

# Change • Challenge • Opportunity

## Injury & Disability Schemes Seminar

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12 - 14 November 2017 • Sofitel • Brisbane



**Actuaries  
Institute**



# WorkSafe Victoria Scheme Update

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13 November 2017



# Contents

- where we are today
- changing environment
- where we are going: Strategy 2030



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# WHERE WE ARE TODAY



## Safety

Strong positive result

## Service

Strong  
employer/worker  
satisfaction

## Culture & Place

Transition & uncertainty

## Return to Work

Mental health  
challenge

## Sustainability

Financially sound



## 2012 to 2017 Overview

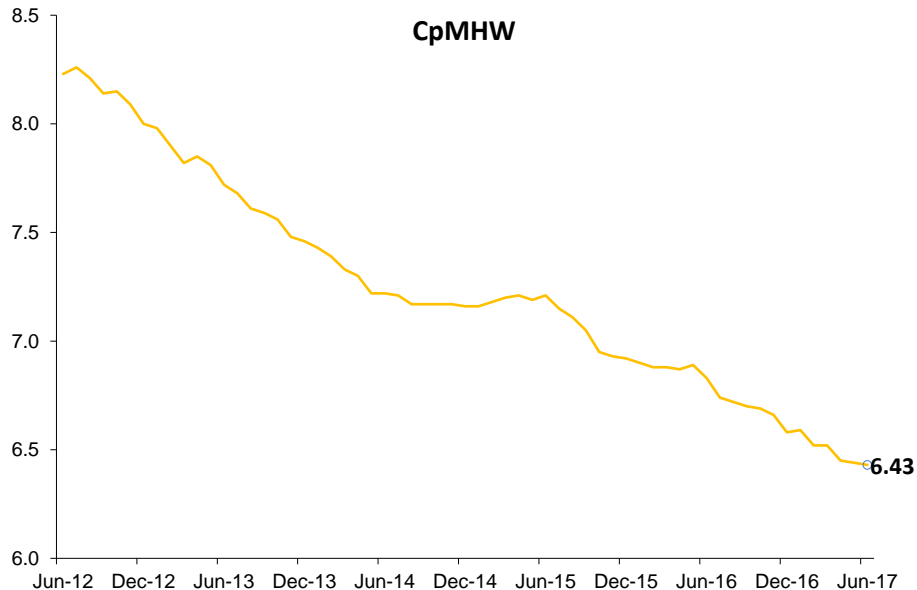
- 22 % reduction in claims per million hours worked – largest reduction on record
- improved rate of return to work, but target unmet
- increase in mental health injury
- WorkSafe financially sound
- delivery of service – workers and employers satisfied
- 2016/17 the safest year on record

# Safety

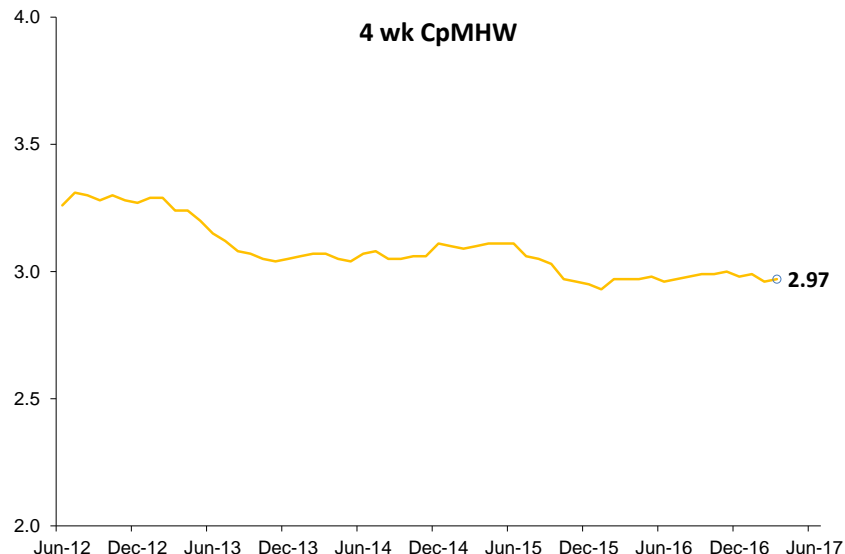
Our measures:

