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 2025



VISION

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

FOCUS

Participants access the right supports when they need it

- Simplify and modernise the ways we work together with participants to create a brighter future
- Maximise independence, community participation and vocational outcomes for participants
- Invest in research and initiatives to improve insights and outcomes

Participants and stakeholders have confidence in the scheme

Performance indicator: Positive participant measures

A highly

engaged team

that strives for

Participants at the centre of everything we do

 Sustain scheme confidence through effective operational and financial management

- Embrace digital opportunities to benefit the scheme
- Harness the power of data and insights to inform decisions and responsiveness
- Increase scheme understanding through strategic partnerships

Performance
indicator:
Positive stakeholder
engagement measured
through surveys
and feedback

mechanisms

Performance indicator:
Prudent financial

oversight, including

funding ratio

excellence

Performance

indicator:

Maintain a strong track record of

innovation and improvement

to the way

we work

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

 Empower a resilient, capable and engaged team

- Cultivate a bold, curious and focused culture, championing our people as they deliver outstanding services
- Collaborate and grow innovative functionality to improve ways of working

ENERGY

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

Opportunities -

- Develop a future-ready workforce that consistently delivers high-quality services to participants.
- 2. Improve partnerships and co-design initiatives with stakeholders to deliver better scheme outcomes.
- 3. Adopt proactive digital technologies and data capabilities to ensure scheme sustainability.
- 4. Influence and invest in key health initiatives to improve outcomes for seriously injured people.

Risks

- 1. Inability of the Agency to respond appropriately to unethical practices and fraud.
- 2. Inability to respond proactively to external forces and economic pressures for scheme sustainability.
- 3. Inability to protect the Agency's core information assets against cyber attacks or data breaches.
- 4. Inability to provide a flexible, future-ready work environment to protect the wellbeing of our workforce and ensure excellence in service delivery.

The Agency supports the Government's objective 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.