

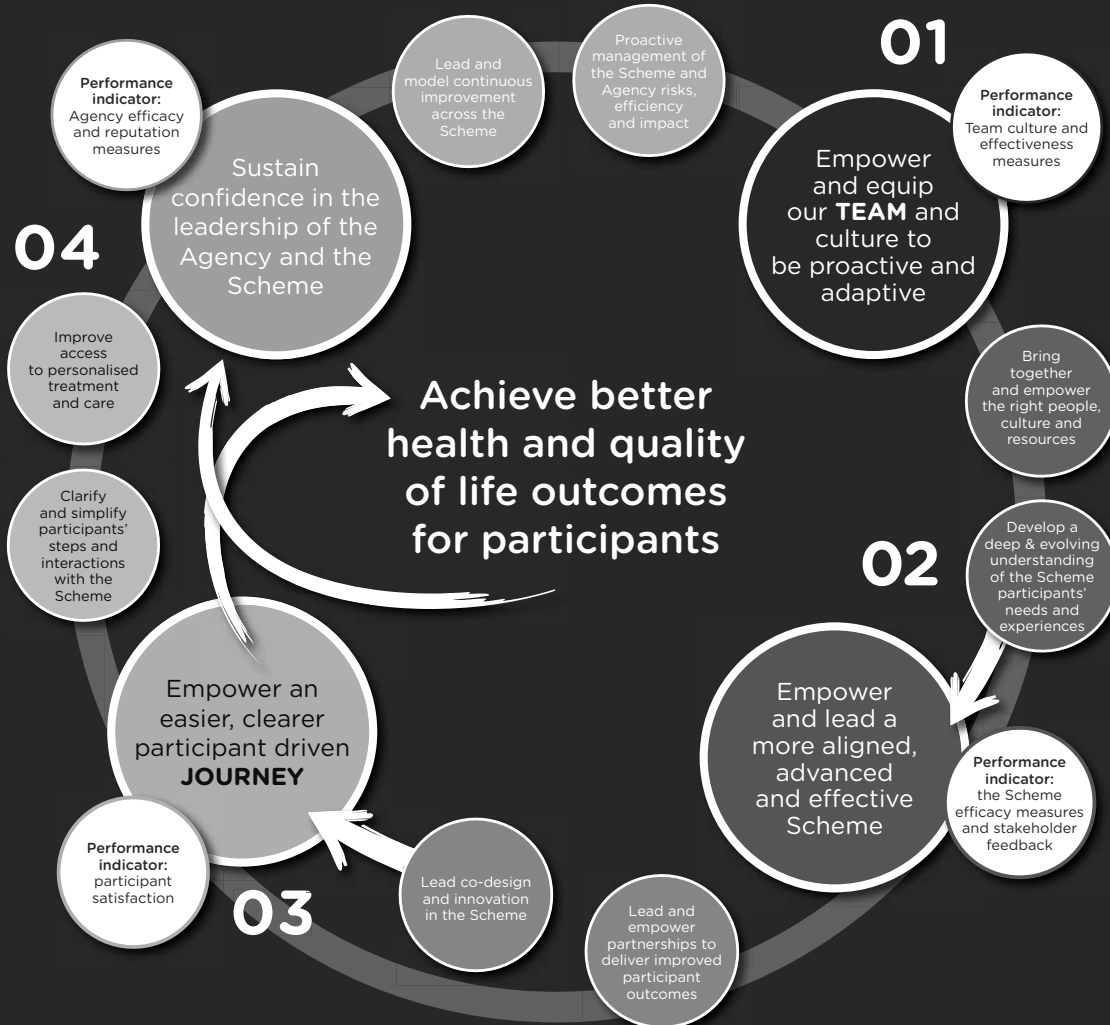
APPENDICES

National Injury Insurance Agency Queensland Strategic Plan 2022-2026



PURPOSE We are here to boldly lead our Scheme to create amazing outcomes for our participants.

VISION By 2026, our Scheme's participants will benefit from improved experiences and outcomes through our leadership of an aligned, intelligent and empowering Scheme.



Risks

1. Failure of the Scheme to respond to economic pressures, unethical practices and other external shocks.
2. Balancing the needs of diverse stakeholders.
3. Failure to keep pace with changing participant requirements and experiences.

Opportunities

1. Creating an agile and dynamic Agency culture which responds to changes in our Scheme.
2. Improved collaboration with stakeholders and Scheme partners to deliver better services.
3. Leveraging emerging technologies for enhanced participant understanding and service provision.

