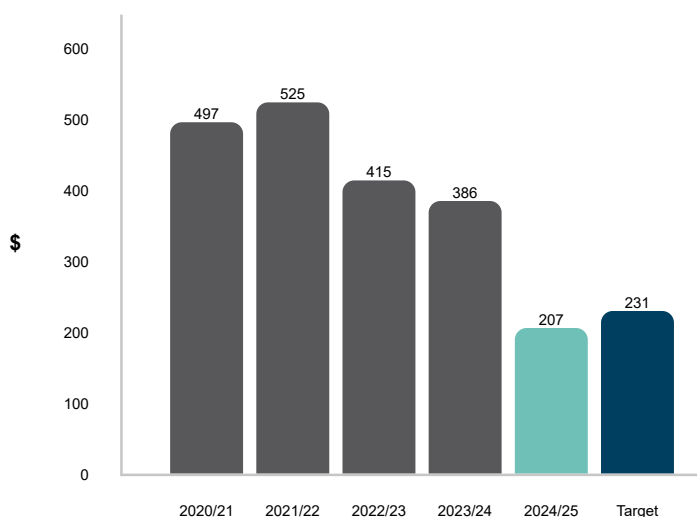
Registering a Settlement Agreement involves an assessment of the accuracy of the documentation provided by the parties, as well as of compliance with the Act.

This KPI provides the average cost to complete a Settlement Agreement and is measured by dividing the full costs of providing the Settlement Agreement process by the total number of Settlement Agreements completed. Each Settlement Agreement registered is recorded in the Settlement Agreement database which forms part of the Dispute Case Management System. The data for this KPI is extracted directly from this system.

The target for this KPI was set based on changes being introduced under the new Act and expected increases in the number of Statutory Settlements corresponding to the decrease in the use of section 92(f) common law deeds as the new Act limits the use of common law settlements. The figures used were a combination of Memorandum of Agreements and 92(f) deeds performance over the past three years.⁷

⁷ A Settlement Agreement was previously known as Memorandum of Agreement under the 1981 Act. Further details are available in the previous section 'Changes to the Outcome Based Management Structure'.

Average cost to process a Settlement Agreement



Analysis

In line with the new Act which came into effect from 1 July 2024, the name of this KPI changed from to 'Average Cost to process a Memorandum of Agreement' to 'Average Cost to process a Settlement Agreement'.

Under the new legislation, commuting compensation liabilities by settlement agreement encompasses both Memorandums of Agreement (MoAs) and 92f Settlement Deeds (Division 12, Section 149) previously listed separately under the 1981 Act.

The average cost to process a Settlement Agreement for 2024/25 was \$207. This is 10.4 percent less than the target.

The number of Settlement Agreements processed in 2024/25 is 5.9 percent more than the predicted target and 14.4 percent less than the 2023/24 combined number of MoAs and 92(f) Settlement Deeds processed.



Financial Statements

Certification of Financial Statements

For the financial year ended 30 June 2025.

The accompanying financial statements of WorkCover WA have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2025 and the financial position as at 30 June 2025.

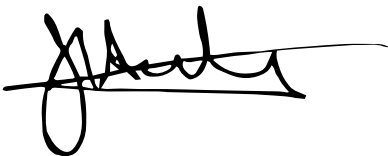
At the date of signing we are not aware of any circumstances which would render the particulars included within the financial statements misleading or inaccurate.



Sharryn Jackson
Board Chair
WorkCover WA
29 August 2025



Chris White
Chief Executive Officer
WorkCover WA
29 August 2025



John Hull
Chief Finance Officer
WorkCover WA
29 August 2025

Independent audit opinion



Auditor General

INDEPENDENT AUDITOR'S REPORT

2025

WorkCover WA

To the Parliament of Western Australia

Report on the audit of the financial statements

Opinion

I have audited the financial statements of WorkCover WA which comprise:

- the statement of financial position as at 30 June 2025, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended
- notes comprising a summary of material accounting policies and other explanatory information.

In my opinion, the financial statements are:

- based on proper accounts and present fairly, in all material respects, the operating results and cash flows of Workcover WA for the year ended 30 June 2025 and the financial position as at the end of that period
- in accordance with Australian Accounting Standards (applicable to Tier 2 Entities), the *Financial Management Act 2006* and the Treasurer's Instructions.

Basis for opinion

I conducted my audit in accordance with the Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of my report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the Board for the financial statements

The Board is responsible for:

- keeping proper accounts
- preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (applicable to Tier 2 Entities), the *Financial Management Act 2006* and the Treasurer's Instructions
- such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Independent audit opinion

In preparing the financial statements, the Board is responsible for:

- assessing the entity's ability to continue as a going concern
- disclosing, as applicable, matters related to going concern
- using the going concern basis of accounting unless the Western Australian Government has made policy or funding decisions affecting the continued existence of the Authority.

Auditor's responsibilities for the audit of the financial statements

As required by the *Auditor General Act 2006*, my responsibility is to express an opinion on the financial statements. The objectives of my audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

A further description of my responsibilities for the audit of the financial statements is located on the Auditing and Assurance Standards Board website. This description forms part of my auditor's report and can be found at https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

Report on the audit of controls

Opinion

I have undertaken a reasonable assurance engagement on the design and implementation of controls exercised by Workcover WA. The controls exercised by Workcover WA are those policies and procedures established to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with the State's financial reporting framework (the overall control objectives).

In my opinion, in all material respects, the controls exercised by Workcover WA are sufficiently adequate to provide reasonable assurance that the controls within the system were suitably designed to achieve the overall control objectives identified as at 30 June 2025, and the controls were implemented as designed as at 30 June 2025.

The Board's responsibilities

The Board is responsible for designing, implementing and maintaining controls to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property and the incurring of liabilities are in accordance with the *Financial Management Act 2006*, the Treasurer's Instructions and other relevant written law.

Independent audit opinion

Auditor General's responsibilities

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the suitability of the design of the controls to achieve the overall control objectives and the implementation of the controls as designed. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3150 *Assurance Engagements on Controls* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements and plan and perform my procedures to obtain reasonable assurance about whether, in all material respects, the controls are suitably designed to achieve the overall control objectives and were implemented as designed.

An assurance engagement involves performing procedures to obtain evidence about the suitability of the controls design to achieve the overall control objectives and the implementation of those controls. The procedures selected depend on my judgement, including an assessment of the risks that controls are not suitably designed or implemented as designed. My procedures included testing the implementation of those controls that I consider necessary to achieve the overall control objectives.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Limitations of controls

Because of the inherent limitations of any internal control structure, it is possible that, even if the controls are suitably designed and implemented as designed, once in operation, the overall control objectives may not be achieved so that fraud, error or non-compliance with laws and regulations may occur and not be detected. Any projection of the outcome of the evaluation of the suitability of the design of controls to future periods is subject to the risk that the controls may become unsuitable because of changes in conditions.

Report on the audit of the key performance indicators

Opinion

I have undertaken a reasonable assurance engagement on the key performance indicators of Workcover WA for the year ended 30 June 2025 reported in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions (legislative requirements). The key performance indicators are the Under Treasurer-approved key effectiveness indicators and key efficiency indicators that provide performance information about achieving outcomes and delivering services.

In my opinion, in all material respects, the key performance indicators report of Workcover WA for the year ended 30 June 2025 is in accordance with the legislative requirements, and the key performance indicators are relevant and appropriate to assist users to assess Workcover WA's performance and fairly represent indicated performance for the year ended 30 June 2025.

The Board's responsibilities for the key performance indicators

The Board is responsible for the preparation and fair presentation of the key performance indicators in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions and for such internal controls as the Board determines necessary to enable the preparation of key performance indicators that are free from material misstatement, whether due to fraud or error.

Independent audit opinion

In preparing the key performance indicators, the Board is responsible for identifying key performance indicators that are relevant and appropriate, having regard to their purpose in accordance with Treasurer's Instruction 3 Financial Sustainability – Requirement 5: Key Performance Indicators.

Auditor General's responsibilities

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the key performance indicators. The objectives of my engagement are to obtain reasonable assurance about whether the key performance indicators are relevant and appropriate to assist users to assess the entity's performance and whether the key performance indicators are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements relating to assurance engagements.

An assurance engagement involves performing procedures to obtain evidence about the amounts and disclosures in the key performance indicators. It also involves evaluating the relevance and appropriateness of the key performance indicators against the criteria and guidance in Treasurer's Instruction 3 - Requirement 5 for measuring the extent of outcome achievement and the efficiency of service delivery. The procedures selected depend on my judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments, I obtain an understanding of internal control relevant to the engagement in order to design procedures that are appropriate in the circumstances.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

My independence and quality management relating to the report on financial statements, controls and key performance indicators

I have complied with the independence requirements of the *Auditor General Act 2006* and the relevant ethical requirements relating to assurance engagements. In accordance with ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements*, the Office of the Auditor General maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Other information

The Board is responsible for the other information. The other information is the information in the entity's annual report for the year ended 30 June 2025, but not the financial statements, key performance indicators and my auditor's report.

My opinions on the financial statements, controls and key performance indicators do not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

Independent audit opinion

In connection with my audit of the financial statements, controls and key performance indicators my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements and key performance indicators or my knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I did not receive the other information prior to the date of this auditor's report. When I do receive it, I will read it and if I conclude that there is a material misstatement in this information, I am required to communicate the matter to those charged with governance and request them to correct the misstated information. If the misstated information is not corrected, I may need to retract this auditor's report and re-issue an amended report.

Matters relating to the electronic publication of the audited financial statements and key performance indicators

This auditor's report relates to the financial statements and key performance indicators of the WorkCover WA for the year ended 30 June 2025 included in the annual report on its website. Workcover WA management is responsible for the integrity of its website. This audit does not provide assurance on the integrity of Workcover WA's website. The auditor's report refers only to the financial statements, controls and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from the annual report. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to contact the entity to confirm the information contained in the website version.