- Claims per million hours worked (CpMHW)
  - our headline measure of safety
  - million hours worked in a better measure of exposure of risk than count of worker
- 4 week claims per million hours worked (4wkCpMHW)
  - indication of severity and complexity of the claim

## Strong improvement in CpMHW



## Moderate improvement in 4wk CpMHW







# Safety Challenges

- mental injury
- occupational violence
- claim statistics suggest more prevalent in some industries, occupations eg. healthcare workers



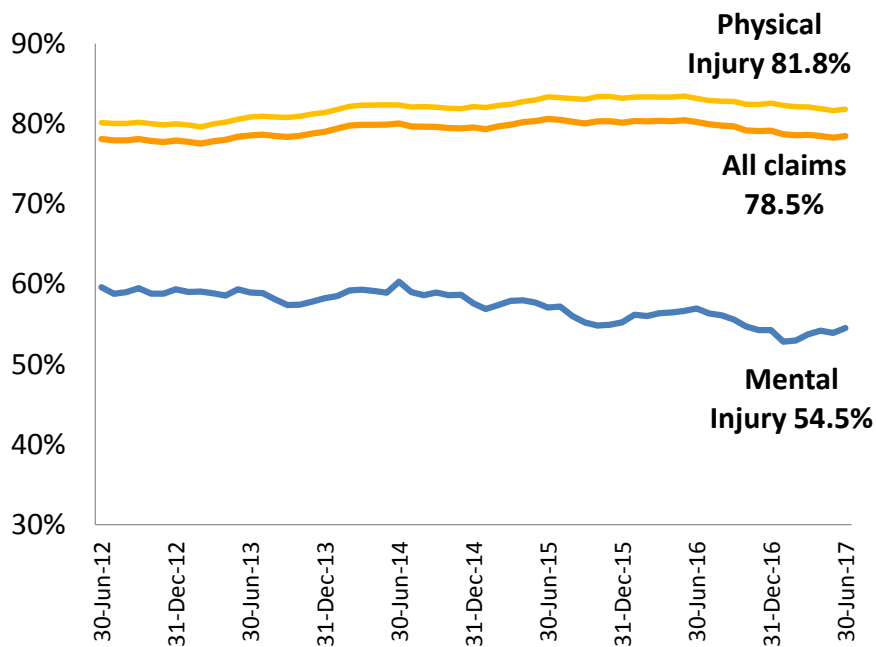


# Return to Work

- return to work is part of the worker's recovery – employer, agent and treating health practitioner have critical roles to play
- our measure: % Return to Work
  - the percentage of claims with 10 days of time loss reported in a 12 month period, that are back at work six months after claim lodgement



## % Return to Work



- Impacted by mental injury claims
  - greater mix of mental injury; and
  - return to work rates reducing for mental injury claims



