

Corporate plan 2020–2024

Our vision is to be the best workers’ compensation insurer and make a positive difference to people’s lives.

Our purpose

We partner with and support our customers to keep Queenslanders working through:

- trusted partnerships that underpin our focus on return to work outcomes
- tailored quality experiences for workers and employers
- creating value for business through innovative and sustainable outcomes
- influencing and investing in injury risk reduction.

Our values

Excellence To deliver outcomes that are highly valued by our customers	Integrity To always do the right thing
Responsiveness To provide an experience that meets the individual needs of our customers	Respect To be considerate of the rights and dignity of everyone

Our customers

Our customers are injured workers and employers, supported by various stakeholder groups.

Challenges

- Maintain return to work rates, control costs and support customers in a challenging economic and financial environment, while maintaining a financially sustainable fund
- Emerging trends in claims including COVID-19, mental injuries, silicosis and other respiratory conditions
- Evolve the claims management model and the capability of our people to support the changing workforce and nature of injuries
- Engage with and influence customers and stakeholders to achieve mutually beneficial outcomes including a focus on minimising the risk of workplace injuries and improving the management of injuries and return to work
- Design and deliver products, services and experiences that are valued by our customers, now and in the future
- Continue to develop our technology base to ensure currency and alignment to a digital operating model
- Retain and grow our customer base
- Maintain an engaged, skilled, diverse, and capable workforce.