

ICT and Digital Strategy 2028



Acknowledgement of Country

Comcare acknowledges the Traditional Owners and Custodians of country throughout Australia and acknowledges their continuing connection to land, sea and community. We pay our respects to the people, the cultures and the elders past, present and emerging.



Healing Hands – by Dion Devow of Darkies Designs

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Introduction

CEO introduction

It is my pleasure to present to you the ICT and Digital Strategy 2028. This Strategy is designed to establish a robust, secure, and sustainable technical infrastructure, fostering resilience in the face of evolving challenges. Our aim is to facilitate seamless digital transitions for all clients and stakeholders, fostering adaptability and innovation to meet emerging needs and technological advancements.

This document serves the crucial purpose of delineating the strategic objectives and the pivotal role of technology, encompassing collective solutions, systems, and digital aspirations. These components are integral in realising Comcare's strategic plan and goals for the next four years.



Key Objectives

The ICT and Digital Strategy 2028 is poised to empower Comcare's Executive, staff, and technology teams to:

- Understand the future direction and aspirations for ICT and digital and how this aligns with broader strategic objectives of Comcare.
- Identify and prioritise initiatives in line with Comcare's collective vision, aimed at mitigating risks, enhancing business value, and refining ICT and digital experiences.
- Foster data-driven decision-making, guiding choices regarding the future direction of ICT and digital endeavours, taking into account factors such as cost, benefit, and effort.
- Define a clear roadmap for the execution of this Strategy and its associated dependencies over the next four financial years (FY25–FY28).

As we progress through the implementation phase, it is essential to acknowledge the dynamic nature of the ICT and digital domain. Recognising this, 2028 has been earmarked as a significant milestone in our strategic roadmap. This year will not only serve as a juncture to reflect on the achievements and learnings accrued over the implementation period but also as a crucial phase for reengagement and refreshing our future ICT and Digital Strategy. The decision to allocate 2028 as the year for this strategic refresh is informed by our commitment to continuous improvement and adaptability. It acknowledges the importance of staying abreast of emerging technological trends and the changing needs of our stakeholders.

I look forward to working with my colleagues in Comcare and our many collaboration partners to bring the ICT and Digital Strategy 2028 to life, an important program of work.

Greg Vines Chief Executive Officer

Our strategic operating context

Over the coming decade, our operating environment will present several challenges and opportunities for which Comcare needs to prepare. Below are the five change drivers.



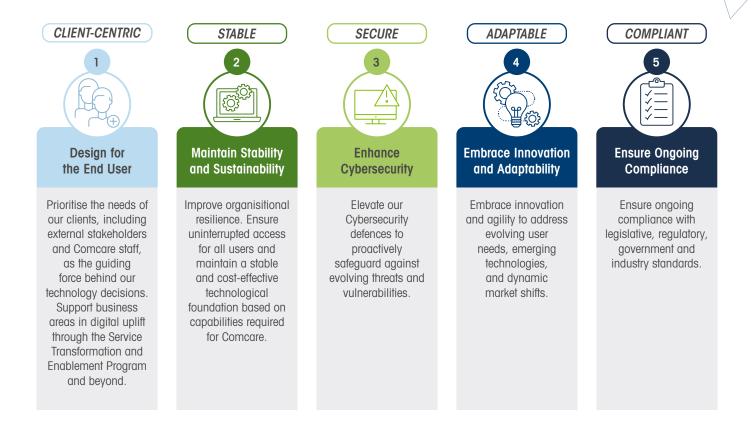
Our strategic priorities

The ICT and Digital Strategy 2028 will support Comcare to respond to these challenges and opportunities, while aligning with our ICT capability needs, digital objectives and strategic priorities over the next four years.

Our Strategic Priorities		Prevent work-related injuries	Be a leader in the prevention of psychological injuries in particular, and increase our influence, appropriately sharing insights to more effectively drive positive change with employers and employees
		Deliver better return to work outcomes	Improve return to work outcomes focusing on psychological injuries, influencing and collaborating to deliver support and interventions that better men the recovery needs of employees
Are enabled by	Sile Sile	Making data-driven decisions	Uplift technological capabilities to enable: > Easy access to meaningful insights from data that support both strategic decisions and day-to-day operations > Transparent and consistent engagement
		Uplifting leadership, effectiveness and efficiency	Reinforce the organisation's purpose, with impact through empowered leadership and decision making at all levels Optimise our governance, performance, funding and resource allocation models
	rer	Delivering client-centric services	Uplift our organisational capability to co-design and deliver services that anticipate and meet client needs and adapt to changing circumstances
Through		Earning and strengthening trust internally and with our stakeholders	Earning and strengthening trust and upholding our values to act with integrity and respect, strive to have a positive impact, and collaborate and innovate, are foundational to the way we work

Guiding principles

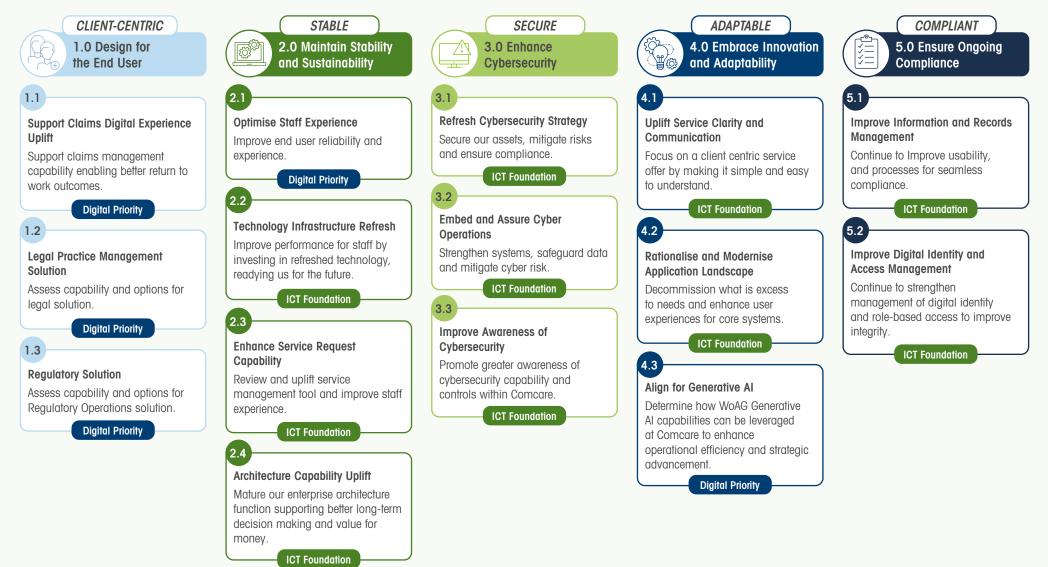
This Strategy anchors on the delivery of five core principles, from designing for the user, maintaining stability and sustainability, to enhancing cyber security, embracing innovation and ensuring ongoing compliance.





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These priorities are focused on enhancing the user experience, establishing consistent and standardised processes, being future ready, and achieving cost efficiency.



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