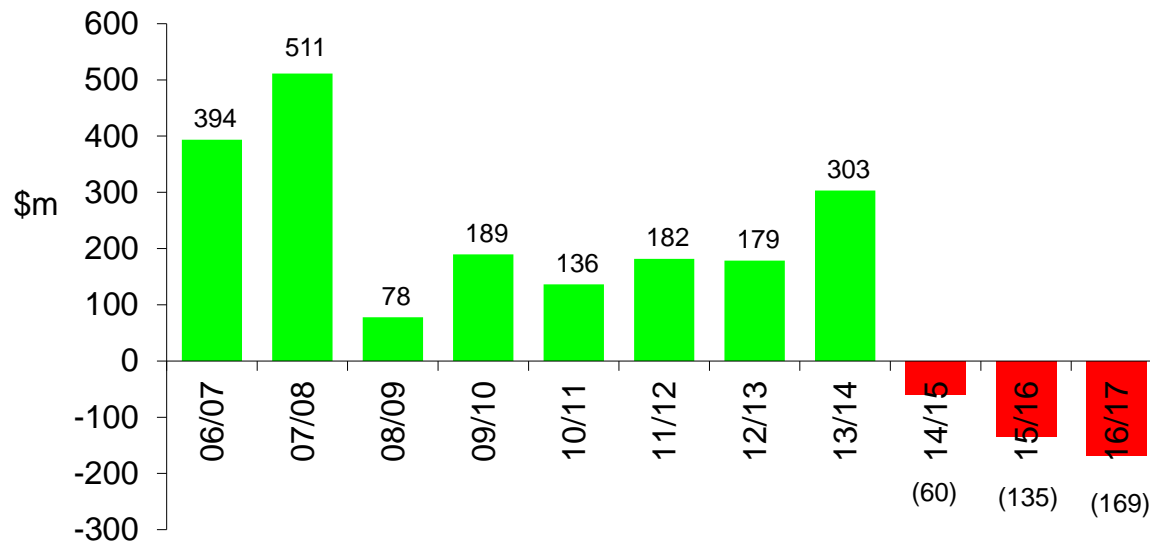
# Sustainability

- scheme is financially sound
  - actuarial increase/(release): \$169m
  - break-even premium: 1.262%
  - PFIO: \$233m
  - funding ratio: 119%
- key challenges:
  - increasing mix of mental injuries claims
  - more workers remaining on weekly benefits for longer (physical and mental injuries)



