



Workplace Injury Commission

Strategic Plan 2023-27



Workplace Injury Commission

Message from the Chair and CEO

With the implementation of an arbitration service that compliments the existing conciliation offering, injured workers are now able to access timely and informal dispute resolution options within WIC.

Our new strategic plan maps out the vision and strategic direction for WIC over the next four years. Guided by the Board and developed by the Executive Leadership Team, - following consultation with employees and key stakeholders, - the plan represents our shared objectives for the organisation and the broader system within which we work.

We seek to drive positive change across the wider dispute resolution system while continuing to deliver excellent dispute resolution services. Building on solid foundations, we will continue to modernise our approach, and bring our unique expertise to deliver insights that benefit the workers compensation system.

Over the next four years we will continually enhance our services by targeting our work across four key pillars;

- Improve the **experience** of injured workers and other parties - generating better outcomes for all.
- Optimise **services from end to end** to deliver proactive, effective and fair resolutions.
- Invest in growing a capable, diverse and **engaged workforce** to lead and support our organisation
- Provide leadership committed to improving the broader **system** and implement positive change.

The four pillars will be enabled and supported by effective governance, continuous organisational improvement, digital enablement and insight driven decision making.

WIC is committed to continue to grow our capabilities and drive positive change for dispute resolution in Victoria. In ensuring streamlined and accessible services, WIC aims to deliver lasting benefits to injured Victorian workers, so they can focus on their recovery and not the claims process.



Meriel O'Sullivan,
Board Chair



Alyssa Duffy,
CEO

About us

An injury at work can have a devastating impact on a person, their family and their workplace. In Victoria, injured workers can claim compensation and receive support to recover and, if possible, return to work.

The Workplace Injury Commission (WIC) was established under the *Accident Compensation Act 1985*, and the *Workplace Injury Rehabilitation and Compensation Act 2013*.

In 2021, the *Workplace Injury Rehabilitation and Compensation Amendment (Arbitration)* Act granted us the power to arbitrate, providing injured workers with a cost effective, accessible alternative dispute resolution pathway.

WIC is an independent Victorian Government service providing injured workers and their employers with accessible and impartial dispute resolution services.

WIC knows that disputes are a stressful time. Our experienced and supportive team focus on providing efficient, affordable and fair outcomes.



CONCILIATION

Conciliation is a meeting where our Conciliation Officer will help an injured worker, the WorkSafe Agent or Self-insurer, and the employer, try to resolve disputes.

An injured worker can apply for conciliation if:

- A WorkSafe Agent or Self-insurer has made a decision on a claim that the injured worker does not agree with
- A WorkSafe Agent or Self-insurer has not responded to an injured worker's request, or made a payment on a claim, within a reasonable time.

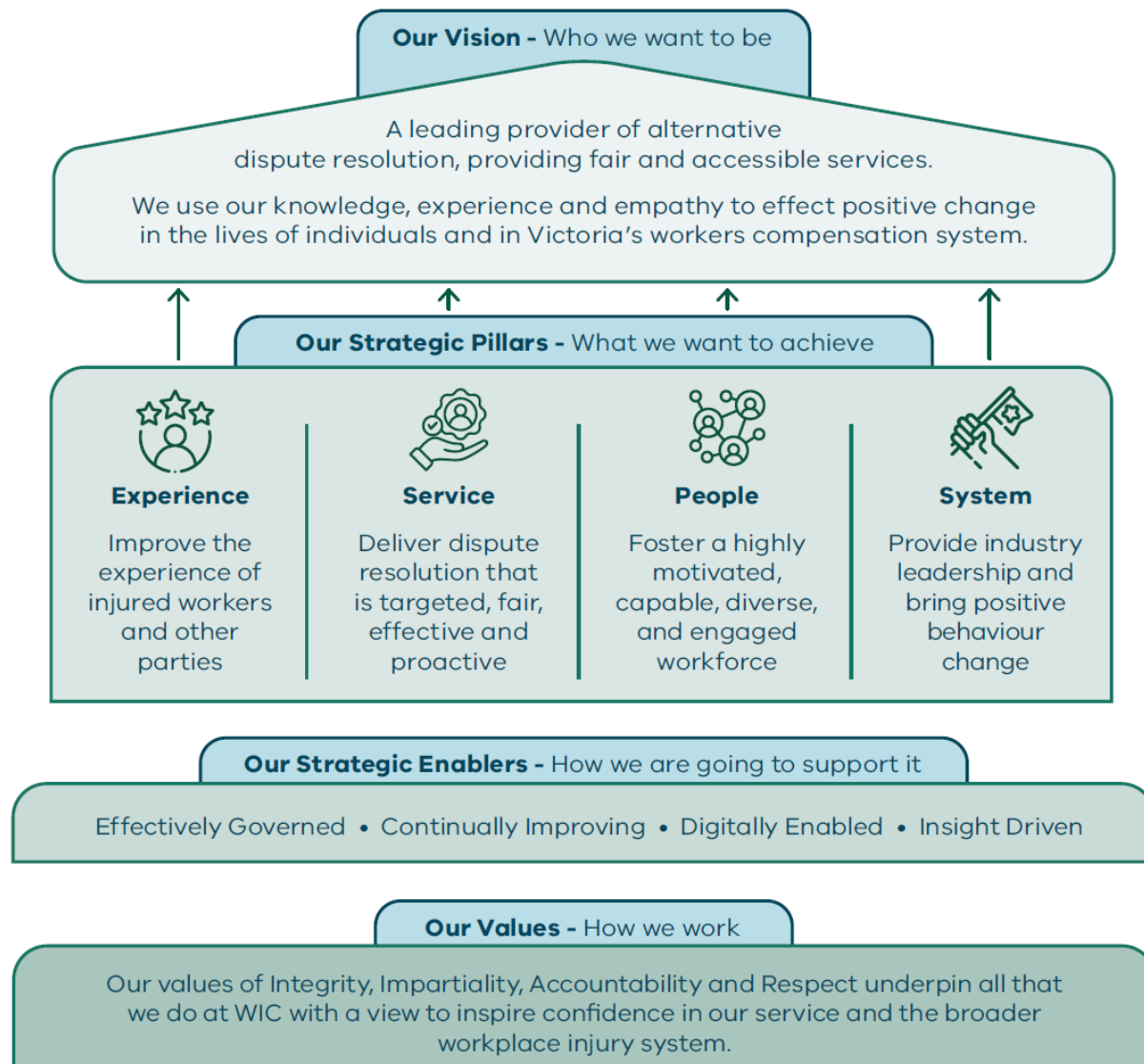
After discussions, it may be possible for an injured worker and the other parties to resolve the dispute. The Conciliation Officer will help finalise agreement details, confirmed via a certificate.

