

Strategic Plan 2016-2020

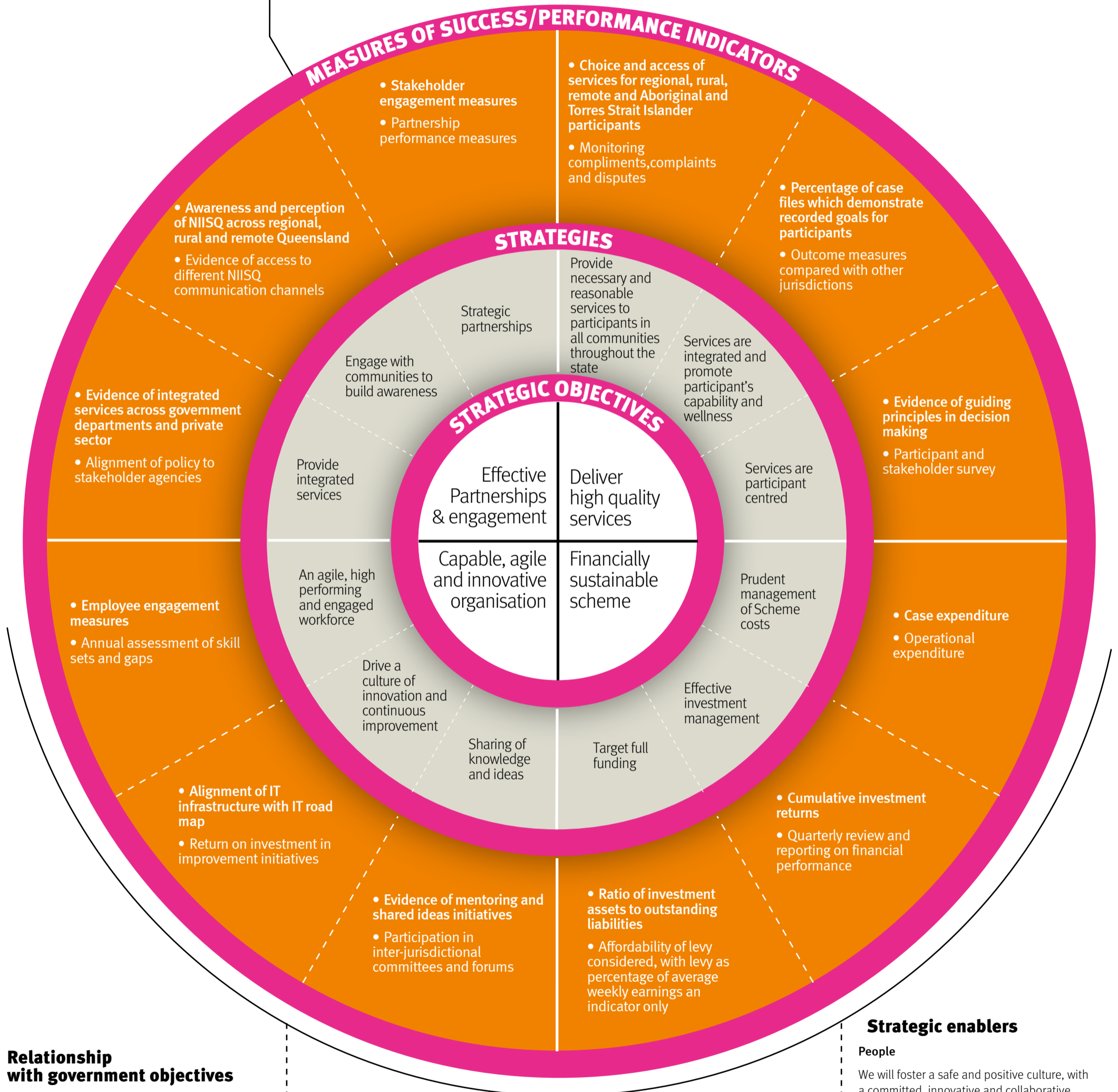
Revised 2019

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:

- responsive government by making NIIISQ services accessible to eligible participants; and
- keeping Queenslanders healthy through helping NIIISQ participants to build resilience and strong mental health.

Our Strategic Risks

- Inability to budget for, and manage demand for services
- Effective management and evolution from changes to legislation and regulation
- Privacy, information security and data breach
- IT system adequacy to support service delivery
- Inability to source and secure adequate services and to manage outsourced arrangements

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.