Jordan Langford-Smith
Senior Director Financial Audit
Delegate of the Auditor General for Western Australia
Perth, Western Australia
29 August 2025

Financial Statements

Statement of comprehensive income for the year ended 30 June 2025

	Notes	2025 \$000	2024 \$000
INCOME			
Revenue			
Insurer contributions	3.1	20,903	20,393
Interest revenue	3.2	5,548	4,910
Other revenue	3.3	4,716	5,229
Default Insurance Fund recoveries	3.4	146	152
Total Revenue		31,313	30,684
Gains			
Decrease in claims liability	3.6	13,253	-
Total Gains		13,253	-
Total Income		44,566	30,684
EXPENSES			
Employee benefits expenses	4.1(a)	18,564	17,812
Supplies and services	4.4	4,096	4,274
Depreciation and amortisation expenses	5.1 5.2 5.3	795	906
Accommodation expenses	4.4	1,063	845
Claims expenses	4.2(a)	8,100	3,309
Loss on disposal of non-current assets	4.3	-	9
Other expenses	4.4	2,306	1,970
Total Expenses		34,924	29,125
Profit/(Loss) before grants and subsidies from State Government		9,642	1,559
Resources received	3.5	250	259
PROFIT/(LOSS) FOR THE PERIOD		9,892	1,818
OTHER COMPREHENSIVE INCOME			
Items not reclassified subsequently to profit or loss			
Remeasurements of defined benefit liability	4.1(d)	3	239
Changes in asset revaluation surplus	5.1	282	1,110
Total other comprehensive income		285	1,349
Total comprehensive income for the period		10,177	3,167

The statement of comprehensive income should be read in conjunction with the accompanying notes.

Statement of financial position as at 30 June 2025

	Notes	2025 \$000	2024 \$000
ASSETS			
Current Assets			
Cash and cash equivalents	7.1	24,402	32,444
Restricted cash and cash equivalents	7.1	94,107	88,875
Receivables	6.1	4,756	4,037
Other assets	6.2	492	770
Total Current Assets		123,757	126,126
Non-Current Assets			
Property, plant, equipment & vehicles	5.1	17,291	17,386
Intangible assets	5.2	234	552
Right-of-use assets	5.3	58	83
Total Non-Current Assets		17,583	18,021
Total Assets		141,340	144,147
LIABILITIES			
Current Liabilities			
Payables	6.3	852	1,006
Lease liabilities	7.2	25	24
Employee related provisions	4.1(b)	4,237	3,876
Claims provisions	4.2(b)	4,577	4,859
Total Current Liabilities		9,691	9,765
Non-Current Liabilities			
Payables	6.3	49	-
Lease liabilities	7.2	36	61
Employee related provisions	4.1(b)	4,190	4,153
Claims provisions	4.2(b)	13,999	26,970
Total Non-Current Liabilities		18,274	31,184
Total Liabilities		27,965	40,949
NET ASSETS		113,375	103,198
EQUITY			
Reserves		16,689	16,407
Retained earnings		96,686	86,791
Total Equity		113,375	103,198

The statement of financial position should be read in conjunction with the accompanying notes.

Statement of changes in equity for the year ended 30 June 2025

	Notes	Reserves	Retained earnings	Total equity
		\$000	\$000	\$000
Balance at 1 July 2023		15,297	84,734	100,031
Profit/(Loss)		-	1,818	1,818
Other comprehensive income		1,110	239	1,349
Total comprehensive income for the period		1,110	2,057	3,167
Balance at 30 June 2024		16,407	86,791	103,198
Balance at 1 July 2024		16,407	86,791	103,198
Profit/(Loss)		-	9,892	9,982
Other comprehensive income		282	3	285
Total comprehensive income for the period		282	9,895	10,177
Balance at 30 June 2025		16,689	96,686	113,375

The statement of changes in equity should be read in conjunction with the accompanying notes.

Statement of cash flows for the year ended 30 June 2025

	Notes	2025 \$000	2024 \$000
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Default Insurance Fund receipts		122	264
Insurer contributions		20,895	20,401
Interest received		5,407	4,625
GST receipts on sales		1	9
GST receipts from taxation authority		454	413
Other receipts		30,902	4,060
Payments			
Workers Compensation claim payments		(8,116)	(1,972)
Employee benefits		(18,220)	(17,511)
Supplies and services		(3,740)	(4,081)
Accommodation		(1,098)	(881)
GST payments on purchases		(422)	(413)
Other payments		(28,890)	(1,626)
Net cash provided by/(used in) operating activities		(2,705)	3,288
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments			
Purchase of non-current physical assets		(75)	(230)
Net cash used in investing activities		(75)	(230)
CASH FLOWS FROM FINANCING ACTIVITIES			
Payments			
Principal elements of lease payments		(30)	(28)
Net cash used in Financing activities		(30)	(28)
Net increase/(decrease) in cash and cash equivalents		(2,810)	3,030
Cash and cash equivalents at the beginning of the period		121,319	118,289
Cash and cash equivalents at the end of the period	7.1	118,509	121,319

The statement of cash flows should be read in conjunction with the accompanying notes.

1. Basis of Preparation

WorkCover WA is a not-for-profit reporting entity that prepares general purpose financial statements in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board (AASB) as applied by the Treasurer's instructions.

The financial statements represent transactions of the General Account, established under Section 488, and the Default Insurance Fund, established under Section 256 of the *Workers Compensation and Injury Management Act 2023* (the Act).

The Trust Account, established pursuant to Section 494 of the Act, is administered separately and is not consolidated with the General Account and Default Insurance Fund. For details of transactions relating to the Trust Account, refer to Note 9.8 'Workers Compensation & Injury Management Trust Account'.

A description of the nature of its operations and its principal activities have been included in the 'Overview' which does not form part of these financial statements.

These annual financial statements were authorised for issue by the Board of WorkCover WA on 29 August 2025.

Statement of Compliance

The financial statements are general purpose financial statements which have been prepared in accordance with Australian Accounting Standards – Simplified Disclosures, the Conceptual Framework and other authoritative pronouncements issued by the Australian Accounting Standards Board (AASB) as modified by Treasurer's instructions. Some of these pronouncements are modified to vary their application and disclosure.

The *Financial Management Act 2006* and Treasurer's instructions, which are legislative provisions governing the preparation of financial statements for agencies, take precedence over AASB pronouncements. Where an AASB pronouncement is modified and has had a significant financial effect on the reported results, details of the modification and the resulting financial effect are disclosed in the notes to the financial statements.

Basis of preparation

These financial statements are presented in Australian dollars applying the accrual basis of accounting and using the historical cost convention. Certain balances will apply a different measurement basis (such as the fair value basis). Where this is the case the different measurement basis is disclosed in the associated note. All values are rounded to the nearest thousand dollars (\$'000).

2. WorkCover WA Objectives

Accounting for Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of goods and services tax (GST), except that the:

(a) amount of GST incurred by WorkCover WA as a purchaser that is not recoverable from the Australian Taxation Office (ATO) is recognised as part of an asset's cost of acquisition or as part of an item of expense; and

(b) receivables and payables are stated with the amount of GST included.

Cash flows are included in the Statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is presented in respect of the previous period for all amounts reported in the financial statements. AASB 1060 provides relief from presenting comparatives for:

- Property, Plant and Equipment reconciliations;
- Intangible Asset reconciliations; and
- Right of Use Asset reconciliations.

Judgements and estimates

Judgements, estimates and assumptions are required to be made about financial information being presented. The significant judgements and estimates made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements and/or estimates are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances.

WorkCover WA is the government organisation responsible for managing the workers compensation and injury management scheme in Western Australia (WA).

WorkCover WA's objectives are stated in the Strategic Plan 2025 - 2028, available on WorkCover WA's website.

3. Our Funding Sources

How we obtain our funding

This section provides additional information about how WorkCover WA obtains its funding and the relevant accounting policy notes that govern the recognition and measurement of this funding. The primary income received by WorkCover WA and the relevant notes are:

	Notes	2025 \$000	2024 \$000
Insurer contributions	3.1	20,903	20,393
Interest revenue	3.2	5,548	4,910
Other revenue	3.3	4,716	5,229
Default Insurance Fund	3.4	146	152
Resources received	3.5	250	259
Decrease in claims liability	3.6	13,253	-

3.1 Insurer contributions

	2025 \$000	2024 \$000
Insurer contributions	20,903	20,393

WorkCover WA does not receive an appropriation as a Division of the Consolidated Account Expenditure Estimates as it is funded by a levy on insurers and self-insurers. In accordance with Section 489 of the Act, WorkCover WA collects levies and contributions from approved insurers and self-insurers to carry out its functions under the Act.

Insurers and self-insurers are required to make annual contributions to the General Account in accordance with the provisions of Section 491 of the Act.

Revenue is recognised when the amount becomes payable by insurers and self-insurers.

3.2 Interest revenue

	2025 \$000	2024 \$000
General Account	1,125	1,355
Default Insurance Fund	4,423	3,555
	5,548	4,910

Revenue is derived from the payment of interest on cash investments held at various financial institutions including Western Australian Treasury Corporation and Department of Treasury.

Revenue is recognised as the interest accrues.

3.3 Other revenue

	2025	2024
	\$000	\$000
General Account		
Recoveries, recoups and other ^(a)	63	444
Avoided premiums, fines and infringements	4,653	4,785
	4,716	5,229

(a) Other is mainly comprised of contributions received for the Executive Vehicle Scheme, revenue for Indian Ocean Territories and recoveries from uninsured employers.

WorkCover WA regulates employers' compliance with their obligations under the Act. Breaches of the Act are liable for a letter of caution, infringement notice or criminal prosecution. Infringement notices are issued with a modified penalty as specified in WorkCover WA regulations (**Infringement**). If an employer does not hold the required insurance cover it can be prosecuted through the Magistrates Court and penalised up to \$5,000 for each worker employed. Additionally, an amount equal to the total of any avoided insurance premium payments which would have been payable during the period of five years before the conviction may also be payable (**Avoided Premiums and Fines**).

Revenue from infringements are recognised on receipt of payment. The revenue from Avoided Premiums and Fines are recognised when the court order is issued.

3.4 Default Insurance Fund

	2025	2024
	\$000	\$000
Recoveries	146	152
	146	152

The Default Insurance Fund is managed in accordance with the Act, and operates to administer workers compensation claims for uninsured employers and 'Failed' insurance companies such as HIH Insurance Group.

Revenue is recognised on the receipt of monies for the recoveries.

3.5 Resources received

	2025	2024
	\$000	\$000
Resources received from other public sector entities during the period		
Services received free of charge from:		
State Solicitor's Office	250	259
Total resources received	250	259

Resources received from other public sector entities are recognised as income (and assets or expenses) equivalent to the fair value of the assets, or the fair value of those services that can be reliably determined and which would have been purchased if not donated.

WorkCover WA received legal services from the State Solicitor's Office free of charge.

WorkCover WA relies upon advice from other agencies to recognise the fair value of services provided.

3.6 Decrease in claims liability

	2025	2024
	\$000	\$000
Decrease of claims liability from Actuarial assessment	13,253	-
	13,253	-

The effect of an actuarially assessed decrease in the outstanding claims liability for Default Insurance Fund has been included in the Statement of Comprehensive Income under 'Gains'.