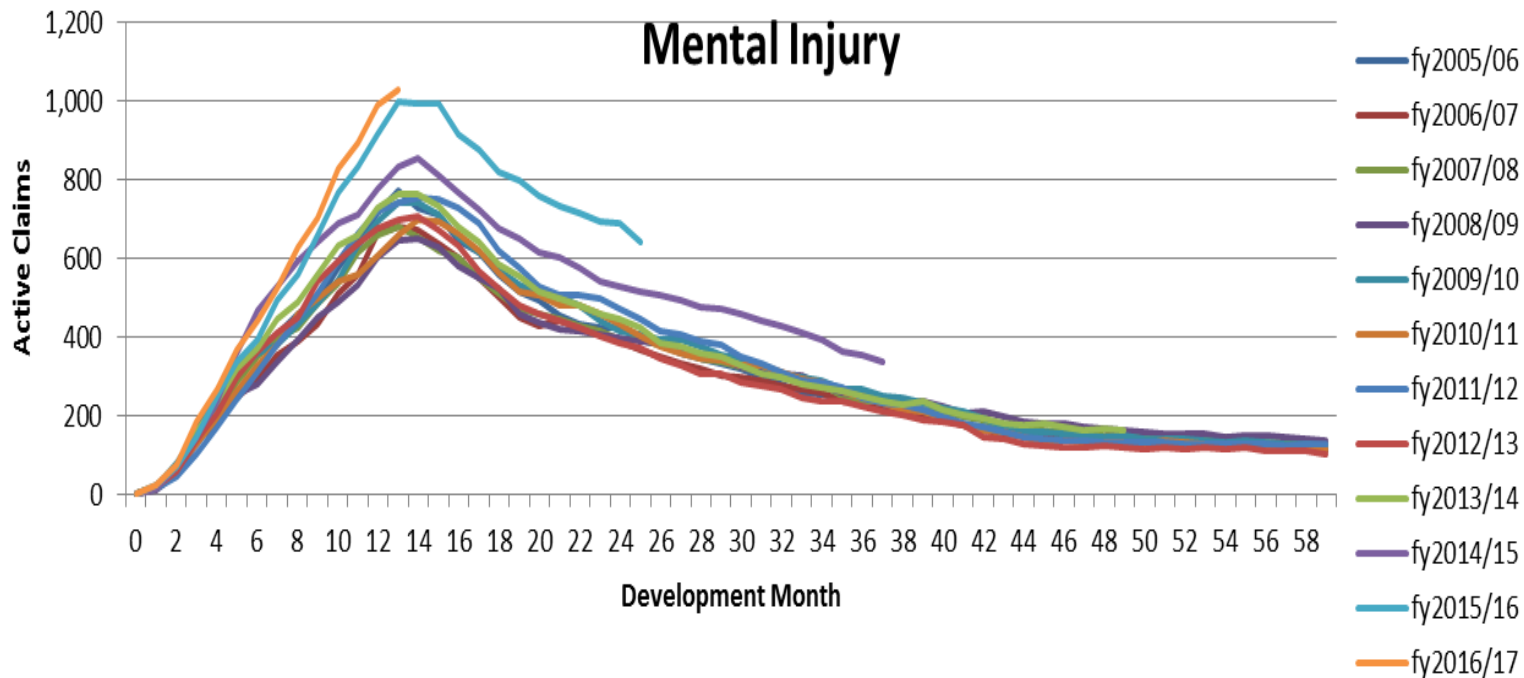
# Actuarial release challenges

Historical Actuarial Releases  
by Financial Year



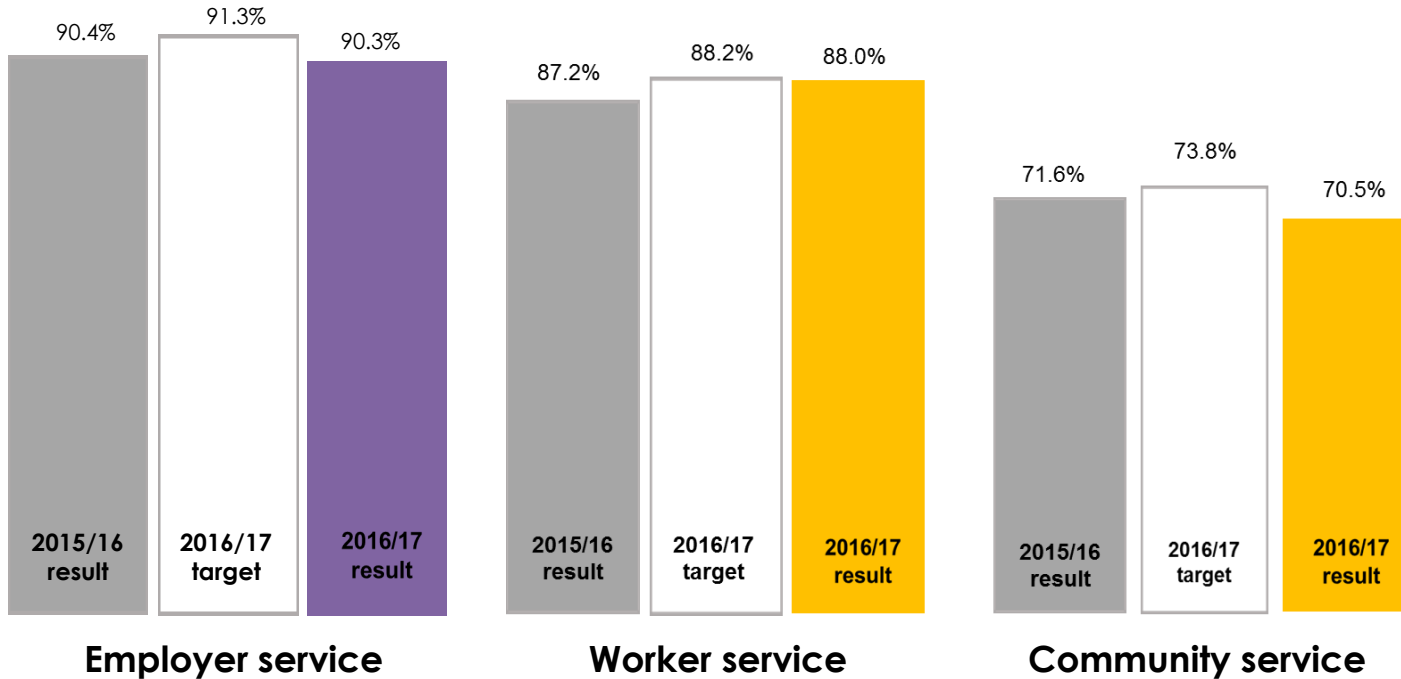


# More mental injury, on benefits longer



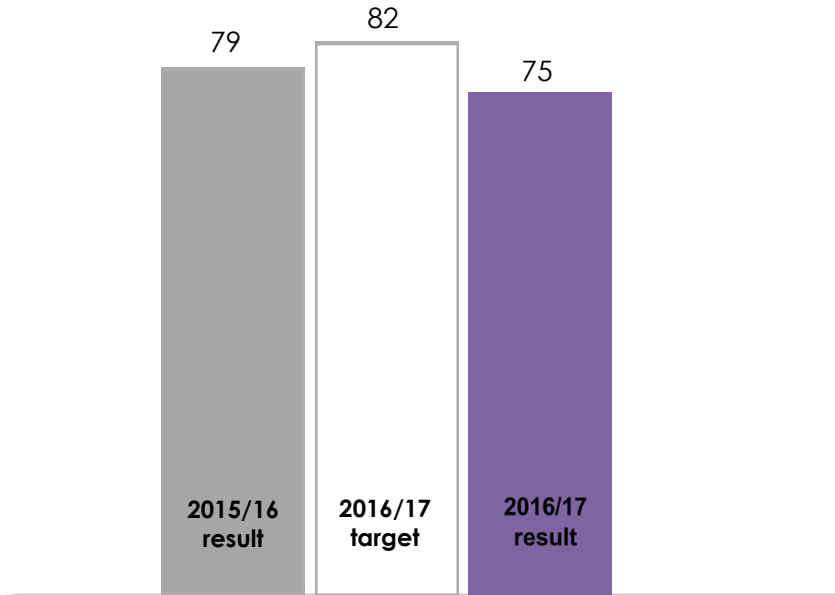


# Service





## Culture & place



Sustainable engagement index

- We are passionate about our vision:
  - *Victorian workers returning home safe every day*
- But undergoing a period of significant transition:
  - Geelong relocation (Jun-18)
  - Strategy 2030





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# CHANGING ENVIRONMENT



# The nature of work is changing



Changing jobs through  
automation



Changing industry mix



Increasing mobility /  
work from anywhere



Expanding definition of  
workplace



Increasing workforce  
flexibility



Greater exposure to  
global supply chains



# Trends & predictions



Claims



Service  
industries



Mental  
injuries



Older  
workers



# Community expectations



Empathetic  
and seamless



Online  
services



Employer  
support and  
guidance



Post injury  
support



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# STRATEGY 2030



# Strategy 2030



**Prevention-led**



**Focused on the needs of workers and employers**



**Simplifying WorkSafe's  
business**



**Offering tailored products,  
services and support**



**Leading the way and  
adapting quickly**



**Sharing goals & outcomes  
with the community**



**Analytics and data**



# Prevention-led transformation



## WSV-owned prevention

WorkSafe invests in being more efficient in targeting health and safety risks.

WorkSafe has effectively demonstrated ROI on prevention at employer level.



## Workplace-owned prevention

WorkSafe invests in enabling employers and employees to take greater ownership in preventing injuries.

Workplaces are enabled through tools and education to deliver greater self assessment and RTW outcomes.



## Community-owned prevention

WorkSafe invests in changing community views and expectations so that the community takes ownership of prevention.

Communities assist with hazard prevention induction, delivery of RTW outcomes through emotional support and creation of employment opportunities.



