

# Injury Schemes Seminar

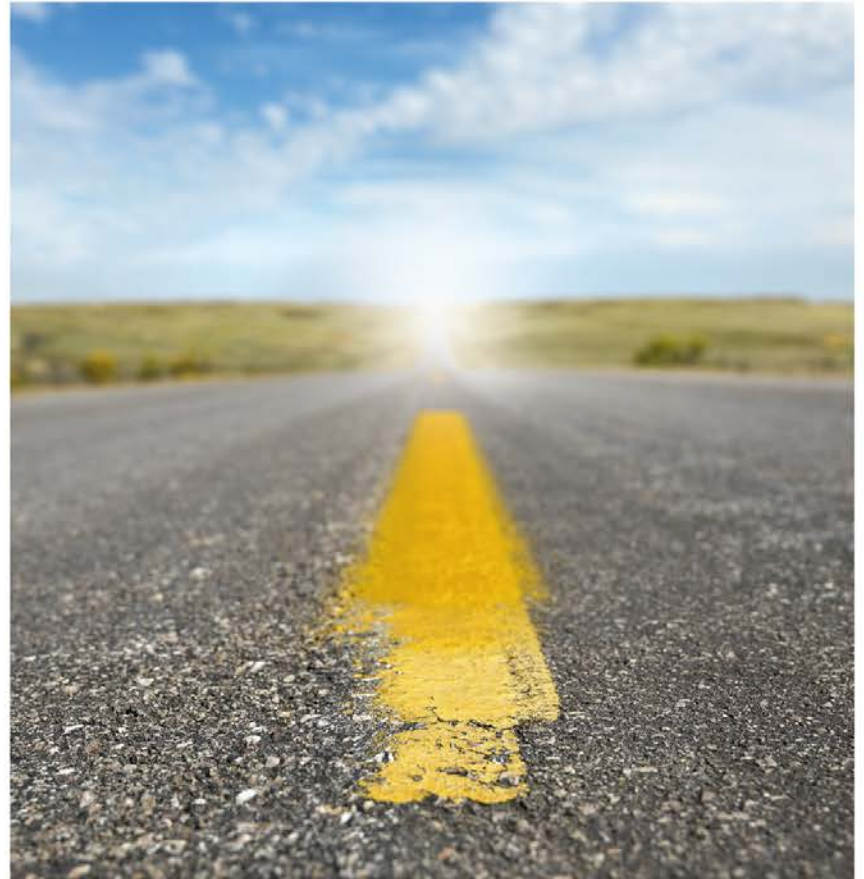
**Road to Recovery**



**Actuaries  
Institute**

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# WorkSafe Victoria Scheme Update

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*This presentation has been prepared for the Actuaries Institute 2015  
Injury Schemes Seminar.*

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## Strategic Themes

Safety

Return to  
Work

Service

Sustainability

Culture &  
Place

- now in the second last year of the 5-year “Strategy 2017” period
- making good progress on targets
- “Culture and Place” separated out in 2015
- work now underway to develop the next strategy piece

## Safety

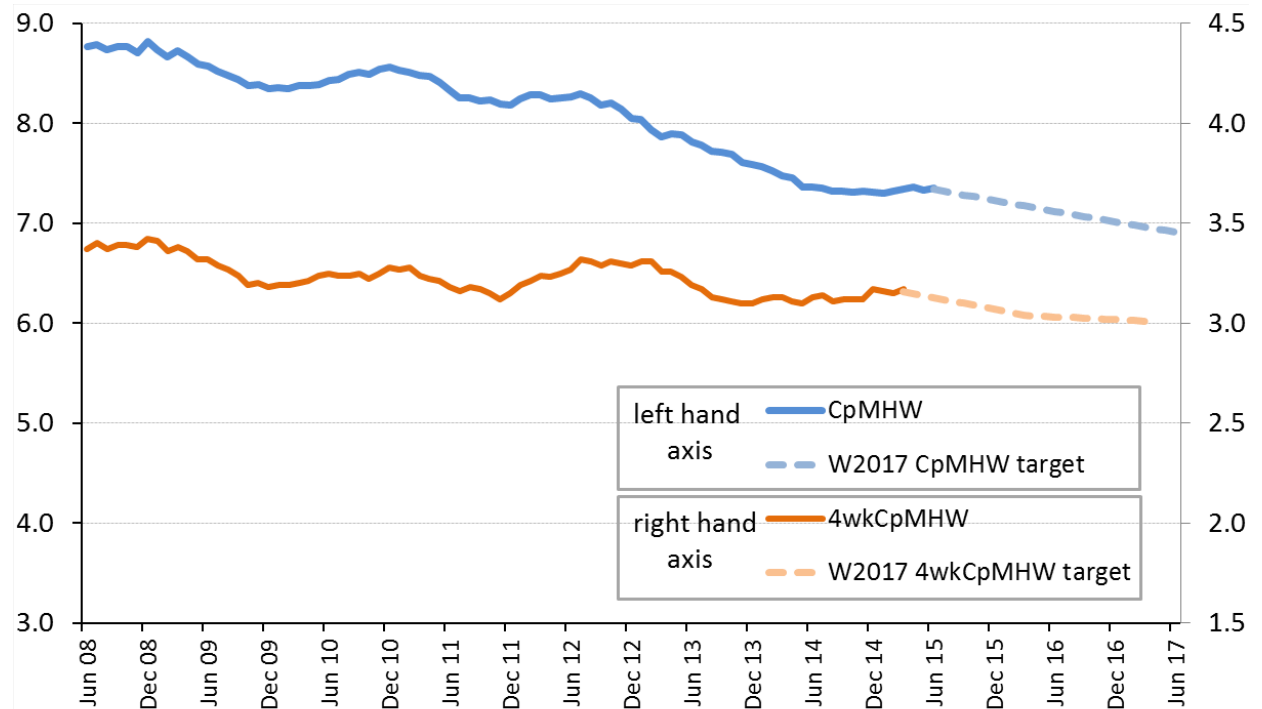


Safety

- constructive compliance approach
  - encouraging behaviour change
  - engaging with the community
  - deterrence
- strong visible presence: 40,000 inspector visits
- risk-based strategic approach to target highest risk hazards and industries
- priorities include occupational violence, dangerous goods, and risks to psychological health
- focus industries include healthcare and agriculture

