

PURPOSE We boldly lead our Scheme to ensure participants have access to services and supports that really matter to them

VISION The right support at the right time making a difference to people's lives



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

Opportunities

1. Creating an agile and dynamic Agency culture which responds to leading changes in our Scheme.
2. Improved collaboration and co-design with stakeholders, researchers and Scheme partners to deliver better experiences and reduce the effects of road trauma.
3. Leveraging emerging innovations for enhanced participant understanding and service provision.

Risks

1. Failure of the Scheme to respond to economic pressures, unethical practices and other external shocks.
2. Understanding the necessary and reasonable priorities of diverse stakeholders.
3. Failure to keep pace with changing participant expectations and experiences.

The agency supports the Government's objectives for the community:

Good jobs: Good, secure jobs in our traditional and emerging industries



Investing in skills

Better services: Deliver even better services right across Queensland



Backing our frontline services



Keeping Queenslanders safe

Great lifestyle: Protect and enhance our Queensland lifestyle as we grow



Honouring and embracing our rich and ancient cultural history