The Agency supports the Government's objectives for the community:

- Good jobs: Good, secure jobs in our traditional and emerging industries
- Better services: Deliver even better services right across Queensland
- Great lifestyle: Protect and enhance our Queensland lifestyle as we grow

We will respect, protect and promote human rights in our decision-making and actions



Making it for Queensland



Investing in skills



Backing our frontline services



Keeping Queenslanders safe



Connecting Queensland



Growing our regions



Honouring and embracing our rich and ancient cultural history



NATIONAL INJURY INSURANCE SCHEME, QUEENSLAND

Actuarial Certificate Outstanding claims liabilities at 30 June 2023

PricewaterhouseCoopers Consulting (Australia) Pty Ltd (PwC) has been contracted by the National Injury Insurance Agency, Queensland (NIISQ Agency) to make estimates of the outstanding claims liabilities as at 30 June 2023 of the National Injury Insurance Scheme, Queensland (NIISQ).

Data

PwC has relied on historical data and other quantitative and qualitative information supplied by the NIISQ Agency without audit or independent verification. We did, however, review this information for reasonableness and internal consistency, where possible. The accuracy of our results is dependent upon the accuracy and completeness of the underlying data.

Basis of Our Estimates

We have made central estimates of the outstanding claims liabilities, meaning that our assumptions have been selected to yield estimates that are not knowingly above or below the ultimate liabilities. Our estimates include allowances for:

- Future expected care costs for scheme participants (including participants incurred but yet to be reported) throughout their lifetime;
- Future inflation and discounting for the time value of money;
- Future mortality and injury severity improvements of participants; and
- A loading for future expenses to meet the cost of managing the outstanding compensation needs of incurred participants (including claims incurred but yet to be reported) as at 30 June 2023.

The estimates do not include any allowance for a risk margin as instructed by the NIISQ Agency.

Valuation Results

The PwC estimated liability for the NIISQ Scheme as at 30 June 2023 is \$3,683 million.

It is a decision for the NIISQ Agency as to the amount adopted in the accounts.

Uncertainty

There is inherent uncertainty of any estimation of outstanding claim liabilities including that contained in this certificate. Even despite the fact that the emerging participants and payments experience of the scheme has been used to undertake our work, there remains significant uncertainty arising from the still relatively new nature of the scheme, and the fact that the estimate provided in this certificate are still based to some extent on an analysis of a wide range of information, from a cross section of data sources. A large number of assumptions have been made in the development of our models, and only time will test the appropriateness of these assumptions.

In our judgement, we have employed techniques and assumptions that are appropriate, and we believe the conclusions presented herein are reasonable, given the information currently available.

PricewaterhouseCoopers Consulting (Australia) Pty Ltd, ABN 20 607 773 295
One International Towers Sydney, Watermans Quay, Barangaroo NSW 2000,
GPO BOX 2650 Sydney NSW 2001
T: +61 2 8266 0000, F: +61 2 8266 9999, www.pwc.com.au
Liability limited by a scheme approved under Professional Standards Legislation.



Valuation Report

Full details of data, methodology, assumptions and results are set out in our valuation report dated 04 August 2023.

Relevant Standards

Our estimates and reports were prepared in compliance with the Actuaries Institute's Professional Standard 302, which relates to estimation of outstanding claims liabilities.

The NISQ Agency have informed us that the financial statements are intended to comply with Accounting Standard AASB 137 which requires the determination of a best estimate.

A handwritten signature in black ink that reads 'Lisa Simpson'.

Lisa Simpson
FIAA
04 August 2023

A handwritten signature in black ink that reads 'Gavin Moore'.

