## 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:

Increased representation

in our workforce of

people with a disability

and Aboriginal and

Torres Strait Islander

Peoples



**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

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



Our team

is engaged

and strives

for excellence

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

- Empower a safe, capable and enthusiastic team
- Cultivate a bold and innovative culture, championing our people as they deliver outstanding services
- Continuously enhance and grow innovative functionality 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

**Performance** 

indicator: Maintained high engagement levels reported in the Working for Qld survey

IMPROVEMENT

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 Agency supports the Government's objectives for the community:





Better services: Deliver even better services right across Queensland



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