Queensland Government Insurance Fund Strategic Plan 2023-26

Queensland Good jobs Better services Great lifestyle

Our vision

Ensuring financial protection that makes Queensland stronger, fairer and safer

Our purpose

For eligible agencies, facilitate the management of financial risk through identifying, providing for, and funding Queensland's insurable assets and liabilities

Our core services

Insurance protection | Claims management | Insurance advice

Strategic objectives

Deliver a compelling value proposition

- Embed the QGIF Charter and Success Plan
- Identify and embed best practice principles across all operational areas
- Customised coverage of Queensland's insurable assets and liabilities

Uplift internal capability

- Support and develop specialist skills and capabilities that align to our vision and purpose
- Develop modern systems and effective data analytic tools and processes
- Support wellbeing and promote a diverse, connected and inclusive workplace culture
- Embed a contemporary, tailored approach to managing psychosocial hazards that are unique to our team

Embed a customer-focused approach

- Enhance QGIF's reputation and position through effective inter- and intra-agency relations
- Position QGIF as a trusted advisor to insured entities and government
- Best practice engagement with agencies and service providers

Future-ready QGIF

- Monitor, understand and act on insurance trends and challenges that affect government or insured agencies
- Maintain and enhance a one-team high performing culture that builds capability and fosters accountability
- Active focus on understanding the key issues faced by our business and developing logical and efficient strategies to address them
- Design adaptive and streamlined business processes

Queensland Treasury's Five Key Shifts

Our key opportunities

- Positioning QGIF as a trusted adviser to all insured entities
- Delivering high quality advice to stakeholders
- Optimising our people, processes and technology

Our success measures

- Whole-of-government insurable risk exposures well managed
- A strong and highly capable workforce
- Improved service delivery and customer experience
- Best practice claims management
- Trusted insurance advisor to government and agencies
- Continued positive results overall and improvements in targeted areas of Working for Queensland survey

Queensland Government