4. Use of our Funding

Expenses incurred in the delivery of services

This section provides additional information about how WorkCover WA's funding is applied and the accounting policies that are relevant for an understanding of the items recognised in the financial statements. The primary expenses incurred by WorkCover WA in achieving its objectives and the relevant notes are:

	Notes	2025 \$000	2024 \$000
Expenses			
Employee benefits expenses	4.1(a)	18,564	17,812
Claims expense	4.2(a)	8,100	3,309
Gains/(loss) on disposal of non-current assets	4.3	-	(9)
Other expenditure	4.4	7,465	7,089
Provisions			
Employee related provisions	4.1(b)	8,427	8,029
Claim provisions	4.2(b)	18,576	31,829

4.1(a) Employee benefits expenses

	2025 \$000	2024 \$000
Employee benefits	16,528	15,048
Termination benefits	-	642
Superannuation - defined contribution plans	1,868	1,670
Superannuation - defined benefit plans	168	452
Employee benefits expenses	18,564	17,812
Add: AASB 16 Non-monetary benefits	31	30
Less: Employee Contributions	(13)	(14)
Total employee benefits provided	18,582	17,828

Employee benefits

Include wages, salaries and social contributions, accrued and paid leave entitlements and paid sick leave; and non-monetary benefits recognised under accounting standards other than AASB 16 such as cars for employees.

Termination benefits

Payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. Termination benefits are recognised when WorkCover WA is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

Superannuation

The amount recognised in profit or loss of the Statement of Comprehensive Income comprises employer contributions paid to the Gold State Superannuation Scheme (GSS) (concurrent contributions), the West State Superannuation Scheme (WSS), the GESB Super Scheme (GESBs) or other superannuation funds. The employer contribution paid to the Government Employees Superannuation Board (GESB) in respect of the GSS is paid back into the Consolidated Account by the GESB.

Eligible employees contribute to the Pension Scheme, a defined benefit pension scheme closed to new members since 1987, or to the GSS, a defined benefit lump sum scheme closed to new members since 1995.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension Scheme or the GSS became non-contributory members of the WSS. Employees commencing employment on or after 16 April 2007 became members of the GESBs. From 30 March 2012, existing members of the WSS or GESBs and new employees became able to choose their preferred superannuation fund provider. WorkCover WA makes contributions to GESB or other funds providers on behalf of employees in compliance

with the Commonwealth Government's *Superannuation Guarantee (Administration) Act 1992*. Contributions to these accumulation schemes extinguish WorkCover WA's liability for superannuation charges in respect of employees who are not members of the Pension Scheme or GSS.

For defined benefit plans (the Pension Scheme and the pre-transfer component of the GSS), changes in the defined benefit obligation are recognised in the Statement of Comprehensive Income either in profit or loss, or, other comprehensive income as follows:

- Profit or loss:
 - current service cost
 - past service cost
 - interest cost.
- Other comprehensive income:
 - actuarial gains and losses.

The GESB and other fund providers administer public sector superannuation arrangements in Western Australia in accordance with legislative requirements. Eligibility criteria for membership in particular schemes for public sector employees vary according to commencement and implementation dates.

AASB 16 Non-monetary benefits

Non-monetary benefits are non-monetary employee benefits expenses, predominantly relating to the provision of vehicle benefits that are recognised under AASB 16 and are excluded from the employee benefits expense.

Employee Contributions

Employee Contributions are contributions made to WorkCover WA by employees towards employee benefits that have been provided by WorkCover WA. This includes both AASB16 and non-AASB16 employee contributions.

4.1(b) Employee related provisions

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave and long service leave for services rendered up to the reporting date and recorded as an expense during the period the services are delivered.

	2025 \$000	2024 \$000
CURRENT		
Employee benefits provisions		
Annual leave ^(a)	769	744
Long service leave ^(b)	2,974	2,614
Superannuation ^(d)	274	320
	4,017	3,678
Other provisions		
Employment on-costs ^(c)	220	198
	220	198
Total current employee related provisions	4,237	3,876
NON-CURRENT		
Employee benefits provisions		
Long service leave ^(b)	733	634
Superannuation ^(d)	3,414	3,481
	4,147	4,115
Other provisions		
Employment on-costs ^(c)	43	38
	43	38
Total non-current employee related provisions	4,190	4,153
Total employee related provisions	8,427	8,029

Provision is made for benefits accruing to employees in respect of annual leave and long service leave for services rendered up to the reporting date and recorded as an expense during the period the services are delivered.

(a) Annual leave liabilities

Classified as current as there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period.

The provision for annual leave is calculated at the present value of expected payments to be made in relation to services provided by employees up to the reporting date.

(b) Long service leave liabilities

Unconditional long service leave provisions are classified as current liabilities as WorkCover WA does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period.

Pre-conditional and conditional long service leave provisions are classified as non-current liabilities because WorkCover WA has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

The provision for the long service leave is calculated at present value as WorkCover WA does not expect to wholly settle the amounts within 12 months. The present value is measured taking into account the present value of expected future payments to be made in relation to services provided by employees up to the reporting date. These payments are estimated using the remuneration rate expected to apply at the time of settlement, and discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

(c) Employment on-costs

The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers compensation insurance and payroll tax. The provision is the present value of expected future payments.

Employment on-costs, including workers compensation insurance and payroll tax, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses, Note 4.4 (apart from the unwinding of the discount (finance cost))' and are not included as part of WorkCover WA's 'employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

	2025	2024
	\$000	\$000
Employment on-costs provision		
Carrying amount at start of period	236	234
Additional/(reversal of) provisions recognised	96	89
Payments/other sacrifices of economic benefits	(82)	(96)
Unwinding of the discount	13	9
Carrying amount at end of period	263	236

Key sources of estimation uncertainty - long service leave

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Several estimates and assumptions are used in calculating the WorkCover WA's long service leave provision. These include:

- Expected future salary rates;
- Discount rates;
- Employee retention rates; and
- Expected future payments.

Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision. Any gain or loss following revaluation of the present value of long service leave liabilities is recognised as employee benefits expense.

(d) Defined benefit superannuation plans

The GSS is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, it is a defined contribution plan for WorkCover WA purposes because the concurrent contributions (defined contributions) made by WorkCover WA to GESB extinguishes the WorkCover WA's obligations to the related superannuation liability.

The Pension Scheme and the pre-transfer benefit for employees who transferred to the GSS Scheme are defined benefit schemes. These benefits are wholly unfunded and the liabilities for future payments are provided at the end of the reporting period. The liabilities under these schemes have been provided by Mercer as required by the Australian Accounting Standard AASB119 "Employee Benefits".

The expected future payments are discounted to present value using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

The Remeasurements of defined benefit liability from the actuarial assessment is \$3K for 2024-25 (2023-24: \$239K).

Employer funding arrangements for the defined benefit plans

The Pension Scheme and the pre-transfer benefit for the GSS in respect of individual plan participants are settled by WorkCover WA on their retirement. Funding requirements are based on invoices provided to WorkCover WA by GESB that represent the cost of benefits paid to members during the reporting period.

4.2(a) Claims expense

	2025 \$000	2024 \$000
Default Insurance Fund		
Workers compensation claims - Insolvent Insurers	985	1,121
Workers compensation claims - Uninsured Employers	7,115	858
	8,100	1,979
Net increase in claims liability		
Uninsured Employers claims liability increase/ (decrease)	-	(407)
Insolvent Insurers claims liability increase/(decrease)	-	1,737
	-	1,330
	8,100	3,309

Default Insurance Fund

The Default Insurance Fund (DIF) is established by the Act.

The scope of DIF replaces the Employers Indemnity Supplementation Fund (EISF) and uninsured claim payments from the WorkCover WA General Account as a consolidated, efficient, and fit for purpose framework to manage and fund the following liabilities:

- liabilities of insolvent insurers and insolvent self-insurers ("Insolvent Insurers").
- liabilities of the scheme previously established under the *Waterfront Workers' (Compensation for Asbestos Related Diseases) Act 1986* ("Waterfront Workers").
- liabilities for claims relating to uninsured employers ("Uninsured Employers").
- initial liabilities relating to acts of terrorism previously provided for under the EISF ("Acts of terrorism").

4.2(b) Claims provisions

	2025 \$000	2024 \$000
Default Insurance Fund		
Liability for estimated future claim payments		
Current		
Workers compensation claims - Insolvent Insurers(i)	583	1,039
Workers compensation claims - Uninsured Employers(ii)	3,994	3,820
Total current provisions	4,577	4,859
Non-current		
Workers compensation claims - Insolvent Insurers(i)	7,921	8,403
Workers compensation claims - Uninsured Employers(ii)	6,078	18,567
Total non-current provisions	13,999	26,970

Claims provisions – Default Insurance Fund

Liability for future claims

The large movement in Non-Current Uninsured Employers provision is due to the settlement of a very large claim, which decreases provisions relating to the case estimates of the settled claim and prudential margin on the case estimates. There is a corresponding partial decrease in fund assets due to large payments made in settling the claim.

The effect of an actuarial assessed increase in the outstanding claims liability or changes in the discount rate are included in the Statement of Comprehensive Income under Claims expense in note 4.2(a). The effect of an actuarial assessed decrease in the outstanding claims liability is included in the Statement of Comprehensive Income under Gains in note 3.6.

4.2(b)(i) Workers compensation claims - Insolvent Insurers (including Waterfront Workers)

The last insurer collapse was HIH Insurance, which was officially placed into provisional liquidation on 15 March 2001.

All claims up to and including that date are required to be paid from the DIF.

Liability for Waterfront Workers are grouped in this category, due to historical coverage previously provided under the EISF (which is now part of DIF).

WorkCover WA's claim costs for Insolvent Insurers (including HIH Insurance) are actuarially assessed each financial year and the values are disclosed in the financial statements. The actuarial estimates are based on inflated and discounted values including a 75% prudential margin. The liability for outstanding claims is measured as the central estimate of the present value of expected future payments against claims incurred at the reporting date under general insurance contracts issued by the company, with an additional risk margin to allow for the inherent uncertainty in the central estimate.

The expected future payments include those in relation to claims reported but not yet paid, claims incurred but not reported (IBNR), claims incurred but not enough reported (IBNER) and anticipated claims handling costs.

Claims handling costs include costs that can be directly associated with individual claims such as legal and other professional fees, and costs that can only be indirectly associated with individual claims such as claims administration costs.

