



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 ORGANISATIONAL
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

Return to **work.**
Return to **life.**



Government of
South Australia