# Early opportunities

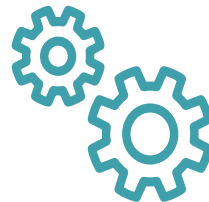
Work is now underway on key initiatives



Website  
redevelopment



Simplification of  
guidance  
materials



Data and  
analytics



Innovation  
Centre

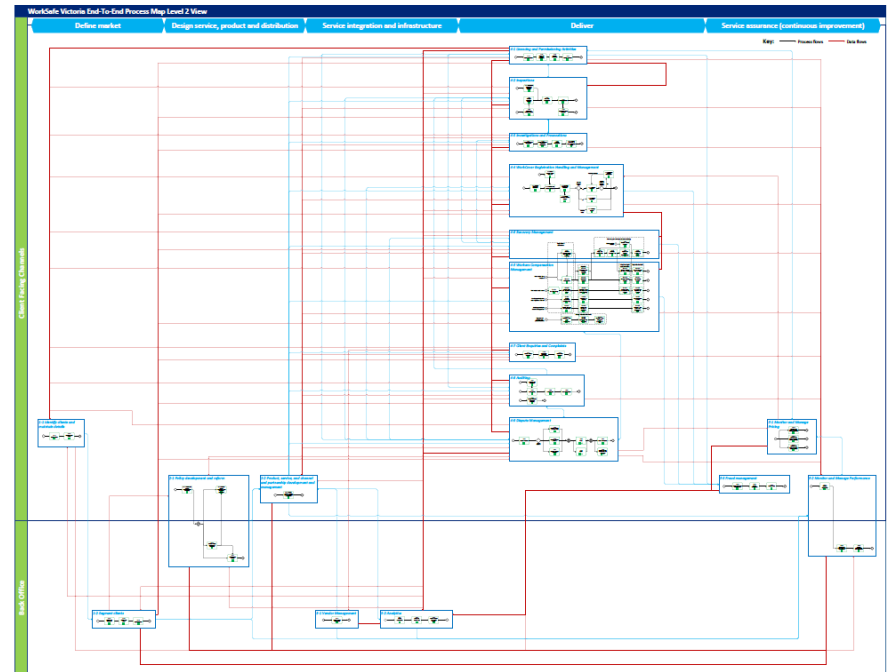




# Detailed design

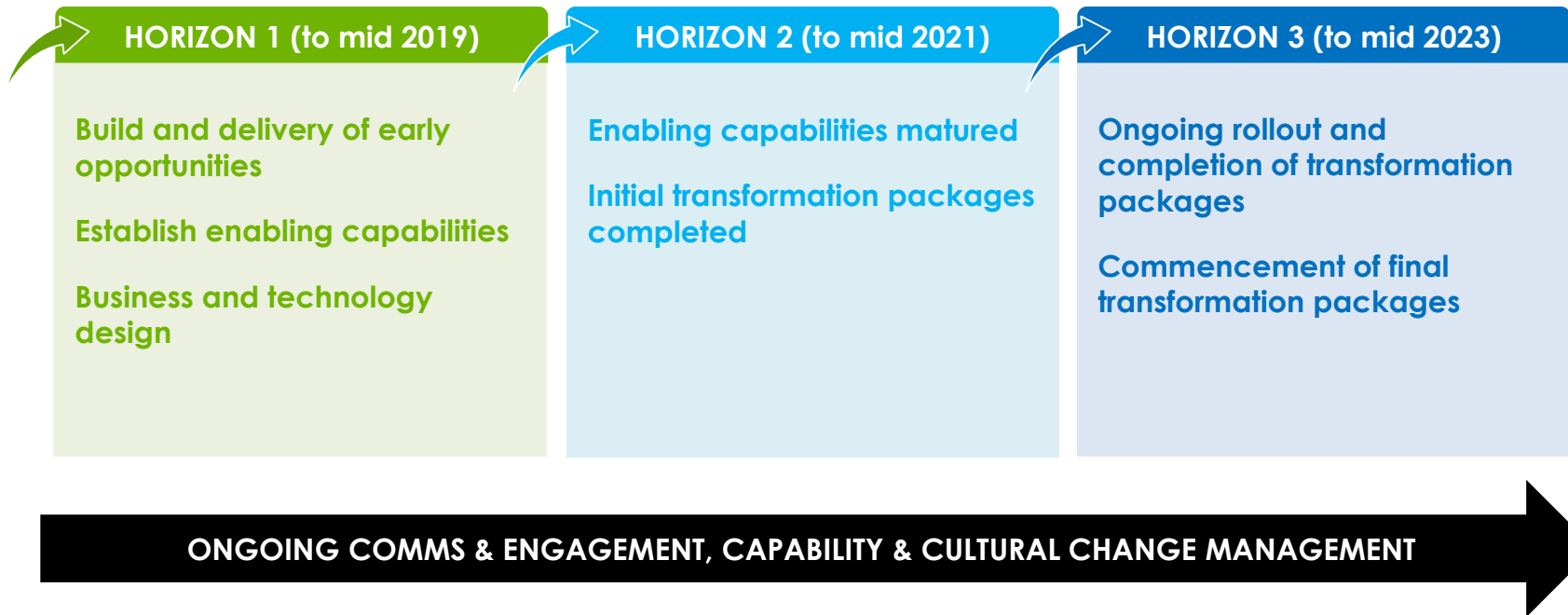
e.g. process mapping

- 140 workshops
- over 3,000 processes mapped
- Develop a picture of WorkSafe at its future best
- Re-think processes in line with S2030





# Timeline





**THANK YOU – ANY QUESTIONS?**