



# STRATEGIC PLAN 2023-28

## PURPOSE

**To empower and support South Australians impacted by work injury**

## OBJECTIVES

- 1** Support injured workers to realise the health and social benefits of work or being restored to the community where return to work isn't possible.
- 2** To provide a responsive and affordable work injury insurance scheme for South Australia that balances the interests of employers and injured workers.

## VISION

**A Return to Work scheme that works for people**

We care about injured workers and about employers

Capable, innovative and empowered workforce

Contemporary and insightful technology to support service delivery

Trusted, responsive and highly valued



## KEY METRICS

**RETURN TO WORK**

**INJURED WORKER AND  
EMPLOYER EXPERIENCE**

**PROACTIVE REGULATION**

**DISPUTE RESOLUTION**

**LEADERSHIP CAPABILITY**

**STAFF ENGAGEMENT**

**ENHANCE USER EXPERIENCE  
AND CAPABILITY**

**AVERAGE PREMIUM RATE**

**FUNDING RATIO**

## ENABLING FOCUS AREAS



### **INJURED WORKERS AND EMPLOYERS**

Improved experience and  
meaningful outcomes



### **PEOPLE/AGENTS**

A capable and empowered  
workforce within a service  
orientated and collaborative  
organisational culture



### **TECHNOLOGY**

Transform technology to drive  
efficiencies and accessibility to  
empower our people, injured  
workers and employers to deliver  
greater insights

## VALUES

We care about people and sustainability

We are inclusive and innovative

We listen to understand

We own our actions