ARBITRATION

- Arbitration is a service providing a final decision for workers compensation disputes that have not been resolved through conciliation.
- Arbitration is an alternative to court.
- Arbitration provides an informal, timely and inexpensive way to finalise a dispute.
- The parties are: the worker, the WorkSafe Agent or Self-insurer and the employer.
- The worker is the only party who can choose to take their dispute to arbitration.

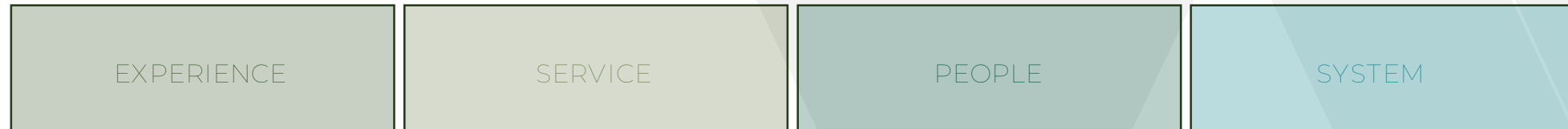
Our Strategy

Our 'Strategy House' positions us over the next four years to be the leading provider of alternative dispute resolution services. We strive to effect positive change in the lives of individuals that experience workplace injury and Victoria's broader workers compensation system.



Our Strategic Pillars

Our 'Strategic Pillars' set clear initiatives for success; *Experience, Service, People and System*



OUTCOMES

Improving the **experience** of injured workers and other parties

Delivering dispute resolution that is **targeted, fair, effective** and **proactive**

Foster a **highly capable, diverse** and **responsive** workforce

Provide **industry leadership** and bring **positive behaviour** change

OBJECTIVES

- Provide seamless, timely and positive experience for injured workers across conciliation and arbitration
- Provide easy to understand communication and information to injured workers and other parties.
- Lead constructive engagement from all parties to ensure positive dispute resolution experience

- Continually improve processes end-to-end to ensure WIC gets better and more efficient over time.
- Capture and leverage data for better practices where possible.
- Modernise technological capability to enhance WIC's services and operations.

- Ensure WIC's employees have the capability, agility, and leadership to support WIC's strategic goals.
- Embed diversity and inclusion practices into our way of working.
- Foster a learning culture and empower and train employees to promote continual improvement.

- Provide leadership on trending and emerging issues within disputes.
- Demonstrate WIC's role as a leader within the workers compensation ecosystem.
- Effectively partner with stakeholders on issues affecting the broader workers compensation system.

Our Strategic Enablers

Our 'Strategic Enablers' are the strong foundations of our Strategy.



EFFECTIVE GOVERNANCE

Demonstrate effective decision making by setting up the right decision-making bodies that supports our strategy and our operations. Ensuring WIC operates in accordance with our regulatory and statutory obligations.



CONTINUOUS IMPROVEMENT

Embed our processes, frameworks, and governance models allowing our service delivery to continue to improve in efficiency and effectiveness.



DIGITALLY ENABLED

Our technology landscape is integrated, modern, and secure enabling services to be delivered effectively and efficiently and ensuring a positive employee experience.



INSIGHT DRIVEN

WIC captures and interrogates data and information to derive insights that allow for responsive decisions and actions.

Our Values

Our values of *Integrity*, *Impartiality*, *Accountability* and *Respect* underpin all that we do at WIC with a view to inspire confidence in our service and the broader workers compensation system. Our commitment to our values builds confidence and trust in our dispute resolution approach and in turn, in the decisions we make.

INTEGRITY

Honest, open and transparent we do what we say we will.



IMPARTIALITY

We decide on **merit** and **without bias** and make fair decisions.



ACCOUNTABILITY

Taking **responsibility** for our decisions and **actions** and delivering on the **commitments** we make.



RESPECT

Treating others how we wish to be treated and operating within a **culture of inclusivity** and **diversity**.

