

Queensland Government Insurance Fund (QGIF) Strategic Plan 2018-2021



Our Vision

Ensuring financial protection that makes Queensland stronger, fairer and safer



Our Purpose

Facilitate the management of WoG financial risk through identifying, providing for, and funding the States insurable liabilities



Our Values

- Professional and contemporary
- Prudent and trusted
- Innovative and solutions focused
- Customer focused

Our Core Services

• Insurance protection

• Claims management

• Insurance advice

Our Plan Goals



1. Deliver a compelling value proposition



2. Uplift internal capability



3. Review eligibility and investigate opportunities for expanded mandate



4. Embed a customer focused approach



5. Future-Ready QGIF

Strategies

- 1.1 Refresh independent research to demonstrate QGIF benefits/value proposition (VP)
- 1.2 Socialise the QGIF Charter with internal stakeholders (Treasury)
- 1.3 Develop branding/communication framework that supports the new VP
- 1.4 Drive an education & marketing strategy to promote QGIF VP (Government, Agency, Queensland, Staff)

- 2.1 Continue drive towards claims management Best Practice
- 2.2 Enhance skills / talent base, organisational structure, reporting lines and onboarding
- 2.3 Maximise Learning & Development opportunities for all staff - including mentoring and succession planning
- 2.4 Drive a one team high performing culture
- 2.5 Optimise systems, use of data and knowledge management to improve performance

- 3.1 Identify potential agencies not currently insured with QGIF that meet existing eligibility criteria
- 3.2 Research potential expansion opportunities and develop an options paper including eligibility criteria
- 3.3 Identify value-add potential e.g. new insurance products, research and other client value opportunities
- 3.4 Engage with Governance Committee regarding eligibility and mandate

- 4.1 Undertake ongoing influence scans of agency perceptions and expectations
- 4.2 Create a stakeholder journey map to enhance relationships between agencies and QGIF
- 4.3 Develop stakeholder relationship management systems and practices according to customer need
- 4.4 Review and enhance internal stakeholder management resources and skills

- 5.1 Establish environmental scanning to monitor trends for potential impacts/drivers of insurance demand
- 5.2 Understand the emerging trends and appropriate response required
- 5.3 Investigate and scope a proactive strategy to advance WoG data capture/analysis (including funding opportunities)

Our Key Risks & Opportunities

Positioning QGIF as a trusted adviser delivering value to all Agencies with a WoG focus

Optimising our human resources

Strengthening our value for stakeholders

Shaping technical solutions in an era of technological change/disruption

Our Success Measures

- Increase in service delivery
- WoG risk exposures well managed
- A strong and highly capable workforce
- Improved customer experience
- Best practice claims management