

Motor Accident Insurance Commission Strategic Plan 2022-2026



Revised 2024

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

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



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

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.

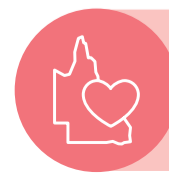
The agency supports the Government's objectives for the community:



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