

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

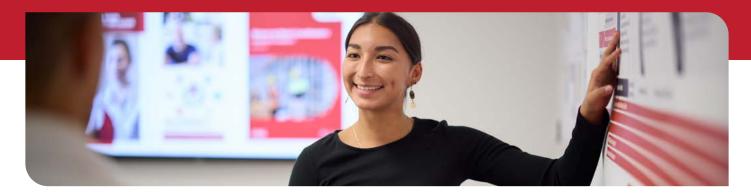
Capable, innovative and empowered workforce

Contemporary and insightful technology to support service delivery

Trusted, responsive and highly valued



OFFICIAL



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.**

