



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

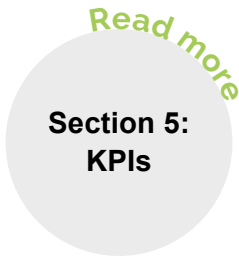
Other revenue

\$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

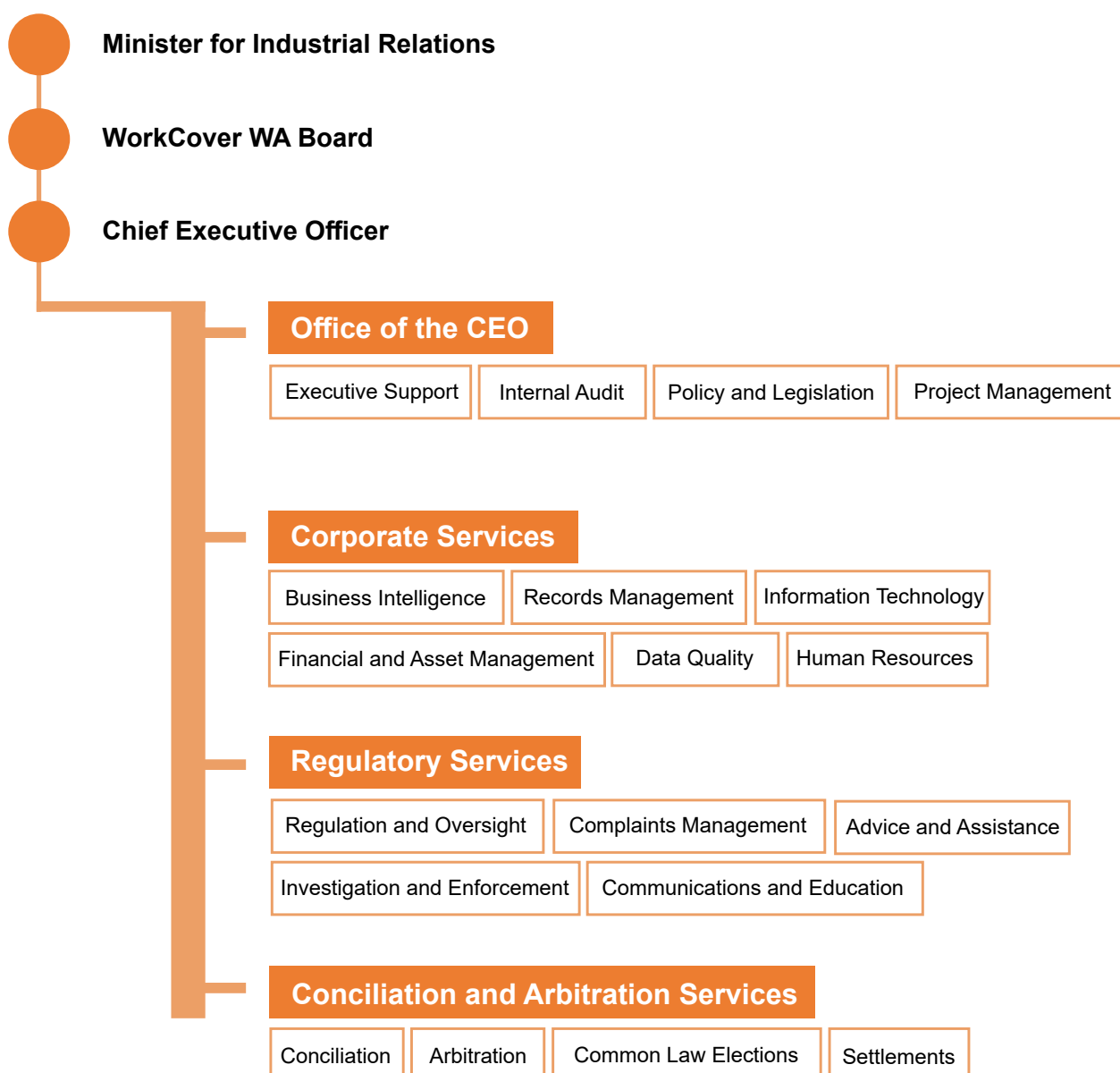
Workers Compensation and Injury Management Act 2023

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.

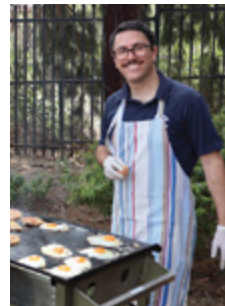
Convened: 4

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

HIGHLIGHTS

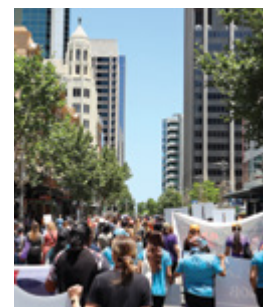
Ready, set, Mo!

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.