## Striving for continued improvements in Safety

- continued improvement in claims per million hours worked
- not seeing the same improvement in numbers of more serious injuries (those with at least 4 weeks lost time)



## Return to Work

- 2014/15 our best RTW result

	14/15 target	14/15 result
Workers not yet at work six months after injury	19.56% (2% improvement)	19.39%

Return to  
Work

- strong emphasis with our Agents
- we are watching closely the initiatives in SA (eg. mobile case manager)
- RTW is a Government priority, including the longer-term RTW experience of injured workers

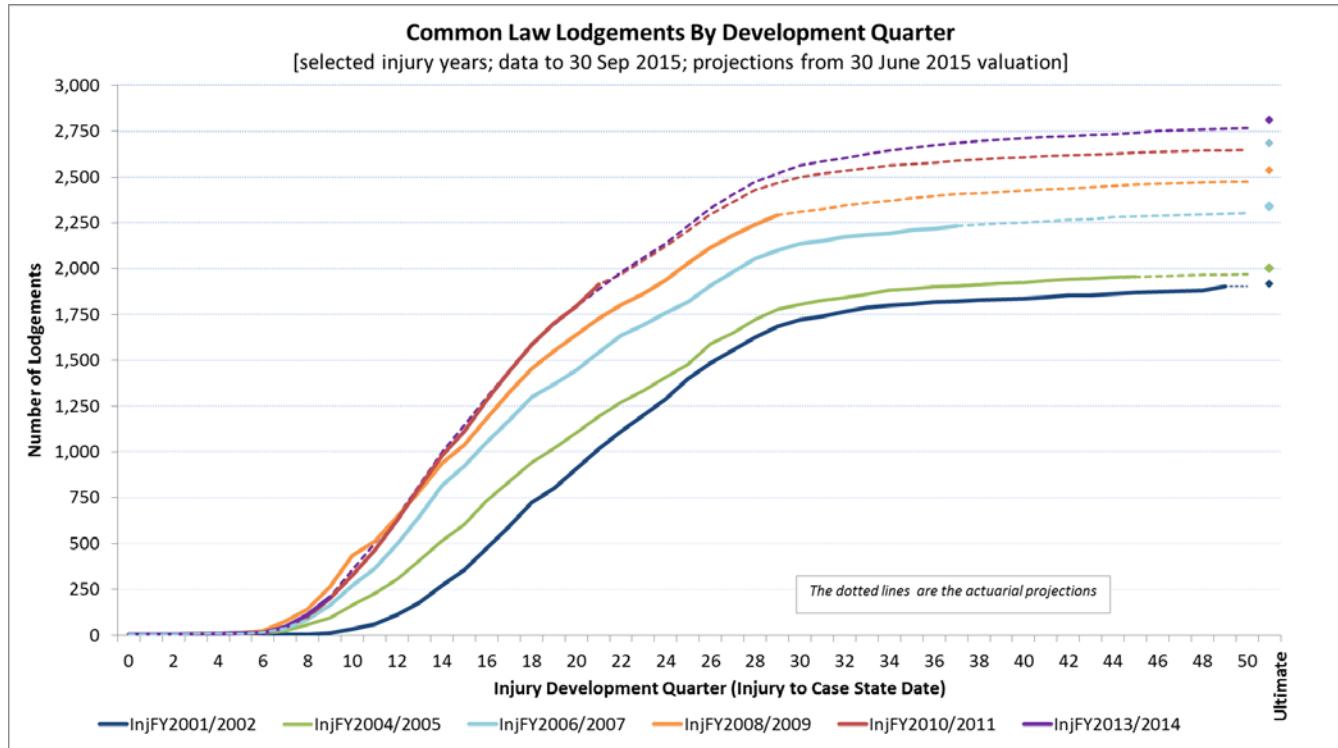
## Sustainability



Sustainability

- the Scheme is in a stable financial position
- continued emphasis on premium collection, liability management, investment performance and expense control
- not without its challenges
  - key claims challenge is common law
  - others include stat benefit disputes, and health costs
- 2014/15 was the first time in 14 years that we have not had an actuarial release; key driver of result was \$200M increase in common law liabilities

# Pressure from Common Law lodgements





## Service

- many elements to this
  - service to injured workers, employers, and to the community
  - provided by Agents, Advisory, Inspectorate, and more generally through education, advice & guidance, and enforcement
- 2014/15 had the best service results on record



Worker Service	Employer Service	Community Service
86.2%	90.0%	71.7%

## Culture & Place

- our people are passionate about our vision:  
*Victorian workers returning home safe every day*
- undergoing period of significant change
  - structural and leadership in the last few years
  - Geelong relocation, phased from end of 2016 through to 2018
- strong emphasis on development of our people

Culture &  
Place

## Other things underway or on the horizon

- All that goes with the Geelong relocation
  - premises, staff retention and development, knowledge management, IT, etc
- Continued evolution of our agency model
- Agent contract: currently tendering for our Agent panel, with the new contract commencing 30 June 2016
- Stakeholder engagement framework
  - meaningful, productive and transparent
- The IT challenge
- Development of the next long-term strategy