

# Strategic Plan 2020-2024

## Our vision

Making lives better

## Our purpose

Empowering participants to live their best lives

We will respect, protect and promote human rights in our decision-making and actions

OBJECTIVES	STRATEGIES	MEASURES
Provide necessary and reasonable high quality treatment, care and support for participants	<ul style="list-style-type: none"> <li>Implement transparent decision making processes matching high quality services with participant individual circumstances</li> <li>Evolve our service delivery options to allow participants to build greater capacity and independence</li> <li>Implement a framework to enhance the measurement of individual participant goals and health outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Increases in participant satisfaction with service delivery</li> <li>Continuous improvement in processes and practices demonstrated by stakeholder and peer feedback</li> <li>Improvement in health and social outcomes for participants</li> </ul>
Partner with service providers and other stakeholders to facilitate better outcomes for participants and their families	<ul style="list-style-type: none"> <li>Increase engagement with service providers to enhance quality and safeguards framework</li> <li>Widen our partnerships with health industry stakeholders to support knowledge sharing and increase participant referrals</li> <li>Continue to build relationships to enable effective research and innovative practice opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Increases in participant satisfaction with service providers</li> <li>Build understanding of our vision, purpose and guiding principles among partners</li> </ul>
Optimise team capability, innovation, culture and performance to be a centre of excellence	<ul style="list-style-type: none"> <li>Grow knowledge of evidence-based treatment, care and support options</li> <li>Provide focussed individual and team capability development opportunities to further expand our broad and diverse expertise</li> <li>Continue to implement positive and successful people and culture initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Increases in positive results from employee satisfaction and engagement surveys</li> <li>Increases in individual and team contribution in line with evolving Agency needs</li> <li>Increases in authentic leadership behaviours at all levels</li> </ul>
Ensure sustainable fund management and administration to support Agency objectives	<ul style="list-style-type: none"> <li>Monitor alignment of investment strategy with investment objectives</li> <li>Manage Scheme and Agency costs prudently</li> <li>Implement enhanced service provider contract arrangements to ensure best value treatment, care and support options</li> </ul>	<ul style="list-style-type: none"> <li>Uphold integrity and transparency in financial, actuarial and other performance reporting</li> <li>Monitor treatment, care and support decisions against Scheme effectiveness and efficiency</li> </ul>

Supporting Queensland Government objectives for the community

Safeguarding our health: safeguard people's health and jobs by keeping Queensland pandemic-ready

Backing our frontline services: deliver world-class frontline services in key areas such as health, education and community safety

## Managing our risks

The NIISQ Agency appropriately manages our key strategic risks which relate to:

- Positioning ourselves to thrive in the face of future demands, and environmental and industry changes
- Sourcing high quality service providers that meet our quality and safeguarding requirements, match participant locations and align with our values in tight markets
- Providing the best possible treatment, care and support for participants balancing participant choice and control, financial sustainability, innovation and evidence based treatments
- As our size and complexity grows, continue to maintain our personalised approach.

## Managing our opportunities

The NIISQ Agency will also leverage the following opportunities:

- Enhancing digital service delivery for participants and their families, for our service providers and to enhance our operational effectiveness and efficiency
- Expanding NIISQ's capability to leverage data and intelligence across all aspects of our business
- Grow our networks, reputation and referral pathways to ensure that all eligible participants and their families have access to the Scheme.

## Our 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



Participants first



Ideas into action



Unleash potential



Be courageous



Empower people

