

# Queensland Government Insurance Fund (QGIF) Strategic Plan 2018-2021 (revised 2019)

<b>Our vision</b>	Ensuring financial protection that makes Queensland stronger, fairer and safer	<b>Our purpose</b>	For eligible agencies, facilitate the management of financial risk through identifying, providing for, and funding the state's insurable assets and liabilities	<b>Our core services</b>	<ul style="list-style-type: none"> <li>- Insurance protection</li> <li>- Claims management</li> <li>- Insurance advice</li> </ul>
-------------------	--	--------------------	---	--------------------------	---

<b>Objectives</b>	<b>Deliver a compelling value proposition</b>	<b>Uplift internal capability</b>	<b>Embed a customer-focused approach</b>	<b>Future-ready QGIF</b>	<b>Conduct eligible agency review</b>
<b>Strategies</b>	<ol style="list-style-type: none"> <li>1. Obtain independent research to demonstrate QGIF benefits/value proposition</li> <li>2. Embed the QGIF Charter and Success Plan</li> <li>3. Promote QGIF benefits and value to agencies</li> <li>4. Drive an education &amp; marketing strategy to promote QGIF value proposition within Treasury</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue drive towards best practice claims management</li> <li>2. Enhance skills/talent base and onboarding practices</li> <li>3. Establish a one team, high performing culture</li> <li>4. Optimise systems, use of data and knowledge management</li> <li>5. Provide a flexible, safe and respectful workplace</li> </ol>	<ol style="list-style-type: none"> <li>1. Undertake ongoing influence scans of agency perceptions and expectations</li> <li>2. Review the stakeholder journey map and implement improvements</li> <li>3. Develop stakeholder relationship management systems and practices</li> <li>4. Build internal stakeholder management resources and skills</li> </ol>	<ol style="list-style-type: none"> <li>1. Establish environmental scanning to monitor trends for potential impacts/drivers of insurance demand</li> <li>2. Understand, and act on emerging trends, where appropriate</li> <li>3. Investigate and scope a proactive strategy to advance woG data capture/analysis</li> </ol>	<ol style="list-style-type: none"> <li>1. Review eligible agencies not currently insured with QGIF and investigate potential cover</li> <li>2. Investigate potential value-add services e.g. new insurance products, research, risk management, and other client value opportunities</li> </ol>

## Our key opportunities

- Positioning QGIF as a trusted adviser to all agencies
- Optimising our human resources
- Strengthening our value for stakeholders
- Shaping technical solutions in an era of intense technological change/disruption

## Our values



Professional & contemporary



Innovative & solutions focused



Customer focused



Prudent & trusted

## Our success measures

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