



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%

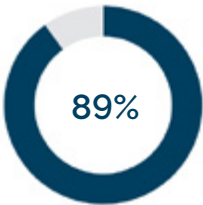
Employee Climate Survey 2024

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.

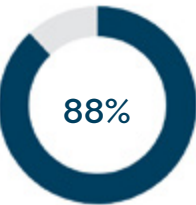
Staff participation in the survey was optional, and all responses were both anonymous and confidential.



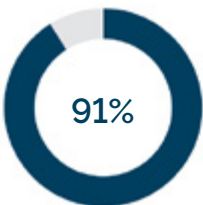
89% response rate across the agency.



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