



## Injury & Disability Schemes Seminar: WorkCover Qld update

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# WorkCover 2017/18



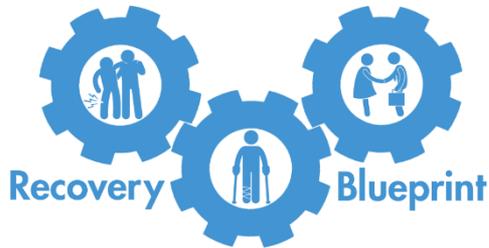
Lowest average  
premium rate in  
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Apprentice  
discount

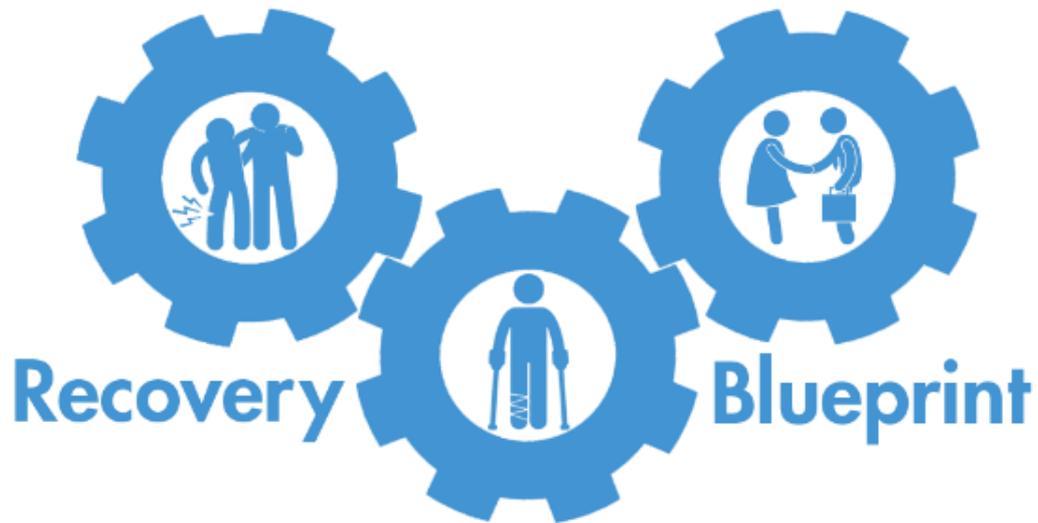


Early payment discount  
increased to 5%



Human Centred  
Design





### Our approach:

1. Development of a statement of **best practice**
2. Systematic review of factors that identify **propensity to sue**
3. Understanding of current case management processes and existing **intervention pathways**
4. Stakeholder **engagement**
5. Review of **analysis** of internal data



Synthesis of steps 1-5 to inform design of screening tool prototype

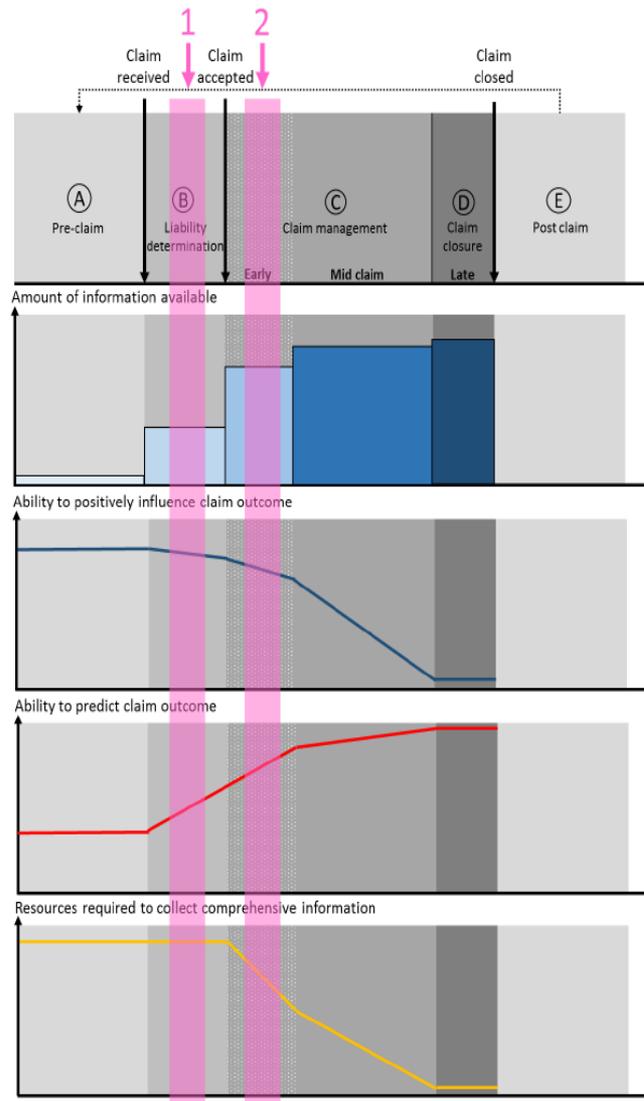
# Recovery Blueprint

One year partnership with Monash University

Identify and support injured workers who are at risk of poor return to work outcomes or pursuing common law

Once injured workers identified, will assist to inform an appropriate course of action to achieve optimal return to work outcomes

Guidance towards evidence-based, transparent and consistent decision making on recovery interventions



A balance is required between:

- timing of information availability
- predictability of claim outcomes
- ability to intervene in order to positively influence outcomes and
- resources required to collect the information required to inform appropriate action.

# Common law design

7 month partnership with researchers from University of Queensland

Focussed on developing vision for future common law operating model that complements our customer experience design

Human centred design – an approach that is engaging and facilitates collaboration with our customers and stakeholders

Hundreds of insights and ideas captured from workers & employers, panel lawyers, plaintiff lawyers, associations, unions, mediators & barristers and university experts

*“The most secure source of new ideas that have true competitive advantage, and hence, higher margins, is customers’ unarticulated needs. Customer intimacy – a deep knowledge of customers and their problems – helps to uncover those needs.”*

*“Design thinking combines creative and critical thinking that allows information and ideas to be organised, decisions to be made, situations to be improved, and knowledge to be gained. It’s a mindset focused on solutions and not the problem.”*



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

Source: Jeanne Liedtka (Batten Briefings 2015), <https://www.creativityatwork.com/design-thinking-strategy-for-innovation/>

Source: <https://www.forbes.com/sites/lawtonursrey/2014/06/04/14-design-thinking-esque-tips-some-approaches-to-problem-solving-work-better-than-others/#173a491c1627>

# Common law design: Our approach

## Our vision

To be the best workers' compensation insurer, providing a customer experience that delivers excellent return to work outcomes for workers at the lowest cost for Queensland businesses.



## Our values

Excellence

Responsiveness

Integrity

Respect

## Customer strategy principles

Easy

Empowered

Fair & transparent

Consistent

Valued

### Peoples' needs

Whilst our current process is meeting some of the workers' and employers' needs, the process is just that: a process. There is a fundamental need being ignored. This need is to be treated as a **human**.

### Understand the research

External research points to problems with claims processes, litigation and scheme cultures. What is the situation in Queensland?

### A new approach

We needed an approach that was more engaging and collaborative with our customers and stakeholders. Including University of Queensland researchers into the project team added their experience with human centred design. This project adds to their research about innovative design approaches.

### Developing our capability

Improving the experience for our customers is a key part of our business strategy. Working with University of Queensland has helped our people develop the resources and capabilities for future projects. It has also helped us develop a clearer understanding of our customers.

# Common law design: Insights

