

Question on Notice

No. 975

Asked on 22 August 2024

MR D ZANOW asked the Minister for State Development and Infrastructure, Minister for Industrial Relations and Minister for Racing (HON G GRACE) –

QUESTION:

With reference to the list of performance indicators on page 3 of the WorkCover Queensland 2022-2026 Corporate Plan—

Will the Minister provide the 2022-23 actual results against the targets outlined in answer to Question on Notice No. 861 of 2023 and the targets for the 2024-25 financial year?

ANSWER:

WorkCover's performance for the 2022-23 financial year against the targets outlined in answer to Question on Notice No. 861 of 2023 are reflected on page 12 of the WorkCover 2022-23 Annual Report.

<https://www.worksafe.qld.gov.au/resources/publications/annual-reports/annual-report-2022-2023>

WorkCover Queensland's performance targets are set annually for the relevant financial year using the actual results for the performance indicators at the end of each financial year as the baseline measurement, in addition to taking into account changes in the economy (such as wages growth and inflation), expected claim numbers, changing claims and industry mix, and other external issues.

Using the 2023–24 results as the baseline, the targets for 2024–25, against the performance indicators as outlined on page 4 of the 2024-2025 Statement of Corporate Intent, are:

- average statutory claim duration (paid days): 54 days;
- average cost of a statutory claim: <\$13,500;
- final return to work rate: 91 per cent;
- average cost of a common law claim: <\$226,000;
- funding ratio: >120 per cent;
- average premium rate, after discounts (per \$100 wages): \$1.343;
- customer experience measure (injured workers and employers): 7.5/10.