The outstanding liabilities for claims in run-off (including clients of the HIH Insurance Group) are assessed by an independent actuary using models applicable to the nature of the incident by which the liability under the fund has been incurred. Claims for Insolvent Insurers are assessed under the categories of Asbestos-Related Claims (which includes incidents of mesothelioma, lung cancer and other diseases of the respiratory system) and Non Asbestos-Related Claims.

Workers Compensation - Asbestos-Related Claims

Asbestos-Related Claims are assessed using actuarial models based on those developed by Professor Geoffrey Berry utilising ICGF data.

The models predict the total number of claims likely to emerge over time and also determine likely average cost per claim⁽¹⁾.

⁽¹⁾ Prediction of mesothelioma, lung cancer, and asbestosis in former Wittenoom asbestos workers, British Journal of Industrial Medicine; 48 793-802.

Workers Compensation - Non Asbestos-Related Claims

The valuation of non-asbestos related claims is separately into two components:

- long term open claims where we rely heavily on the case estimates placed on each claim
- lodgement of new claims (mainly noise induced hearing loss) each year assuming a number of claims reported, decay rate and average claim size assumption.

Actuarial Assumptions

The following tables provide key actuarial assumptions made in determining the outstanding claims liabilities:

Insolvent Insurers: Asbestos-Related Claims

	2025		2024	
Inflation Rate	2026	3.50%	2025	3.75%
	2027	3.00%	2026	3.50%
	2028	3.00%	2027	3.00%
	2029	3.00%	2028	3.00%
	2030	3.01%	2029	3.01%
	2031	3.02%	2030	3.02%
	2032	3.03%	2031	3.03%
	2033	3.04%	2032	3.04%
	2034	3.05%	2033	3.05%
	2035	3.06%	2034	3.06%
	2036	3.07%	2035	3.07%
	2037	3.08%	2036	3.08%
	2038	3.09%	2037	3.09%
	2039	3.10%	2038	3.10%
	2040	3.11%	2039	3.11%
	2041	3.12%	2040	3.12%
	Onwards		Onwards	
Discount Rate	2026	3.36%	2025	4.42%
	2027	3.06%	2026	3.97%
	2028	3.35%	2027	3.88%
	2029	3.79%	2028	4.08%
	2030	4.18%	2029	4.27%
	2031	4.52%	2030	4.43%
	2032	4.82%	2031	4.58%
	2033	5.06%	2032	4.70%
	2034	5.26%	2033	4.81%
	2035	5.41%	2034	4.90%
	2036	5.51%	2035	4.97%
	2037	5.56%	2036	5.02%
	2038	5.56%	2037	5.05%
	2039	5.53%	2038	5.06%
	2040	5.50%	2039	5.06%
	2041	5.47%	2040	5.06%
	Onwards		Onwards	
Claims Managements Expenses	10.5% for claim payments except for HIH Insurance which is 0%		10.5% for claim payments except for HIH Insurance which is 0%	
Superimposed Inflation	1.50%		1.50%	
Risk Margin	27.5% risk margin at the 75% sufficiency level		27.5% risk margin at the 75% sufficiency level	

The Insolvent Insurers ARD valuation does not include an explicit allowance for the Act. The changes to the weekly benefit and medical expenses are unlikely to impact ARD claims.

Insolvent Insurers: Non Asbestos-Related Claims

		2025		2024
Inflation Rate	2026	3.50%	2025	3.75%
	2027	3.00%	2026	3.50%
	2028	3.00%	2027	3.00%
	2029	3.00%	2028	3.00%
	2030	3.01%	2029	3.01%
	2031	3.02%	2030	3.02%
	2032	3.03%	2031	3.03%
	2033	3.04%	2032	3.04%
	2034	3.05%	2033	3.05%
	2035	3.06%	2034	3.06%
	2036	3.07%	2035	3.07%
	2037	3.08%	2036	3.08%
	2038	3.09%	2037	3.09%
	2039	3.10%	2038	3.10%
	2040	3.11%	2039	3.11%
	2041	3.12%	2040	3.12%
	Onwards		Onwards	
Discount Rate	2026	3.36%	2025	4.42%
	2027	3.06%	2026	3.97%
	2028	3.35%	2027	3.88%
	2029	3.79%	2028	4.08%
	2030	4.18%	2029	4.27%
	2031	4.52%	2030	4.43%
	2032	4.82%	2031	4.58%
	2033	5.06%	2032	4.70%
	2034	5.26%	2033	4.81%
	2035	5.41%	2034	4.90%
	2036	5.51%	2035	4.97%
	2037	5.56%	2036	5.02%
	2038	5.56%	2037	5.05%
	2039	5.53%	2038	5.06%
	2040	5.50%	2039	5.06%
	2041	5.47%	2040	5.06%
	Onwards		Onwards	
Claims Managements Expenses	10.5% for claim payments except for HIH Insurance which is 0%		10.5% for claim payments except for HIH Insurance which is 0%	
Superimposed Inflation	0.00%		0.00%	
Risk Margin	16.76% risk margin at the 75% sufficiency level		16.76% risk margin at the 75% sufficiency level	

The Insolvent Insurers non-ARD valuation includes an explicit allowance for the Act for long term open claims only. No allowance is included for future lodgements as these are mostly deafness claims so no impact is expected. For long term open claims we have included the 0.91% allowance for the increase in medical and allied health cap and 2.5% allowance for the increase in medical and allied health fees after reviewing the type of payments for the past five years and what percentage of payments would increase.

The actuarial estimates from 2002 to 2005 provide for current known asbestos-related claims.

From 2005 the actuarial assessment makes allowance for current known asbestos-related claims and for claims incurred but not reported.

Prior to 2007 the estimates did not include provision for Non-HIH liabilities.

In accordance with Accounting Standard AASB 1023 General Insurance Contracts the outstanding claims liability at 30 June 2025 was assessed at \$8.504 million and a provision for this amount has been included in the financial statements.

The actuary's assessment of outstanding claims liability does not recognise that money may be recovered from HIH's liquidator.

For the purpose of addressing the outstanding claims liability, a surcharge was imposed on employers' insurance policies on previous years.

From the 25 June 2008 the surcharge was discontinued. The revenue collected previously from the surcharge will be used to pay this liability.

Movements in provisions

	2025	2024
	\$000	\$000
Insolvent Insurers		
Liability for estimated future claim payments		
Carrying amount at start of period	9,442	7,705
Additional increase/(decrease) in provisions recognised	(281)	2,440
Unwinding of the discount	398	319
Payments/other sacrifices of economic benefits	(1,055)	(1,022)
Carrying amount at end of period	8,504	9,442

4.2(b)(ii) Workers compensation claims - Uninsured Employers

Provision is made to meet payments required under Sections 266-268 of the Act where payments are required to be paid from the DIF for Uninsured Employers.

Uninsured Employers may arise when the injured worker's current or former employer has failed to maintain compulsory workers compensation insurance or if the former employer no longer exists and cannot be found and therefore the insurer is unknown.

The actuarial assessed valuation includes both Asbestos-Related Diseases (ARD) and non-Asbestos-Related Diseases (non-ARD). The approach adopted is to analyse the claim and financial data for Uninsured Employers and make projections of future claim payments based on actuarial assumptions, knowledge and experience of similar portfolios.

ARD Actuarial methods and assumptions

As most of the asbestos-related disease liability is for future lodgement of latent claims, projected future claim notifications are combined with average claim sizes and the assumed payment patterns 'to produce':

- (a) total projected cost of claims for each future year
- (b) claim payments
- (c) gross and net provisions.

The future lodgement patterns are calibrated to closely follow recent claim experience and the future patterns use the research of Professor Berry (University of Sydney) combined with actuarial research and examination of the reports of the Institute of Actuaries of Australia Asbestos Taskforce and the independent advice to the James Hardie Special Commission of Inquiry.

Average weighted term to settlement

The average term to settlement is calculated separately by class of business based on historic payment patterns.

Future claim lodgements

Future claim lodgements are calculated from the recent lodgement experience and calibrated according to the relevant research studies on latency claims.

Average claim size

Average claim size is based on current actuarial research taking the WA mining experience into account.

Assumptions

Uninsured Employers: Asbestos-Related Claims (ARD)

		2025		2024
Inflation Rate	2026	3.50%	2025	3.75%
	2027	3.00%	2026	3.50%
	2028	3.00%	2027	3.00%
	2029	3.00%	2028	3.00%
	2030	3.01%	2029	3.01%
	2031	3.02%	2030	3.02%
	2032	3.03%	2031	3.03%
	2033	3.04%	2032	3.04%
	2034	3.05%	2033	3.05%
	2035	3.06%	2034	3.06%
	2036	3.07%	2035	3.07%
	2037	3.08%	2036	3.08%
	2038	3.09%	2037	3.09%
	2039	3.10%	2038	3.10%
	2040	3.11%	2039	3.11%
	2041	3.12%	2040	3.12%
	Onwards		Onwards	
Discount Rate	2026	3.36%	2025	4.42%
	2027	3.06%	2026	3.97%
	2028	3.35%	2027	3.88%
	2029	3.79%	2028	4.08%
	2030	4.18%	2029	4.27%
	2031	4.52%	2030	4.43%
	2032	4.82%	2031	4.58%
	2033	5.06%	2032	4.70%
	2034	5.26%	2033	4.81%
	2035	5.41%	2034	4.90%
	2036	5.51%	2035	4.97%
	2037	5.56%	2036	5.02%
	2038	5.56%	2037	5.05%
	2039	5.53%	2038	5.06%
	2040	5.50%	2039	5.06%
	2041	5.47%	2040	5.06%
	Onwards		Onwards	
Claims Managements Expenses	10.5% for claim payments		10.5% for claim payments	
Superimposed Inflation	1.5%		1.5%	
Risk Margin	27.5% risk margin at the 75% sufficiency level		27.5% risk margin at the 75% sufficiency level	

Expense rate

Claims handling expenses are based on the current arrangements in place with ICWA for claims management of Uninsured Employers.

Discount rates

Discount rates are derived as the one-year forward rates implied by the Commonwealth Government yield curve as at the balance date.

Inflation rates

Economic inflation assumptions have been set by reference to current economic indicators.

Superimposed inflation

Superimposed inflation being the real increase after adjusting for normal inflation, usually due to non-economic effects e.g. changes in legislation, court settlement precedents. The superimposed inflation rates assumed considered both the portfolio's own real cost increases and industry superimposed inflation trends.

The Uninsured Employers ARD valuation does not include an explicit allowance for the Act. The changes to the weekly benefit and medical expenses are unlikely to impact ARD claims.

