



## Strategic Plan 2018 - 2022

**Vision:** A workers' compensation and injury management scheme that works for all

**Purpose:** To lead a contemporary, sustainable and integrated workers' compensation scheme that is fair, accessible and cost effective for all stakeholders.

### Strategic Goals

#### Strategic Scheme Management

We will lead a responsive and sustainable workers' compensation scheme

#### Digital Transformation

We will implement digital services for our stakeholders

#### People, Culture & Systems

We will build on the capability of our people, culture and systems

### Focus Areas

#### Scheme Leadership and Management

Align scheme operations with a new workers' compensation Act

Continuously improve scheme services through advice, collaboration and support

Respond to trends using business intelligence

#### Dispute Resolution

Implement online services for conciliation, arbitration and settlements

Implement innovative approaches to dispute resolution

Continue delivering effective and timely dispute resolution services

#### Regulation

Enhance statutory compliance through targeted regulation

Introduce contemporary investigation and regulatory approaches

Promote awareness of workers' compensation and injury management

#### Capability

Achieve efficiencies through customer focused technology and innovation

Increase the digital capability of staff through training and development

Improve staff capability and mobility

#### Drivers for change

Our strategic goals and focus areas position us to respond to current and future changes, including:

- a new workers' compensation Act
- public sector service priorities focusing on community needs, accountability and leadership
- digital and other disruptive forces impacting on workplaces and scheme stakeholders
- increasing diversity of the workforce, employment arrangements and the environment in which we work