Appendices

National Injury Insurance Agency Queensland Strategic Plan 2022-2026

NIISQ

Revised 2025

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

FOCUS

Participants at the centre of everything we do

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

Performance indicator: Positive participant measures

Participants and stakeholders have confidence in the scheme

- 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

A highly engaged team that strives for excellence

- 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

Performance indicator: Maintain a strong track record of innovation and improvement to the way we work

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

ENERGY

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

Opportunities

1. 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.

National Injury Insurance Scheme Queensland

Actuarial Certificate

Outstanding Liabilities as at 30 June 2026

Finity Consulting ("Finity") has been engaged by the National Injury Insurance Agency Queensland ("NIIAQ") to make an actuarial assessment of the outstanding claim liabilities of the National Injury Insurance Scheme Queensland ("NIISQ", "the Scheme") as at 30 June 2026 under the *National Injury Insurance Scheme (Queensland) Act 2016* ("the Act").

Data

We have relied on the accuracy and completeness of the data and other information (qualitative, quantitative, written and verbal) provided to us by NIIAQ for the purpose of making our estimates. We have not independently verified or audited the data but we have reviewed it for general reasonableness and consistency. We have evaluated the information provided through inquiry, analysis and review, and nothing has come to our attention to indicate the information provided was materially misstated or would not afford reasonable ground upon which to base our estimates.

Basis of Our Estimates

We have calculated a central estimate of the outstanding liabilities, meaning that our assumptions have been selected to yield estimates which are not knowingly above or below the ultimate liabilities. Our estimates are discounted to allow for the time value of money, they include allowance for future expenses incurred in the management of the outstanding liabilities. There is no allowance for a risk margin as instructed by NIIAQ.

Our estimates have been prepared in accordance with the Actuaries Institute's Professional Standard 302 ("PS 302"), taking into account the purpose of the valuation, nature of business and considerations of materiality.

We understand that Australian Accounting Standard 137 (AASB 137) applies to the Scheme in preparing its annual financial statements. We have prepared our estimate of outstanding claims to be consistent with this Accounting Standard's requirements.

Valuation Results and Provisions

The Scheme's outstanding liabilities are the value of payments to be made after 30 June 2026 in respect of injured persons eligible or expected to become eligible for Scheme participation whose injuries, under the provisions of the Act, arose on or before that date.

Our Net Central Estimate of the Scheme's outstanding liability as at 30 June 2026 is $4,844m.

While it remains a decision for NIISQ as to the amount to adopt in the accounts, the Scheme has adopted our Net Central Estimate in its financial statements as at 30 June 2026.

In our opinion, the estimate of outstanding liability is established appropriately in accordance with relevant accounting and actuarial standards and includes a reasonable central estimate of the net liability including allowances for IBNR (Incurred But Not Reported), expenses relating to participant liability management and discounting for the time value of money.

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Uncertainty

It is not possible to put a value on outstanding liabilities with certainty. We have prepared our estimates on the basis that they represent our current assessment of the likely future experience of the Scheme. However, deviations of the actual experience from our estimates are normal and to be expected.

There is a limitation upon the accuracy of the estimates in this certificate in that there is an inherent uncertainty in any estimate of outstanding liability. This is due to the fact that the ultimate liability for participants is subject to the outcome of events yet to occur. These include, but are not limited to, future mortality, changes in participants' injury severity, the number and profile of participants accepted into the Scheme, future levels of care and support provided to participants and the behaviour of stakeholders such as NIIAQ's management or service providers (including price adjustments).

In our judgement, we have employed techniques and assumptions that are appropriate and we believe that conclusions presented herein are reasonable, given the information currently available.

Reports

Full details of the data, methodology, assumptions and results of our valuation are set out in our report to NIISQ dated 31 July 2026.