Non-ARD Actuarial methods and assumptions

Claims estimates for the workers compensation business are derived from an analysis of several different actuarial models. The valuation has been conducted separately for small and large claims, with large claims defined as those with a total estimate over \$200,000. Ultimate number of claims incurred are projected based on past reporting patterns. Payments experience is analysed based on average paid per claim incurred, average paid per claim finalised, projected case estimates and Bornheutter-Ferguson. Historic case estimates development is also used to form a model of future payments. The resulting projected payments from these models are analysed along with benchmarks for average claim size and ratio to case estimates and other statistics, in order to determine the final estimate of outstanding claims.

Claims inflation is built into the resulting projected payments, to allow for both general economic inflation and superimposed inflation detected in the modelling of payment experience. Superimposed inflation arises from non-economic factors such as developments of legal precedent and changes in claimant behaviour.

Projected payments are discounted to allow for the time value of money.

Average weighted term to settlement

The average term to settlement is calculated separately by class of business based on historic payment patterns.

Future claim reports (IBNR)

Future claim reports are analysed using the ratio of late reported claims to reported claims over future development periods.

Average claim size

Average claim size is a benchmark being the outcome of the accident year blend of actuarial methods described above.

Assumptions

Uninsured Employers:

Non Asbestos-Related Claims (Non-ARD)

		2025		2024
Inflation Rate	2026	3.50%	2025	3.75%
	2027	3.00%	2026	3.50%
	2028	3.00%	2027	3.00%
	2029	3.00%	2028	3.00%
	2030	3.01%	2029	3.01%
	2031	3.02%	2030	3.02%
	2032	3.03%	2031	3.03%
	2033	3.04%	2032	3.04%
	2034	3.05%	2033	3.05%
	2035	3.06%	2034	3.06%
	2036	3.07%	2035	3.07%
	2037	3.08%	2036	3.08%
	2038	3.09%	2037	3.09%
	2039	3.10%	2038	3.10%
	2040	3.11%	2039	3.11%
	2041	3.12%	2040	3.12%
	Onwards		Onwards	
Discount Rate	2026	3.36%	2025	4.42%
	2027	3.06%	2026	3.97%
	2028	3.35%	2027	3.88%
	2029	3.79%	2028	4.08%
	2030	4.18%	2029	4.27%
	2031	4.52%	2030	4.43%
	2032	4.82%	2031	4.58%
	2033	5.06%	2032	4.70%
	2034	5.26%	2033	4.81%
	2035	5.41%	2034	4.90%
	2036	5.51%	2035	4.97%
	2037	5.56%	2036	5.02%
	2038	5.56%	2037	5.05%
	2039	5.53%	2038	5.06%
	2040	5.50%	2039	5.06%
	2041	5.47%	2040	5.06%
	Onwards		Onwards	
Claims Managements Expenses	10.5% for claim payments		10.5% for claim payments	
Superimposed Inflation	2.5% for Payment Per Claim Incurred (PPCI) and Payment Per Claim Finalised (PPCF) methods		2.5% for Payment Per Claim Incurred (PPCI) and Payment Per Claim Finalised (PPCF) methods	
Risk Margin	25.0% risk margin at the 75% sufficiency level		25.0% risk margin at the 75% sufficiency level	

Inflation rates

Economic inflation assumptions have been set by reference to current economic indicators.

Superimposed inflation

Superimposed inflation being the real increase after adjusting for normal inflation, usually due to non-economic effects e.g. changes in legislation, court settlement precedents. The superimposed inflation rates assumed considered both the portfolio's own real cost increases and industry superimposed inflation trends.

Large claims

This year the same approach was used in the valuation of Uninsured Employers non-ARD claims as last year. The actuary has conducted a separate valuation for large claims (claims with total estimates above \$200,000). Part of the large claims experience is common law claims. They have estimated the number of large claims per accident year based on historical experience. The average claim size for IBNR claims is based on a blend of the average claim size for common law claims and non-common law claims. 25% of large claims are assumed to be common law based on claim experience to date (up from 20% last year) and they have assumed an average claim size of \$1.5m for common law claims (same as last year).

Expense rate

Claims handling expenses were calculated by analysis of actual expenses in administering Uninsured Employers liability from the Statement of Comprehensive Income over the last 12 months.

Discount rates

Discount rates are derived as the one-year forward rates implied by the Commonwealth Government yield curve as at the balance date.

Notes to the Financial Statements

For the Act, the 30 June 2025 provision has been adjusted as follows:

- 1.03% increase applied to injuries after 1 July 2024 only, due to delaying the weekly benefit step downs from 13 to 26 weeks
- 0.67% increase in the medical and allied health fee base rates based on analysis undertaken by WorkCover WA. This applies to any payments from 1 July 2024
- For the doubling of the cap on medical and allied health expenses, claims which are open and have yet to reach the threshold will be eligible for the higher cap. The table below shows the percentage of the 0.91% increase in costs allowed for each accident year. This is based on the percentage of claimants for the WA scheme who are estimated to be impacted as they reached the cap after the relevant development time period.

Accident Year	% of allowance included
2025	100%
2024	85%
2023	60%
2022	29%
2021	9%
2020	0%

Movements in provisions

	2025 \$000	2024 \$000
UNINSURED EMPLOYERS		
Carrying amount at start of period	22,387	22,794
Additional increase/(decrease) in provisions recognised	(5,299)	87
Unwinding of the discount	624	792
Payments/other sacrifices of economic benefits	(7,640)	(1,286)
Carrying amount at end of period	10,072	22,387

4.2(b)(iii) Acts of terrorism

There has been no declared act of terrorism under section 288 of the Act as at 30 June 2025. Thus, no workers compensation liability provision has been made for acts of terrorism.

4.3 Net gain/(loss) on disposal of non-current assets

	2025 \$000	2024 \$000
Net proceeds from Disposal of Non-Current Assets	-	-
Vehicles	-	-
	-	-
Carry Amount of Non-Current Assets		
Equipment	-	(4)
IT Software	-	(5)
Vehicles	-	-
	-	(9)
Net (loss) / gain	-	(9)

Realised and unrealised gains

Realised and unrealised gains are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

Gains and losses on the disposal of non-current assets are presented by deducting from the proceeds on disposal the carrying amount of the asset and related selling expenses. Gains and losses are recognised in profit or loss in the statement of comprehensive income (from the proceeds of sale).

4.4 Other Expenditure

	2025	2024
	\$000	\$000
SUPPLIES AND SERVICES		
Communications	211	189
Consultants and contractors	2,309	2,481
Consumables	1,094	1,155
Insurance	162	158
Training	224	179
Travel	44	19
Other	52	93
Total supplies and services expenses	4,096	4,274
ACCOMMODATION EXPENSES		
Outgoings	594	433
Repairs and maintenance	275	242
Other	194	170
Total accommodation expenses	1,063	845
OTHER EXPENSES		
Employment on-costs	1,073	980
Seminars	2	4
Expected credit losses expense	579	308
Sitting fees	111	115
Staff wellness programs	47	45
Audit Fees	152	213
Administration fee paid to Insurance Commission of WA	209	172
Other	133	133
Total other expenses	2,306	1,970
Total other expenditure	7,465	7,089

Supplies and services expenses

Supplies and services expenses are recognised as an expense in the reporting period in which they are incurred. The carrying amounts of any materials held for distribution are expensed when the materials are distributed.

Repairs, maintenance and cleaning costs

Repairs, maintenance and cleaning costs are recognised as expenses as incurred.

Other operating expenses

Other operating expenses generally represent the day-to-day running costs incurred in normal operations.

Building maintenance and equipment repairs and maintenance

Repairs and maintenance costs are recognised as expenses as incurred, except where they relate to the replacement of a significant component of an asset. In that case, the costs are capitalised and depreciated.

Expected credit losses expense

Expected credit losses is recognised for movement in allowance for impairment of trade receivables. Please refer to note 6.1 Receivables for more details.

Employee on-cost

Employee on-cost includes workers compensation insurance, payroll tax and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liabilities is included at Note 4.1(b) Employee related provisions. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

5. Key Assets

Assets WorkCover WA utilises for economic benefit or service potential

This section includes information regarding the key assets WorkCover WA utilises to gain economic benefits or provide service potential. The section sets out both the key accounting policies and financial information about the performance of these assets:

	Notes	2025 \$000	2024 \$000
Property, plant, equipment & vehicles	5.1	17,291	17,386
Intangible assets	5.2	234	552
Right-of-use assets	5.3	58	83
Total key assets		17,583	18,021

5.1 Property, plant, equipment and vehicles

Year ended 30 June 2025	Land \$000	Buildings \$000	Work in Progress \$000	Plant, equipment and vehicles \$000	Total \$000
At 1 July 2024					
Gross carrying amount	14,800	1,690	-	2,143	18,633
Accumulated depreciation	-	-	-	(1,247)	(1,247)
Carrying amount at start of period	14,800	1,690	-	896	17,386
Additions	-	-	-	75	75
Transfers	-	-	-	-	-
Disposals	-	-	-	-	-
Revaluation increments/(decrements)	-	282	-	-	282
Depreciation	-	(272)	-	(180)	(452)
Carrying amount at 30 June 2025	14,800	1,700	-	791	17,291
Gross Carrying amount	14,800	1,700	-	2,139	18,639
Accumulated depreciation	-	-	-	(1,348)	(1,348)
Accumulated impairment					

Initial recognition

Items of property, plant and equipment and vehicles, costing \$5,000 or more are measured initially at cost. Where an asset is acquired for no or nominal cost, the cost is valued at its fair value at the date of acquisition. Items of property, plant and equipment and vehicles costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

Subsequent measurement

Subsequent to initial recognition of an asset, the revaluation model is used for the measurement of:

- land, and
- buildings.

Land is carried at fair value.

Buildings are carried at fair value less accumulated depreciation and accumulated impairment losses.

All other property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Land and buildings are independently valued annually by Western Australian Land Information Authority (Landgate) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

In addition, for buildings under the current replacement cost basis, estimated professional and project management fees are included in the valuation of current use assets as required by AASB 2022-10 *Amendment to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-For-Profit Public Sector Entities*.

Land and buildings were revalued as at 1 July 2024 by Landgate. The valuations were performed during the year ended 30 June 2025 and recognised at 30 June 2025. In undertaking the revaluation, fair value was determined by reference to market values for land: \$14,800,000 (2024: \$14,800,000) and buildings: \$1,700,000 (2024: \$1,690,000).

Fair value measurements

Assets measured at fair value:	Level 1	Level 2	Level 3	Fair value at end of period
	\$000	\$000	\$000	\$000
2024-2025				
Land		14,800		14,800
Buildings		1,700		1,700
	-	16,500	-	16,500

There were no transfers between Levels 1, 2 or 3 during the current and the previous periods.

