

Vision

Support for life: Funding and delivering sustainable treatment, care, and support to empower participants and improve lives.

Purpose

To ensure participants receive consistent, high-quality and sustainable treatment, care, and support, through innovation that leads to impactful outcomes.

Human Rights statement: We respect, protect and promote human rights in everything we do.



Alignment to Government 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.

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.
5. Elevate the NIISQ operating model to scale for the long term.
6. Integrate participant sentiment, feedback and input into future initiatives to ensure the scheme delivers on its purpose.
7. Introduce modern governance and oversight practices to enable fraud prevention and enhance trust in the scheme.

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 cyberattacks 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.
5. Failure to effectively engage and ensure service providers deliver high-quality treatment, care, and support to participants, resulting in poor recovery outcomes and unmet participant goals.
6. Failure to establish appropriate and effective service delivery options for NIISQ participants, resulting in inadequate or misaligned treatment, care, and support, unmet participant needs, and suboptimal recovery outcomes.
7. Insufficient response to emerging and potentially disruptive technologies, such as artificial intelligence (AI) or automation, in scheme management and service delivery leading to operational inefficiencies.

OBJECTIVES

OBJECTIVE 1:

Evolve NIISQ into a scalable and sustainable model

Transition NIISQ to a scalable, efficient and sustainable service model that ensures consistent and high-quality treatment, care, and support for participants.

STRATEGIES

- Map and optimise the value chain to improve efficiency and standardise processes while maintaining a person-centred approach.
- Develop a sustainable funding model to meet the growing needs of participants, ensuring resources are allocated for maximum impact and long-term viability.
- Use predictive insights and data to better understand participant needs and deliver proactive, person-centred treatment, care and support.
- Engage participants and families in co-designing solutions to ensure services are aligned with their needs and preferences.

PERFORMANCE INDICATOR/S

- Prudent financial oversight, including funding ratio
- Positive participant measures

OBJECTIVE 2:

Partner with service providers and researchers to drive innovation aligned with evolving participant and community needs

Invest in impactful research and innovation to identify future trends and opportunities, ensuring NIISQ is setting the industry standard.

- Collaborate with participants, research institutions and stakeholders to explore innovative service delivery models.
- Partner with service providers to trial new opportunities to ensure consistent, evidence-based and high-quality care outcomes.
- Shift from reactive service delivery to proactive models that focus on early intervention and prevention.
- Leverage technology and data to effectively utilise predictive analytics and digital tools.

- Maintain a strong track record of innovation and improvement to the way we work
- Positive participant engagement measured through annual survey

OBJECTIVE 3:

Build a future-ready and capable workforce

Unlock human potential by building a skilled, adaptable and future-ready workforce that supports NIISQ's evolving priorities.

- Invest in workforce capability development through a workforce futures program, focusing on emerging skills and leadership development.
- Foster a culture of collaboration, innovation and accountability to drive organisational success.
- Prioritise talent acquisition and retention by implementing forward-thinking strategies.
- Leverage advanced technologies and ways of working to deliver more impactful outcomes.

- Maintain high engagement results in the annual Working For Queensland survey
- Increase proportion of roles equipped with future-ready skills

OBJECTIVE 4:

Strengthen organisational resilience and adaptability

Drive Agency enablement and innovation to deliver sustainable, high-quality outcomes for participants and stakeholders.

- Foster a culture of innovation and learning to respond to the dynamic external environment.
- Leverage data analytics to improve decision-making.
- Implement contemporary governance practices to enhance adaptability and resilience.
- Regularly review and refine operational processes to ensure alignment with strategic goals and transparent business performance.

- Adapts to change while maintaining service quality, financial sustainability and stakeholder confidence
- Maintain a strong track record of innovation, improvement and risk management that supports and improves organisational performance