## National Injury Insurance Agency Queensland Strategic Plan 2022-2026





**PURPOSE** 

We boldly lead our scheme to ensure participants have access to services and supports that really matter to them Revised 2024



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

# INNOVATION

**Participants** access the right support when they need it

> **Performance** indicator: Positive participant outcomes\*

- Elevate the participant experience through co-designing accessible solutions tailored to varying needs
- Simplify and modernise the ways we work together to create a brighter future
- Maximise autonomy and wellbeing for participants and our team
- Invest in research and initiatives to improve insights and outcomes

• Empower a safe, capable

Cultivate a bold and innovative culture, championing our

and enthusiastic team

**Participants** and stakeholders have confidence in the scheme

**Participants** at the centre of everything we do

## Performance indicator:

Maintained high engagement levels reported in the Working for Qld survey

Increased representation in our workforce of people with a disability and Aboriginal and Torres Strait Islander Peoples

Our team is engaged and strives

- for excellence
- people as they deliver outstanding services Continuously enhance and **Performance** grow innovative functionality IMPROVEMENT indicator: to improve ways of working

- Sustain scheme confidence through effective service delivery and financial management
- Leverage technology in innovative ways, rising to meet new challenges
- Harness data and insights to inform
- Amplify scheme understanding through strategic partnerships

**Performance** indicator: Positive stakeholder engagement measured through surveys and feedback

mechanisms

**Performance** indicator:

Prudent budgetary oversight, including funding ratio

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

#### Opportunities:

- Developing a robust and dynamic workforce that consistently delivers high-quality services to participants.
- 2. Improved collaboration and co-design with research bodies and service providers to deliver better participant outcomes.
- 3. Leveraging emerging innovations and technologies to educate stakeholders, influence decision-making and improve outcomes for injured
- 4. Influence and invest in specific health systems to improve outcomes for seriously injured people.

#### Risks

- 1. Failure of the Agency to respond appropriately to economic pressures and
- 2. Failure to protect the Agency's core information assets against cyber attacks or data breaches.
- Failure to provide a safe and supportive work environment to protect the wellbeing of our workforce and ensure excellence in service delivery and participant experience.

The NIISQ Agency supports the Government's objectives for the community:



### Health services when you need them

We provide funding for essential treatment, care, and support for those seriously injured in a motor vehicle accident on a Queensland road. As a no-fault scheme, NIISQ covers costs regardless of who caused the accident, provided the injured person meets all eligibility criteria as per the NIISQ Act and Regulation.