Gavin Moore
FIAA
04 August 2023

APPENDIX 3 - GLOSSARY

Term/s	Definition
Act / NIISQ Act	<i>National Injury Insurance Scheme (Queensland) Act 2016.</i>
Attendant care	Paid personal care support services delivered in a participant's home or in their community.
Carer	A person who provides personal care, support and assistance to a participant.
CEO	Chief Executive Officer.
Compulsory third party (CTP) insurance	In Queensland, compulsory third party (CTP) insurance supports people injured in motor vehicle crashes and protects motor vehicle owners and drivers from being held financially responsible if they injure someone in a motor vehicle accident.
GM	General Manager.
Goals	The individual aspirational outcomes set by participants for themselves.
IM	Information Management.
Interim participant	People who have been accepted into the scheme for the defined participation period described in the <i>National Injury Insurance Scheme (Queensland) Act 2016</i> .
Lifetime participant	Participants who have been accepted into the scheme for the rest of their life.
Motor Accident Insurance Commission (MAIC)	The regulatory authority responsible for the ongoing management of the compulsory third party (CTP) insurance scheme in Queensland.
National Disability Insurance Scheme (NDIS)	The NDIS is a different scheme to NIISQ. NDIS provides support to people living with a disability. More information about the NDIS can be found on its website www.ndis.gov.au
National Injury Insurance Agency, Queensland (NIISQ Agency)	The Queensland statutory body that administers the National Injury Insurance Scheme, Queensland.
National Injury Insurance Scheme (NIIS)	The type of lifetime care scheme implemented in all states and territories in Australia. NIISQ is a type of NIIS that exists in Queensland.
National Injury Insurance Scheme, Queensland Fund (the NIISQ Fund)	The fund the NIISQ Agency manages to meet the cost of necessary and reasonable participant treatment, care and support now and throughout their lifetime, and NIISQ Agency operational expenses.
National Injury Insurance Scheme, Queensland Levy	Queenslanders pay for NIISQ via a levy in conjunction with CTP insurance premium and motor vehicle registration.
National Injury Insurance Scheme, Queensland (NIISQ)	The scheme implemented in Queensland to provide necessary and reasonable treatment, care and support to people who sustain a serious personal injury in a motor vehicle accident. In this annual report, NIISQ is also referred to as 'the scheme'.
Participant	A person who has applied and been accepted to participate in NIISQ.
Provider	Individuals or organisations who deliver treatment, care and support services to NIISQ participants.
QAO	Queensland Audit Office.
QUT	Queensland University of Technology.
RAC	Risk and Audit Committee.
Regulation	<i>National Injury Insurance Scheme (Queensland) Regulation 2016.</i>
Stakeholder	Those who are either affected by or can affect the activities of the NIISQ Agency, namely participants, government agencies, non-government organisations, hospital staff, allied health professionals and employees.
Study and Research Assistance Scheme (SARAS)	A scheme that provides financial and leave assistance for employees completing work-related study.
Support plan, MyPlan or MyNextPlan	A tailored plan written with the participant stating their goals, injury-related needs, and the necessary and reasonable treatment, care and support that NIISQ will fund. Each NIISQ participant has their own individual support plan.
Support Planner	NIISQ Agency professionals who assess, decide and monitor the provision of necessary and reasonable treatment, care and support and develop support plans for participants.
Treasury	Queensland Treasury.

APPENDIX 4 - COMPLIANCE CHECKLIST

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	Letter of compliance - Page 4
Accessibility	Table of contents	ARRs – section 9.1	Table of contents - Page 3
	Glossary		Appendix 3: Glossary - Page 76
	Public availability	ARRs – section 9.2	Inside front cover - Page 2
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	Inside front cover - Page 2
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	Inside front cover - Page 2
	Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	Inside front cover - Page 2
General information	Introductory Information	ARRs – section 10	About NIISQ - Page 6 The NIISQ Agency - Page 7 Our purpose and vision - Page 9
Non-financial performance	Government’s objectives for the community and whole-of-government plans/specific initiatives	ARRs – section 11.1	The NIISQ Agency - Page 7
	Agency objectives and performance indicators	ARRs – section 11.2	Report card - Page 19 Appendix 1: <i>Strategic Plan 2022-2026</i> - Page 73
	Agency service areas and service standards	ARRs – section 11.3	Not applicable
Financial performance	Summary of financial performance	ARRs – section 12.1	Financial: Summary of financial performance - Page 33
Governance – management and structure	Organisational structure	ARRs – section 13.1	People: Our organisational structure - Page 14
	Executive management	ARRs – section 13.2	People: Our leadership team - Page 13
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3	Not applicable
	Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	People - Page 13
	Human Rights	<i>Human Rights Act 2019</i> ARRs – section 13.5	Governance: Our strong commitment to human rights - Page 29
	Queensland public service values	ARRs – section 13.6	The NIISQ Agency: Our values - Page 10

Summary of requirement		Basis for requirement	Annual report reference
Governance — risk management and accountability	Risk management	ARRs – section 14.1	Governance: Risk management - Page 29
	Audit committee	ARRs – section 14.2	Governance: Risk and audit committee - Page 28
	Internal audit	ARRs – section 14.3	Governance: Internal and external accountability - Page 30
	External scrutiny	ARRs – section 14.4	Not applicable
	Information systems and recordkeeping	ARRs – section 14.5	Governance: Information systems and recordkeeping - Page 31
	Information Security attestation	ARRs – section 14.6	Not applicable
Governance — human resources	Strategic workforce planning and performance	ARRs – section 15.1	People - Page 11
	Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	People: Workforce profile - Page 14
Open Data	Statement advising publication of information	ARRs – section 16	Governance: Statistics - Page 32
	Consultancies	ARRs – section 31.1	https://data.qld.gov.au
	Overseas travel	ARRs – section 31.2	https://data.qld.gov.au
	Queensland Language Services Policy	ARRs – section 31.3	https://data.qld.gov.au
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	Certification of financial statements - Page 4 Management certificate - Page 68
	Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Independent Auditor's Report - Pages 69

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*