

Strategic Plan 2016-2020

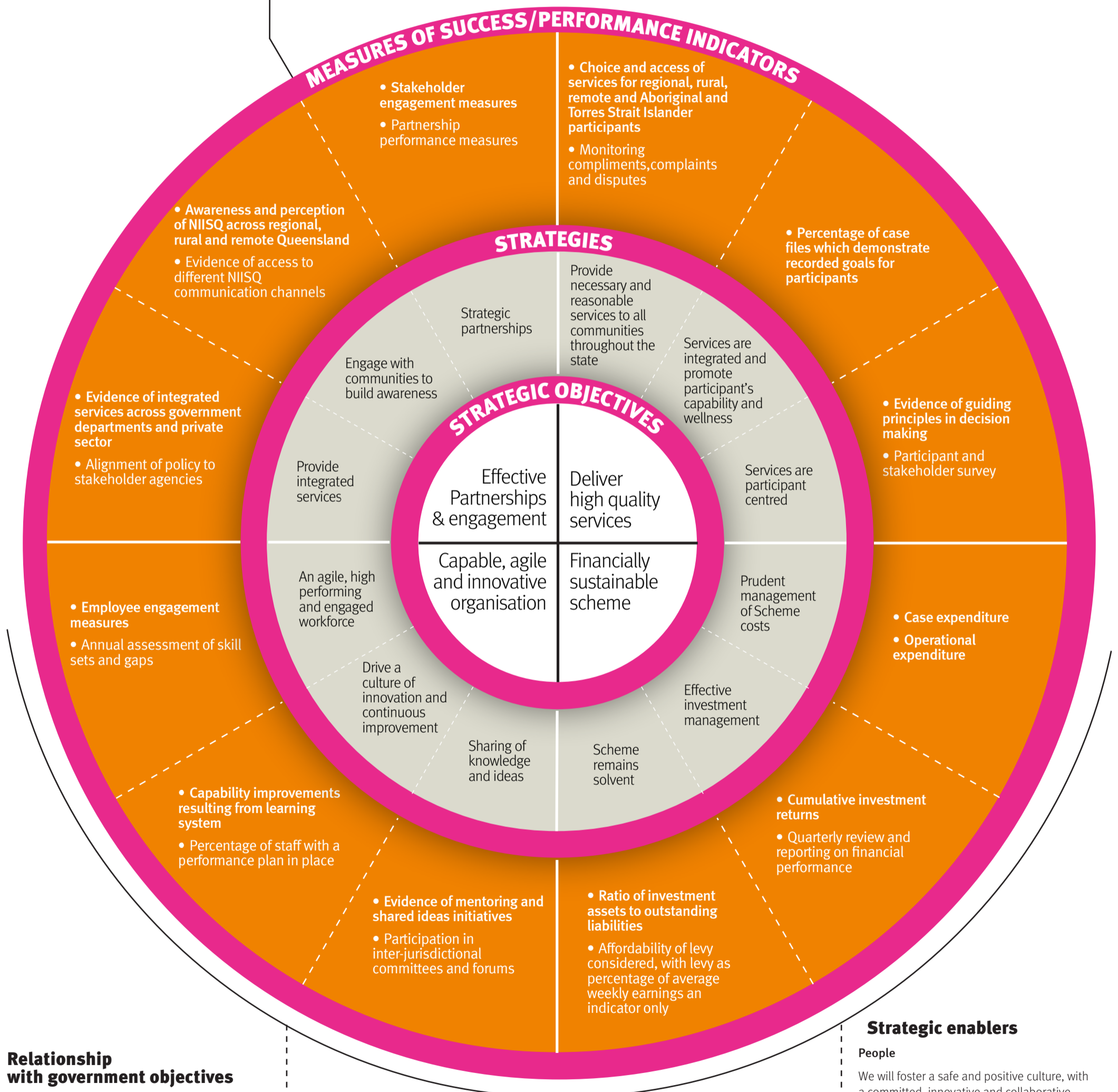
Revised 2018

Our Vision

Making lives better.

Our role/purpose

Build capability to provide financially sustainable lifetime care and support for participants through individual choice and independence.



Relationship with government objectives

This strategic plan contributes directly to achieving two of the Queensland Government objectives for the community by contributing to:

- building safe, caring and connected communities by collaborating with government agencies and service providers to deliver integrated services; and
- delivering quality front line services by providing services that improve outcomes for people catastrophically injured in motor vehicle crashes and workplace accidents, irrespective of fault.

Our Strategic Risks

- Inability to source or develop necessary services to meet participants needs
- Demand on NIISQ and service providers exceeds capacity
- NIISQ funding is not sufficient to cover costs
- Increased competition for service delivery providers with the rollout of the NDIS.

Guiding principles

- Participant centred
- Financially sustainable
- Value for money services within community expectations
- Empower participants through decision making and choice
- Focus on health and social outcomes
- Dignity and respect are paramount.

Strategic enablers

People

We will foster a safe and positive culture, with a committed, innovative and collaborative workforce.

Technology

We will use technology to improve service quality and ensure cost effectiveness and we seek out innovative solutions to achieve our purpose.

Effective Governance

We will establish and maintain a transparent, accountable scheme which is compliant with laws and our guiding principles.