

Question on Notice

No. 447

Asked on 23 April 2026

HON G GRACE asked the Deputy Premier, Minister for State Development, Infrastructure and Planning and Minister for Industrial Relations (HON J BLEIJIE) –

QUESTION:

With reference to the Proactive Claims Management Project (PCM)—
Will the Deputy Premier advise (a) the total value of the Workcover Queensland contracts between (i) KPMG and (ii) EY, (b) what are the timeframes for the PCM and (c) what outcomes the consultancies will deliver?

ANSWER:

(a) Total value of WorkCover Queensland contracts with reference to the Proactive Claims Management Project

The total value of the Workcover Queensland (WorkCover) contract with KPMG for the Proactive Claims Management (PCM) project as at 24 April 2026 is as follows:

Costs to date:	\$187,000
Projected future cost:	\$760,000
Total:	\$947,000

EY is not engaged for the PCM project.

(b) Timeframes for the PCM project

The PCM project is expected to conclude in December 2026.

(c) Outcomes the consultancy will deliver

KPMG is engaged to provide specialist advisory support to strengthen proactive claims management practices, undertake targeted reviews of complex claims, and improve recovery and return-to-work outcomes.

A critical deliverable is the transfer of skills and knowledge to WorkCover officers to build sustainable internal capability, with overall accountability for claim decisions, outcomes and case management remaining with WorkCover.

This is delivered via collaborative, targeted reviews of prioritised claims to identify and address factors that may delay recovery or return-to-work, with a particular focus on high-complexity cases.

I am advised that under the former Labor Government, a total of \$1,293,354 (excl GST) was paid to KPMG for a specific contract during the 2023-24 financial year.