



STRATEGIC PRIORITIES

Delivering Strategic Scheme Management

We will lead a modern, responsive and sustainable workers compensation scheme.

Improving Service Provider Capability

We will work with service providers to improve capability and capacity.

Building Culture and Systems

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

FOCUS ▾

ACTIONS ▾

Scheme Management

- Ensure the legislative framework and scheme processes remain effective.
- Improve scheme services through stakeholder engagement.
- Respond to significant and emerging scheme risks.

Regulatory Services

- Undertake compliance activities based on data and intelligence.
- Set clear regulatory expectations and monitor service provider performance.
- Foster knowledge and skill development across the scheme.
- Provide trusted advice and information.

Dispute Resolution

- Deliver effective and timely registry and dispute resolution services.
- Embed innovative approaches to dispute resolution and registry services.

Culture and Systems

- Attract, develop and retain staff with industry-leading skills.
- Build and maintain fit-for-purpose and secure information systems.
- Enhance the use of data and artificial intelligence.
- Optimise use and responsible sharing of information.

OUTCOMES ▶

- Injured workers receive adequate financial and other support.
- Employers understand their rights and comply with their obligations.
- Service providers reflect our expectations in their operations.
- The workers compensation scheme remains financially stable.
- Our people are adaptable and responsive to the dynamic needs of the scheme.



VISION

A workers compensation and injury management scheme that works for all.

PURPOSE

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

VALUES

Our values define what is important to us. These values underpin our interaction with Government, the community, stakeholders and each other.



Collaboration

- We work as a team.
- We value the contribution of others.
- We embrace a culture of open communication.



Excellence

- We are proactive, positive, flexible and act strategically.
- We recognise change is constant and it can bring opportunity.
- We build on opportunities.



Integrity

- We are trustworthy and accountable.
- We act in a consistent and impartial manner.
- We are transparent in decision making.



Respect

- We embrace diversity and individual differences.
- We seek to understand and recognise people's interests and rights.
- We are fair and prompt in our actions and dealings with others.



Service

- We are clear about what we deliver.
- We consider our customers and their needs.
- We commit, act and deliver.