

# Motor Accident Insurance Commission Strategic Plan 2022-2026



**PURPOSE** We are here to boldly lead our scheme to create amazing outcomes.

**VISION** By 2026, claimants and motorists will benefit from improved experiences and outcomes through our leadership of an aligned, intelligent and empowering scheme.



## Risks

1. Failure of the scheme to respond to economic pressures, unethical practices and other external shocks.
2. Balancing the needs of diverse stakeholders.
3. Failure to keep pace with changing claimant requirements and experiences.

## Opportunities

1. Creating an agile and dynamic culture which responds to changes in our scheme.
2. Improved collaboration with stakeholders and scheme partners to deliver better services.
3. Leveraging emerging technologies for enhanced claimant understanding and service provision.

The agency supports the Government's objectives for the community:

- Good jobs: Good, secure jobs in our traditional and emerging industries
- Better services: Deliver even better services right across Queensland
- Great lifestyle: Protect and enhance our Queensland lifestyle as we grow

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



Making it for Queensland



Investing in skills



Backing our frontline services



Keeping Queenslanders safe



Connecting Queensland



Honouring and embracing our rich and ancient cultural history