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.



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

Improved experience for claimants, motorists and stakeholders





A highly engaged

team that strives

for excellence

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

INNOVATION

- 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

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

Smart and responsive regulatory functions



 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: Maintained high

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

Performance indicator:

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

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.
- Influence and invest in specific health systems to improve outcomes for seriously injured people.

Dicks

- 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