Valuation techniques to derive Level 2 fair values

Level 2 fair values of Land and Buildings (office accommodation) are derived using the market approach. Market evidence of sales prices/commercial rents of comparable land and buildings (office accommodation) in close proximity is used to determine price per square metre.

Valuation Processes

There were no changes in valuation techniques during the period.

Revaluation model

Fair Value where market-based evidence is available:

The fair value of land and buildings is determined on the basis of current market values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

Significant assumptions and judgements

The most significant assumptions and judgements in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated economic life. Professional judgment by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

Asset revaluation surplus

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets on a class of assets basis.

Useful lives

All property, plant, equipment and vehicles having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits. The exception to this rule is land.

Depreciation is generally calculated on a straight line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Typical estimated useful lives for the different asset classes for current and prior years are included in the table below:

Asset	Useful life
Buildings	25 years
Plant and equipment	5 to 15 years
Information technology - Hardware	3 to 5 years
Information technology - Software ^(a)	3 to 10 years
Motor vehicles	6 to 7 years

^(a) Software that is integral to the operation of related hardware.

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments made where appropriate.

Land, which is considered to have an indefinite life, is not depreciated. Depreciation is not recognised in respect of this asset because its service potential has not, in any material sense, been consumed during the reporting period.

Impairment

Non-financial assets, including items of property, plant and equipment, are tested for impairment whenever there is an indication that the asset may be impaired. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised.

Where an asset measured at cost is written down to its recoverable amount, an impairment loss is recognised through profit or loss.

Where a previously revalued asset is written down to its recoverable amount, the loss is recognised as a revaluation decrement through other comprehensive income.

As WorkCover WA is a not-for-profit entity, unless a specialised asset has been identified as a surplus asset, the recoverable amount of regularly revalued specialised assets is anticipated to be materially the same as fair value.

If there is an indication that there has been a reversal in impairment, the carrying amount shall be increased to its recoverable amount. However this reversal should not increase the asset's carrying amount above what would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

As at 30 June 2025 there were no indications of impairment to property, plant and equipment and vehicles.

5.2 Intangible assets

Year ended 30 June 2025

	Computer Software	Licences	WIP	Website	Total
	\$000	\$000	\$000	\$000	\$000
1 July 2024					
Gross carrying amount	6,221	86	-	46	6,353
Accumulated amortisation	(5,705)	(50)	-	(46)	(5,801)
Carrying amount at start of period	516	36	-	-	552
Additions	-	-	-	-	-
Transfer	-	-	-	-	-
Impairment losses	-	-	-	-	-
Impairment losses reversed	-	-	-	-	-
Amortisation expense	(289)	(29)	-	-	(318)
Carrying amount at end of period	227	7	-	-	234

Initial recognition

Intangible assets are initially recognised at cost. For assets acquired at significantly less than fair value, the cost is their fair value at the date of acquisition.

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$50,000 or more that comply with the recognition criteria as per AASB 138.57 (as noted below), are capitalised.

Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

An internally generated intangible asset arising from development (or from the development phase of an internal project) is recognised if, and only if, all of the following are demonstrated:

- A. The technical feasibility of completing the intangible asset so that it will be available for use or sale;
- B. An intention to complete the intangible asset and use or sell it;
- C. The ability to use or sell the intangible asset;
- D. The intangible asset will generate probable future economic benefit;
- E. The availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset; and
- F. The ability to measure reliably the expenditure attributable to the intangible asset during its development.

Costs incurred in the research phase of a project are immediately expensed.

Subsequent measurement

The cost model is applied for subsequent measurement of intangible assets, requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.

Useful lives

Amortisation of finite life intangible assets is calculated on a straight line basis at rates that allocate the asset's value over its estimated useful life. All intangible assets controlled by WorkCover WA have a finite useful life and zero residual value. Estimated useful lives are reviewed annually.

The estimated useful lives for each class of intangible asset are:

Asset	Useful life
Computer software ^(a)	3 to 10 years
Licences	up to 10 years
Website	3 to 5 years

^(a) Software that is not integral to the operation of any related hardware.

Impairment of intangible assets

Intangible assets with finite useful lives are tested for impairment annually or when an indication of impairment is identified.

The policy in connection with testing for impairment is outlined in note 5.1.

Licences

Licences have a finite useful life and are carried at cost less accumulated amortisation and accumulated impairment losses.

Website

Website costs are expensed when incurred unless they directly relate to the acquisition or development of an intangible asset. In this instance they may be capitalised and amortised. Generally, costs in relation to feasibility studies during the planning phase of a website, and ongoing costs of maintenance during the operating phase are expensed. Costs incurred in building or enhancing a website that can be reliably measured, are capitalised to the extent that they represent probable future economic benefits.

Development Costs

Research costs are expensed as incurred. Development costs incurred for an individual project are carried forward when the future economic benefits can be reasonably regarded as assured and the total project costs are likely to exceed \$50,000. Other development costs are expensed as incurred.

Computer Software

Software that is an integral part of the related hardware is recognised as part of the plant, equipment and vehicles. Software that is not an integral part of the related hardware is recognised as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.

5.3 Right-of-use assets

Year ended 30 June 2025

	Vehicles	Total
	\$000	\$000
Carrying amount at start of period	83	83
Additions	-	-
Disposals	-	-
Impairment losses	-	-
Impairment losses reversed	-	-
Depreciation	(25)	(25)
Net carrying amount at end of period	58	58

WorkCover WA has leases for vehicles. The lease contracts are typically made for fixed periods of 3-6 years with an option to renew the lease after that date.

Initial recognition

At the commencement date of the lease, WorkCover WA recognises right-of-use assets and a corresponding lease liability for most leases. The right-of-use assets are measured at cost comprising of:

- the amount of the initial measurement of lease liability;
- any lease payments made at or before the commencement date less any lease incentives received;
- any initial direct costs, and
- restoration costs, including dismantling and removing the underlying asset.

The corresponding lease liabilities in relation to these right-of-use assets have been disclosed in note 7.2.

WorkCover WA has elected not to recognise right-of-use assets and lease liabilities for short-term leases (with a lease term of 12 months or less) and low value leases (with an underlying value of \$5,000 or less). Lease payments associated with these leases are expensed over a straight-line basis over the lease term.

Subsequent measurement

The cost model is applied for subsequent measurement of right-of-use assets, requiring the asset to be carried at cost less any accumulated depreciation and accumulated impairment losses and adjusted for any re-measurement of lease liability.

Depreciation and impairment of right-of-use assets

Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the underlying assets.

If ownership of the leased asset transfers to WorkCover WA at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

Right of use assets are tested for impairment when an indication of impairment is identified. The policy in connection with testing of impairment is outlined in note 5.1.

6. Other Assets and Liabilities

This section sets out those assets and liabilities that arose from WorkCover WA's controlled operations and includes other assets utilised for economic benefits and liabilities incurred during normal operations:

	Notes	2025 \$000	2024 \$000
Receivables	6.1	4,756	4,037
Other assets	6.2	492	770
Payables	6.3	(901)	(1,006)

6.1 Receivables

	2025 \$000	2024 \$000
Current		
General Account		
Trade receivables	4,617	3,467
Allowance for impairment of trade receivables	(1,168)	(625)
Accrued interest	96	120
GST receivable	105	134
	3,650	3,096
Default Insurance Fund (see note 4.2)		
Accrued interest	1,106	941
GST receivable	-	-
	1,106	941
Total current	4,756	4,037
Total receivables at end of the period	4,756	4,037

Trade receivables are initially recognised at their transaction price. WorkCover WA holds the receivables with the objective to collect the contractual cash flows and therefore subsequently measured at amortised cost using the effective interest method, less an allowance for impairment.

WorkCover WA recognises a loss allowance for expected credit losses (ECLs) on a receivable not held at fair value through profit or loss. The ECLs based on the difference between the contractual cash flows and the cash flows that the entity expects to receive, discounted at the original effective interest rate. Individual receivables are written off when WorkCover WA has no reasonable expectations of recovering the contractual cash flows.

For trade receivables, WorkCover WA recognises an allowance for ECLs measured at the lifetime expected credit losses at each reporting date. WorkCover WA has established a provision matrix that is based on its historical credit loss experience, adjusted for forward-looking factors specific to the debtors and the economic environment. Please refer to note 4.4 for the amount of ECLs expensed this reporting year.

6.2 Other assets

	2025 \$000	2024 \$000
Current		
Prepayments	492	770
Balance at end of period	492	770

Other non-financial assets include prepayments which represent payments in advance of receipt of goods or services or that part of expenditure made in one accounting period covering a term extending beyond that period.

6.3 Payables

	2025	2024
	\$000	\$000
Current		
General Account		
Trade payables	68	266
Accrued expenses	138	192
Accrued salaries	469	429
Other payables	99	19
Default Insurance Fund		
Claim payments	78	100
Total Current	852	1,006
Non-current		
General Account		
Other payables	49	-
Total Non-current	49	-

Payables are recognised at the amounts payable when WorkCover WA becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as settlement is generally within 20 days.

Accrued salaries represent the amount due to staff but unpaid at the end of the reporting period. Accrued salaries are settled within a fortnight of the reporting period end. WorkCover WA considers the carrying amount of accrued salaries to be equivalent to its fair value.

The accrued salaries suspense account (See Note 7.1 'Restricted cash and cash equivalents') consists of amounts accrued annually to meet the additional cash outflow for employee salary payments in reporting periods with 27 pay days instead of the normal 26 pay days.

7. Financing

This section sets out the material balances and disclosures associated with the financing and cashflows of WorkCover WA.

	Notes
Cash and cash equivalents	7.1
Leases liabilities	7.2
Capital commitments	7.3

7.1 Cash and cash equivalents

	2025	2024
	\$000	\$000
Cash and cash equivalents	24,402	32,444
Restricted cash and cash equivalents		
- Default Insurance Fund ^(a)	93,583	88,427
- Indian Ocean Territories (Note 9.7) ^(b)	14	8
- Paid Parental Leave ^(c)	-	-
- Accrued salaries suspense account ^(d)	510	440
Balance at end of period	118,509	121,319

^(a) Funds held for the claims related to insolvent insurers and uninsured employers.

^(b) Funds held to meet the requirement of Indian Ocean Territories Service Delivery Arrangement.

^(c) Funds held for the Australian Government Paid Parental Leave Scheme.

^(d) Funds held in the suspense account for the purpose of meeting the 27th pay that normally occurs every 11 years or 12 years when there is an extra leap year.

