



# 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 shirt and dark trousers stands in an office setting, smiling and holding a black folder. On the right, a dark blue panel contains the text 'Employing? Workers compensation insurance is compulsory.' Below this are three orange buttons with white text: 'GET IT', 'CHECK IT', and 'RENEW IT'. At the bottom of the panel, it says 'It's your job to tick the boxes.' and provides a QR code, 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:

<b>1</b> 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.
<b>6</b> 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.
<b>23</b> 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.
<b>58</b> 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.
<b>4</b> 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>
<b>299</b> 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.
<b>208</b> 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.