



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.

FULFILLING OUR PURPOSE

ReturnToWorkSA has a clear dual role to provide a sustainable insurance and regulatory service for people and businesses of South Australia. Leveraging our size is our strength, being large enough to have scale but small enough to be agile and adapt quickly to changing demands. Understanding the basis upon which we provide a competitive and sustainable service influences how we achieve strategic objectives and the capability required to succeed.

ReturnToWorkSA will actively manage the performance of the Scheme and work with stakeholders and our contractors to empower and support South Australians impacted by work injury. Our priorities are defined by the objects of the *Return to Work Act 2014* and the Return to Work Corporation of South Australia Charter and Performance Statement.

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

It is imperative to achieving our strategy that we continue to drive the performance of the Scheme. ReturnToWorkSA's key metrics are essential to delivering our Purpose and Objectives.

RETURN TO WORK	Actively support and facilitate injured workers to remain at and return to work
INJURED WORKER AND EMPLOYER EXPERIENCE	Deliver effective and timely services for injured workers and employers
REGULATION	A proactive regulatory approach that creates confidence in the scheme for injured workers, employers and other stakeholders
DISPUTATION	Timely and fair resolution of disputes
STAFF ENGAGEMENT	A culture of inclusion, innovation and wellbeing for ReturnToWorkSA and Agent staff
SUSTAINABILITY	Embed sustainability opportunities and risk management
ENHANCE ORGANISATIONAL CAPABILITY	Deliver empowering and insightful information to users of ReturnToWorkSA's systems that enables them to deliver greater value to injured workers and employers
AVERAGE PREMIUM RATE	Maintain premium affordability
FUNDING RATIO	Funding ratio within the target range
LEADERSHIP	Promoting connection to our purpose and values and the ongoing development of organisational culture required to deliver on our objectives

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



DIGITAL AND DATA

Enhanced technology, systems and data to optimise ReturnToWorkSA service delivery and performance

VALUES

We care about people and sustainability

We are inclusive and innovative

We listen to understand

We own our actions