For the purpose of the Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value.

7.2 Lease liabilities

	2025	2024
	\$000	\$000
Not later than one year	25	24
Later than one year and not later than five years	36	61
Later than five years	-	-
	61	85
Current	25	24
Non-current	36	61
	61	85

At the commencement date of the lease, WorkCover WA recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, WorkCover WA uses the incremental borrowing rate provided by Western Australia Treasury Corporation.

Lease payments included by WorkCover WA as part of the present value calculation of lease liability include:

- Fixed payments (including in-substance fixed payments), less any lease incentives receivable;
- Variable lease payments that depend on an index or a rate initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable by the lessee under residual value guarantees;
- The exercise price of purchase options (where these are reasonably certain to be exercised);
- Payments for penalties for terminating a lease, where the lease term reflects WorkCover WA exercising an option to terminate the lease;
- Periods covered by extension or termination options are only included in the lease term by WorkCover WA if the lease is reasonably certain to be extended (or not terminated).

The interest on the lease liability is recognised in profit or loss over the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. Lease liabilities do not include any future changes in variable lease payments (that depend on an index or rate) until they take effect, in which case the lease liability is reassessed and adjusted against the right-of-use asset.

Variable lease payments, not included in the measurement of lease liability, that are dependent on sales are recognised by WorkCover WA in profit or loss in the period in which the condition that triggers those payments occurs.

Subsequent Measurement

Lease liabilities are measured by increasing the carrying amount to reflect interest on the lease liabilities; reducing the carrying amount to reflect the lease payments made; and remeasuring the carrying amount at amortised cost, subject to adjustments to reflect any reassessment or lease modifications.

This section should be read in conjunction with note 5.3.

7.3 Capital commitments

	2025	2024
	\$000	\$000
Capital expenditure commitments, being contracted capital expenditure additional to the amounts reported in the financial statements, are payable as follows:		
Within one year	40	-
	40	-

The totals presented for capital expenditure commitments are GST inclusive.

8. Financial Instruments and Contingencies

	Notes
Financial instruments	8.1
Contingent assets	8.2.1
Contingent liabilities	8.2.2

8.1 Financial instruments

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

	2025 \$000	2024 \$000
Financial assets		
Cash and cash equivalents	24,402	32,444
Restricted cash and cash equivalents	94,107	88,875
Financial assets at amortised cost ^(a)	4,651	3,903
Total financial assets	123,160	125,222
FINANCIAL LIABILITIES		
Financial liabilities at amortised cost ^(b)	901	1,006
Total financial liability	901	1,006

^(a) The amount of Financial assets at amortised cost excludes GST recoverable from the ATO (statutory receivable).

^(b) The amount of Financial liabilities at amortised cost excludes GST payable to the ATO (statutory payable).

8.2 Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the statement of financial position but are disclosed and, if quantifiable, are measured at the best estimate.

Contingent assets and contingent liabilities are presented inclusive of GST receivable or payable respectively.

8.2.1 Contingent assets

	2025 \$000	2024 \$000
There were no contingent assets in existence at 30 June 2025 and up to the date of this report.	-	-

8.2.2 Contingent liabilities

	2025 \$000	2024 \$000
There were no contingent liabilities in existence at 30 June 2025 and up to the date of this report.	-	-

9. Other Disclosures

This section includes additional material disclosures required by accounting standards or other pronouncements, for the understanding of this financial report.

	Notes
Events occurring after the end of the reporting period	9.1
Correction of period errors/changes in accounting policies	9.2
Key management personnel	9.3
Related party transactions	9.4
Related bodies	9.5
Affiliated bodies	9.6
Indian Ocean Territories	9.7
Workers Compensation & Injury Management Trust Account	9.8
Remuneration of auditors	9.9
Supplementary financial information	9.10

9.1 Events occurring after the end of the reporting period

There were no known events occurring after the end of the reporting period and up to the date of this report.

9.2 Correction of period errors/changes in accounting policies

WorkCover WA has reviewed the initial application of Australian Accounting Standards, there is no impact on WorkCover WA.

There is no correction of prior period errors/changes in accounting policy.

9.3 Key management personnel

WorkCover WA has determined that key management personnel include the Cabinet Ministers, board members and senior officers of WorkCover WA. WorkCover WA does not incur expenditures to compensate Ministers and those disclosures may be found in the Annual Report on State Finances.

The total fees, salaries, superannuation, non-monetary benefits and other benefits for senior officers of WorkCover WA for the reporting period are presented within the following bands:

Compensation of members of the Accountable Authority

Compensation Band (\$)	2025	2024
\$		
0 - 10,000 ^(a)	3	3
20,001 - 30,000	3	3
30,001 - 40,000	1	1

	2025	2024
	\$000	\$000
Total compensation of members of the Accountable Authority	110	105

^(a) members in the compensation band had part-year occupancy.

Compensation of senior officers other than the Accountable Authority

Compensation Band (\$)	2025	2024
\$		
140,001 - 190,000	2	2
200,001 - 250,000	2	2
300,001 - 350,000	1	1

	2025	2024
	\$000	\$000
Total compensation of senior officers	1,141	1,094

Total compensation includes superannuation expense incurred by WorkCover WA in respect of senior officers and members of the Accountable Authority.

9.4 Related party transactions

WorkCover WA is a wholly owned public sector entity that is controlled by of the State of Western Australia.

Related parties of WorkCover WA include:

- all Cabinet Ministers and their close family members, and their controlled or jointly controlled entities;
- all members of the Accountable Authority, senior officers and their close family members, and their controlled or jointly controlled entities;
- other agencies and statutory authorities, including related bodies that are included in the whole of government consolidated financial statements (i.e. wholly-owned public sector entities);
- associates and joint ventures of a wholly-owned public sector entity; and
- the Government Employees Superannuation Board (GESB).

Material transactions with related parties

Outside of normal citizen type transactions with WorkCover WA, there were no other related party transactions that involved key management personnel and/or their close family members and/or their controlled (or jointly controlled) entities.

9.5 Related bodies

WorkCover WA does not have related bodies.

9.6 Affiliated bodies

WorkCover WA does not have affiliated bodies.

9.7 Indian Ocean Territories

The Commonwealth Government has a Service Delivery Arrangement with WorkCover WA for the provision of services to Indian Ocean Territories (Christmas Island and Cocos-Keeling Island).

	2025 \$000	2024 \$000
Balance at start of period	7	23
Funding received from the Commonwealth	26	-
Revenue received from insurers	10	8
	43	31
Payments by Program Area		
Regulatory Services	16	23
Conciliation and Arbitration Services	13	1
Total Payments	29	24
Balance at end of period	14	7

9.8 Workers Compensation & Injury Management Trust Account

The Trust Account has been established in accordance with Section 494 of the Act to hold monies on behalf of the dependants of deceased workers. These funds are held in a fiduciary capacity and are therefore excluded from consolidation with WorkCover WA's general financial statements

	2025 \$000	2024 \$000
Income		
Amounts paid to the custody of the Authority	1,632	901
Interest on investments	130	155
	1,762	1,056
Expenditure		
Payments by the Authority	1,766	694
Administration fee	-	-
	1,766	694
Surplus/(Deficit)	(4)	362
Balance at start of period	4,129	3,767
Balance at end of period	4,125	4,129
Balance of funds held represents:		
Cash and cash equivalents	4,125	4,129
	4,125	4,129

9.9 Remuneration of auditors

Remuneration payable to the Auditor General in respect of the audit for the current financial year is as follows:

	2025	2024
	\$000	\$000
Auditing the accounts, controls, financial statements and key performance indicators	110	101
	110	101

9.10 Supplementary financial information

(a) Write-offs

During the financial year, \$733,475 (2024: \$85,594) was written off under the Authority of:

	2025	2024
	\$000	\$000
The accountable authority	172	86
The Minister	219	-
The Treasurer	342	-
	733	86

In accordance with Section 48(2) of the *Financial Management Act 2006*, potential recoveries were written off from the following fund:

	2025	2024
	\$000	\$000
Write-offs		
Default Insurance Fund - uninsured claims ⁽ⁱ⁾	698	-
Fines and penalties	35	86
	733	86

⁽ⁱ⁾ In relation to the General Account, WorkCover WA may have a statutory obligation to pay a workers compensation claim. For uninsured claims where the employer has not maintained a workers compensation insurance policy, or the employer is not able to be identified or located or an employer is in breach of the insurance contract, WorkCover WA seeks to recover the costs of the claims from the employer.

Potential recoveries receivable are assessed with regard to the ability of the debtors to meet their obligation. These recoveries have not been recognised as income because the amount to be recovered could not be reliably measured and consequently the write-off of these debts have not been charged as an expense in the Statement of Comprehensive Income. The Uninsured debt write-offs outlined below are net of recoveries received from employers.

	2025	2024
Number of recoveries written off with values between:		
\$ 0 - 100,000	5	3
\$ 100,001 - 200,000	-	-
\$ 200,001 - 300,000	1	-
\$ 300,001 - 400,000	1	-

(b) Losses through theft, defaults and other causes

	2025	2024
	\$000	\$000
Losses of public money and public and other property through theft, default and other causes	-	-
Amount recovered	-	-

(c) Gifts of public property

	2025	2024
	\$000	\$000
No gifts of public property provided by WorkCover WA	-	-

10. Explanatory Statement

All variances between annual estimates (original budget) and actual results for 2025, and between the actual results for 2025 and 2024 are shown below. Narratives are provided for key major variances which vary more than 10% from their comparative and where the variation is more than 1% of the following variance analyses for the:

1. Estimate and actual results for the current year:

- Total Expenses of the estimate for the Statement of Comprehensive Income and Statement of Cash Flows (i.e. 1% of \$32,615,000); and
- Total Assets of the estimate for the Statement of Financial Position (i.e. 1% of \$133,321,000).

2. Actual results for the current year and the prior year actual:

- Total Expenses for the previous year for the Statement of Comprehensive Income and Statement of Cash Flows (i.e. 1% of \$29,125,000); and
- Total Assets for the previous year for the Statement of Financial Position (i.e. 1% of \$144,147,000).

