Motor Accident Insurance Commission Strategic Plan 2022-2026



Revised 2024

PURPOSE

VISION

Improved

experience for

claimants, motorists

and stakeholders

We boldly lead our scheme to support injured claimants and motorists, while ensuring strong and efficient governance.

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

INNOVATION

- $\boldsymbol{\cdot}$ Develop faster and simpler systems and processes
- Support research focused on reducing the incidence and effects of road trauma
- Genuinely collaborate with and leverage strategic partnerships to deliver better outcomes
- Co-design initiatives that embed representative voices of claimants and motorists
- Best practice Nominal Defendant claims management

Smart and responsive regulatory functions

Performance indicator: Customer touchpoints via surveys and feedback channels indicate improved experience Performance indicator: Scheme data indicates reduced claims duration and earlier access to rehabilitation

A stable, fair and affordable scheme

- Empower a safe, capable and engaged team
- Cultivate a bold and innovative culture, championing our people as they deliver outstanding services
- Continuously enhance and grow innovative functionality to improve ways of working

- Sustain confidence through prudent financial management
- Leverage technology including Artificial Intelligence in innovative ways, rising to meet new challenges
- Harness data and insights to inform actions
- Effective systems, regulatory tools, techniques and practices

Performance indicator: Better regulatory decision making through improved quantity, quality and recency of compliance and scheme complaints

Performance indicator: Smarter and safer regulation delivered through increased digitisation of MAIC processes

Performance indicator: Responsive enforcement frameworks measured by a reduction in incidences of regulatory breaches, and illegal and fraudulent behaviour

A highly engaged team that strives for excellence

Performance indicator: Maintained high engagement levels reported in the Working for Qld survey

Performance indicator: Increased representation in our workforce of people with a disability and Aboriginal and Torres Strait Islander Peoples

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

IMPROVEMENT

Opportunities -

- 1. Developing a robust and dynamic workforce that consistently delivers high-quality services.
- 2. Improved collaboration and co-design with stakeholders to deliver better claimant outcomes and reduced incidence and effects of road trauma.
- 3. Leveraging emerging innovations and technologies to educate stakeholders, influence decision-making and improve outcomes for injured people.
- 4. Influence and invest in specific health systems to improve outcomes for seriously injured people.

Risks -

- 1. Failure to respond appropriately to economic pressures and unethical practices.
- 2. Failure to protect the agency's core information assets against cyber-attacks or data breaches.
- 3. Failure to provide a safe and supportive work environment to protect the wellbeing of our workforce and ensure excellence in service delivery.



The Motor Accident Insurance Commission and Nominal Defendant actively support the Government's objective for the community of fostering 'Safety where you live'. They do this by focusing on road trauma mitigation, early intervention and strong rehabilitation support, helping injured claimants and motorists recover from accidents.