

Insurance Commission releases 2025 Annual Report

The Insurance Commission of Western Australia (Insurance Commission) has today released its 2025 Annual Report, showcasing a year of strong performance, strategic progress, and continued support for the Western Australian community.

Key highlights from the report include:

- over 22,000 people supported to recover from road or workplace injuries;
- affordable insurance provided to motorists and government agencies;
- 109 State Government agencies assisted in managing risk and loss; and
- customer satisfaction at a record 75 per cent, reflecting the dedication of staff and the quality of services.

Work commenced to develop a new five-year strategy, with a new vision and focus areas identified. The organisation also engaged with agency partners to explore opportunities for collaboration and shared outcomes.

The Insurance Commission continued to support the community through research partnerships aimed at improving outcomes for people injured in motor vehicle crashes, and through the Belt Up campaign, which encourages all Western Australians to wear a seatbelt.

Customer journey mapping was conducted to gain deeper insights into client experiences and identify opportunities to enhance service delivery and recovery support.

The Insurance Commission also relocated to Tower 2, Mia Yellagonga, 5 Spring Street, Perth, with the new accommodation featuring improved accessibility.

The full 2025 Annual Report is available on the Insurance Commission website:
www.icwa.wa.gov.au

Comments attributed to Acting Chief Executive, Helen Robinson

“As we look to the future, we’re focused on deepening our understanding of the people and agencies we serve and lifting the value we deliver to the State.”

Comments attributed to Board Chair, Rob Bransby

“Thanks to the dedication and expertise of our staff, we are in a strong position – both financially and operationally – to support the WA Government, its agencies, and the wider community in managing risk, reducing loss, and helping people recover from personal injury.”

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