Aaron Cutter FIAA	Claire White FIAA
5 August 2026	

Appendix 3: Glossary

Term/s	Definition
Act / NIISQ Act	*National Injury Insurance Scheme (Queensland) Act 2016.*
Attendant care	Paid personal care support services delivered in a participant's home or in their community.
Carer	A person who provides personal care, support and assistance to a participant.
CEO	Chief Executive Officer.
Compulsory third party (CTP) insurance	In Queensland, compulsory third party (CTP) insurance supports people injured in motor vehicle crashes and protects motor vehicle owners and drivers from being held financially responsible if they injure someone in a motor vehicle accident.
GM	General Manager.
Goals	The individual aspirational outcomes set by participants for themselves.
IM	Information Management.
Interim participant	People who have been accepted into the scheme for the defined participation period described in the *National Injury Insurance Scheme (Queensland) Act 2016.*
Lifetime participant	Participants who have been accepted into the scheme for the rest of their life.
Motor Accident Insurance Commission (MAIC)	The regulatory authority responsible for the ongoing management of the compulsory third party (CTP) insurance scheme in Queensland.
National Disability Insurance Scheme (NDIS)	The NDIS is a different scheme to NIISQ. NDIS provides support to people living with a disability. More information about the NDIS can be found on its website www.ndis.gov.au
National Injury Insurance Agency, Queensland (NIISQ Agency)	The Queensland statutory body that administers the National Injury Insurance Scheme, Queensland.
National Injury Insurance Scheme (NIIS)	The type of lifetime care scheme implemented in all states and territories in Australia. NIISQ is a type of NIIS that exists in Queensland.
National Injury Insurance Scheme, Queensland Fund (the NIISQ Fund)	The fund the NIISQ Agency manages to meet the cost of necessary and reasonable participant treatment, care and support now and throughout their lifetime, and NIISQ Agency operational expenses.
National Injury Insurance Scheme, Queensland Levy (the Levy)	Queenslanders pay for NIISQ via a levy in conjunction with CTP insurance premium and motor vehicle registration.
National Injury Insurance Scheme, Queensland (NIISQ)	The scheme implemented in Queensland to provide necessary and reasonable treatment, care and support to people who sustain a serious personal injury in a motor vehicle accident. In this annual report, NIISQ is also referred to as 'the scheme'.
Participant	A person who has applied and been accepted to participate in NIISQ.
Provider	Individuals or organisations who deliver treatment, care and support services to NIISQ participants.
QAO	Queensland Audit Office.
QUT	Queensland University of Technology.
RAC	Risk and Audit Committee.
Regulation	*National Injury Insurance Scheme (Queensland) Regulation 2016*.
Stakeholder	Those who are either affected by or can affect the activities of the NIISQ Agency, namely participants, government agencies, non-government organisations, hospital staff, allied health professionals and employees.
Study and Research Assistance Scheme (SARAS)	A scheme that provides financial and leave assistance for employees completing work-related study.
Support plan, MyPlan or MyNextPlan	A tailored plan written with the participant stating their goals, injury-related needs, and the necessary and reasonable treatment, care and support that NIISQ will fund. Each NIISQ participant has their own individual support plan.
Support Planner	NIISQ Agency professionals who assess, decide and monitor the provision of necessary and reasonable treatment, care and support and develop support plans for participants.
Treasury	Queensland Treasury.

Appendix 4: Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs — section 7	Letter of compliance — Page 4
Accessibility	Table of contents Glossary	ARRs — section 9.1	Table of contents — Page 3 Appendix 3: Glossary — Page 69
	Public availability	ARRs — section 9.2	Inside front cover — Page 2
	Interpreter service statement	*Queensland Government Language Services Policy* ARRs — section 9.3	Inside front cover — Page 2
	Copyright notice	*Copyright Act 1968* ARRs — section 9.4	Inside front cover — Page 2
	Information Licensing	*QGEA — Information Licensing* ARRs — section 9.5	Inside front cover — Page 2
General information	Introductory Information	ARRs — section 10	About NIISQ — Page 6 The NIISQ Agency — Page 7 Our purpose and vision — Page 9
Non-financial performance	Government's objectives for the community and whole-of-government plans/specific initiatives	ARRs — section 11.1	Queensland Government objectives for the community — Page 10
	Agency objectives and performance indicators	ARRs — section 11.2	Report card — Page 19 Appendix 1: Strategic Plan 2022-2026 — Page 66
	Agency service areas and service standards	ARRs — section 11.3	Not applicable
Financial performance	Summary of financial performance	ARRs — section 12.1	Financial: Summary of financial performance — Page 26
Governance — management and structure	Organisational structure	ARRs — section 13.1	Our organisational structure — Page 14
	Executive management	ARRs – section 13.2	Our leadership team — Page 13
	Government bodies (statutory bodies and other entities)	ARRs — section 13.3	Not applicable
	Public Sector Ethics	*Public Sector Ethics Act 1994* ARRs — section 13.4	Code of conduct — Page 11
	Human Rights	*Human Rights Act 2019* ARRs — section 13.5	Our strong commitment to human rights — Page 23
	Queensland public service values	ARRs — section 13.6	Queensland public sector values — Page 10

Summary of requirement		Basis for requirement	Annual report reference
Governance — risk management and accountability	Risk management	ARRs — section 14.1	Risk management — Page 24
	Audit committee	ARRs — section 14.2	Risk and audit committee (RAC) — Page 22
	Internal audit	ARRs — section 14.3	Internal and external accountability — Page 24
	External scrutiny	ARRs — section 14.4	Internal and external accountability — Page 24
	Information systems and records management	ARRs — section 14.5	Information systems and records management — Page 24
	Information Security attestation	ARRs — section 14.6	Not applicable
Governance — human resources	Strategic workforce planning and performance	ARRs — section 15.1	Workforce profile — Page 14
	Early retirement, redundancy and retrenchment	Directive No.04/18 *Early Retirement, Redundancy and Retrenchment* ARRs – section 15.2	Workforce profile — Page 14
Open Data	Statement advising publication of information	ARRs — section 16	NIISQ statistics — Page 25
	Consultancies	ARRs — section 31.1	https://data.qld.gov.au
	Overseas travel	ARRs — section 31.2	https://data.qld.gov.au
	Queensland Language Services Policy	ARRs — section 31.3	https://data.qld.gov.au
	Charter of Victims' Rights	*VCSVRB Act 2024* ARRs — section 31.4	n/a
Financial statements	Certification of financial statements	FAA — section 62 FPMS — sections 38, 39 and 46 ARRs — section 17.1	Certification of financial statements — Page 4 Management certificate — Page 62
	Independent Auditor's Report	FAA — section 62 FPMS — section 46 ARRs — section 17.2	Independent auditor's report — Page 63

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*