10.1 Statement of Comprehensive Income Variances

	Variance Note	Estimate 2025	Actual 2025	Actual 2024	Variance between Estimate and Actual	Variance between actual result for 2025 and 2024
		\$000	\$000	\$000	\$000	\$000
INCOME						
Revenue						
Insurer contributions		20,902	20,903	20,393	1	510
Interest revenue	1,A	4,852	5,548	4,910	696	638
Other revenue	2,B	2,766	4,716	5,229	1,950	(513)
Default Insurance Fund recoveries		-	146	152	146	(6)
Total Revenue		28,520	31,313	30,684	2,793	629
Gains						
Decrease in claims liability	3, C	4,639	13,253	-	8,614	13,253
Total Gains		4,639	13,253	-	8,614	13,253
Total Income		33,159	44,566	30,684	11,407	13,882
EXPENSES						
Employee benefits expenses		19,174	18,564	17,812	(610)	752
Supplies and services	4	3,639	4,096	4,274	457	(178)
Depreciation and amortisation expenses		784	795	906	11	(111)
Accommodation expenses	5	661	1,063	845	402	218
Claims expenses	6,D	6,070	8,100	3,309	2,030	4,791
Loss on disposal of non-current assets		-	-	9	-	(9)
Other expenses	E	2,287	2,306	1,970	19	336
Total Expenses		32,615	34,924	29,125	2,309	5,799
Profit/(Loss) before grants and subsidies from State Government		544	9,642	1,559	9,098	8,083
Resources received		250	250	259	-	(9)
Profit/(Loss) for the period		794	9,892	1,818	9,098	8,074
OTHER COMPREHENSIVE INCOME						
Items not reclassified subsequently to profit or loss						
Remeasurements of defined benefit liability		-	3	239	3	(236)
Changes in asset revaluation surplus		-	282	1,110	282	(828)
Total other comprehensive income		-	285	1,349	285	(1,064)
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		794	10,177	3,167	9,383	7,010

Major Estimate and Actual (2025) Variance Narratives

1. Interest revenue exceeded budget projections by \$0.7 million, primarily due to higher than anticipated interest rates during the 2024/25 fiscal year.
2. Other revenue exceeded budget estimates by \$2 million, primarily attributable to higher-than-anticipated collections from avoided premiums, fines, and infringement penalties.
3. The significant decrease in claims liability is due to a reduction in the actuarially assessed uninsured claims as at 30 June 2025. This was a result of the finalisation and payout of a very large uninsured claim.
4. Supplies and services expenses are \$0.5 million above budget expectations, primarily due to increased legal costs associated with the finalisation of a number of large uninsured claims.
5. Accommodation expenses are \$0.4 million above budget estimates, primarily due to higher-than-anticipated building maintenance costs incurred during the period.
6. Claims expense is \$2 million above budget estimates, primarily due to higher-than-expected claims settlements associated with the finalisation of a number of large uninsured claims.

Major Actual (2025) and Comparative (2024) Variance Narratives

- A. Interest revenue increased by \$0.6 million in 2024/25 compared to the prior year, primarily due to higher-than-expected interest rates.
- B. Other revenue decreased by \$0.5 million compared to the prior year, primarily due to the collection of registration fees from the 2023 WorkCover WA Conference.
- C. Claims liability decreased by \$13.3 million compared to the prior year, due to a reduction in the actuarially assessed claims liabilities for the 2024/25 financial year. This was a result of the finalisation and payout of a very large uninsured claim.
- D. Claims expense increased by \$4.8 million compared to the prior year, primarily due to the finalisation of a number of large uninsured claims.
- E. Other Expenses increased by \$336k mainly due to a higher provision for expected credit loss in 2024/25.

10. Explanatory Statement

10.2 Statement of Financial Position Variances

	Variance Note	Estimate 2025	Actual 2025	Actual 2024	Variance between Estimate and Actual	Variance between actual result for 2025 and 2024
		\$000	\$000	\$000	\$000	\$000
ASSETS						
Current Assets						
Cash and cash equivalents		20,476	24,402	32,444	3,926	(8,042)
Restricted cash and cash equivalents		92,051	94,107	88,875	2,056	5,232
Receivables		2,765	4,756	4,037	1,991	719
Other assets		632	492	770	(140)	(278)
Total Current Assets		115,924	123,757	126,126	7,833	(2,369)
Non-Current Assets						
Property, plant, equipment & vehicles		16,321	17,291	17,386	970	(95)
Intangible assets		1,023	234	552	(789)	(318)
Right-of-use assets		53	58	83	5	(25)
Total Non-Current Assets		17,397	17,583	18,021	186	(438)
Total Assets		133,321	141,340	144,147	8,019	(2,807)
LIABILITIES						
Current Liabilities						
Payables		876	852	1,006	(24)	(154)
Lease liabilities		15	25	24	10	1
Employee related provisions		4,002	4,237	3,876	235	361
Claims provisions		4,690	4,577	4,859	(113)	(282)
Total Current Liabilities		9,583	9,691	9,765	108	(74)
Non-Current Liabilities						
Payables		-	49	-	49	49
Lease liabilities		45	36	61	(9)	(25)
Employee related provisions		3,858	4,190	4,153	332	37
Claims provisions	7, F	17,615	13,999	26,970	(3,616)	(12,971)
Total Non-Current Liabilities		21,518	18,274	31,184	(3,244)	(12,910)
Total Liabilities		31,101	27,965	40,949	(3,136)	(12,984)
NET ASSETS		102,220	113,375	103,198	11,155	10,177
EQUITY						
Reserves		15,297	16,689	16,407	1,392	282
Retained earnings		86,923	96,686	86,791	9,763	9,895
Total Equity		102,220	113,375	103,198	11,155	10,177

Major Estimate and Actual (2025) Variance Narratives

7. Claims provisions were \$3.6 million below budget estimates, primarily due to improved claims experience and a corresponding reduction in the actuarially assessed uninsured claim liabilities as at 30 June 2025.

Major Actual (2025) and Comparative (2024) Variance Narratives

F. Claim provisions were \$13 million lower than the prior year, primarily due to improved claims experience and a corresponding reduction in the actuarially assessed uninsured claim liabilities as at 30 June 2025, combined with the finalisation of a large uninsured claim.

10. Explanatory Statement

10.3 Statement of Cash Flow Variances

	Variance Note	Estimate 2025	Actual 2025	Actual 2024	Variance between Estimate and Actual	Variance between actual result for 2025 and 2024
		\$000	\$000	\$000	\$000	\$000
CASH FLOWS FROM OPERATING ACTIVITIES						
Receipts						
Default Insurance Fund receipts		-	122	264	122	(142)
Insurer contributions		20,902	20,895	20,401	(7)	494
Interest received	8, G	4,857	5,407	4,625	550	782
GST receipts on sales		1	1	9	-	(8)
GST receipts from taxation authority		470	454	413	(16)	41
Other receipts	9, H	2,766	30,902	4,060	28,136	26,842
Payments						
Workers Compensation claim payments	10, I	(6,070)	(8,116)	(1,972)	(2,046)	(6,144)
Employee benefits		(19,215)	(18,220)	(17,511)	995	(709)
Supplies and services	11	(3,389)	(3,740)	(4,081)	(351)	341
Accommodation	12	(661)	(1,098)	(881)	(437)	(217)
GST payments on purchases		(471)	(422)	(413)	49	(9)
Other payments	13, J	(2,232)	(28,890)	(1,626)	(26,658)	(27,264)
Net cash provided by/(used in) operating activities		(3,042)	(2,705)	3,288	337	(5,993)
CASH FLOWS FROM INVESTING ACTIVITIES						
Payments						
Purchase of non-current physical assets	14	(741)	(75)	(230)	666	155
Net cash used in investing activities		(741)	(75)	(230)	666	155
CASH FLOWS FROM FINANCING ACTIVITIES						
Payments						
Principal elements of lease payments		(30)	(30)	(28)	-	(2)
Net cash used in Financing activities		(30)	(30)	(28)	-	(2)
Net increase/ (decrease) in cash and cash equivalents		(3,813)	(2,810)	3,030	1,003	(5,840)
Cash and cash equivalents at the beginning of the period		116,340	121,319	118,289	4,979	3,030
Cash and cash equivalent at the end of the period		112,527	118,509	121,319	5,982	(2,810)

Major Estimate and Actual (2025) Variance Narratives

8. Interest received exceeded budget forecast by \$0.6 million, due to higher-than-anticipated interest rates in 2024/25
9. Other receipts exceeded budget estimates by \$28.1 million, primarily due to the receipt of the Catastrophic Injury Fund on behalf of ICWA, as well as higher-than-forecast collections from avoided premiums, fines, and infringements.
10. Workers Compensation claim payments exceeded budget estimates by \$2 million, primarily due to higher-than-anticipated disbursements from the Default Insurance Fund during the 2024/25 financial year.
11. Supplies and services payments are \$0.4 million higher than budget estimates, mainly due to higher-than-expected payments on legal costs for uninsured claims.
12. Accommodation expenses exceeded budget estimates by \$0.4 million, primarily due to higher-than-anticipated building maintenance costs.
13. Other payments exceeded budget estimates by \$26.7 million, primarily due to the Catastrophic Injury Fund payments made to ICWA.
14. Purchases of non-current physical assets are \$0.7 million below budget estimates, primarily due to the deferral of capital works.

Major Actual (2025) and Comparative (2024) Variance Narratives

- G. Interest receipts increased by \$0.8 million compared to the prior year, primarily due to higher than expected interest rates during the 2024/25 financial year.
- H. Other receipts increased by \$26.8 million compared to the prior year, primarily due to the receipt of the Catastrophic Injury Fund contributions on behalf of ICWA.
- I. Workers Compensation claim payments increased by \$6 million compared to the prior year, primarily due to a higher volume and value of claims processed during the 2024/25 financial year.
- J. Other payments increased by \$27.3 million compared to the prior year, primarily due to the Catastrophic Injury Fund payments made to ICWA.

Approved Insurers & Self-insurers

Approved Insurers

AAI Limited (GIO Insurance)
Allianz Australia Insurance
Guild Insurance
Insurance Australia (CGU Workers' Compensation and WFI Insurance)
QBE Insurance
Zurich Australian Insurance
Insurance Commission of WA (Insurance covering WA State Government workers)

Approved Self-insurers

Alcoa of Australia Limited
BHP Group Limited
Bluescope Steel Limited
BP Australia Group Pty Ltd
Brambles Ltd
Brickworks Limited
Cockburn Cement Ltd
Coles Group Limited
CSR Limited
Healius Ltd
Holcim (Australia) Holdings Pty Ltd
Infrabuild Trading Pty Ltd
Inghams Enterprises Pty Ltd
ISS Facility Services Australia Limited
Metcash Trading Limited
Myer Holdings Pty Ltd
South32 Limited
St John of God Health Care Inc
Wesfarmers Limited
Western Australian Local Government Association
Westpac Banking Corporation
Woodside Energy Ltd
Woolworths Group Limited



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