

Motor Accident Insurance Commission Strategic Plan 2018 — 2022

Our Aspiration

Ensuring Queensland benefits from the best Compulsory Third Party (CTP) insurance scheme in Australia: delivering financial protection for motorists; recovery for claimants; opportunity for service providers; and economic growth and skills building for the community.

Our Purpose

To regulate and improve Queensland's CTP insurance scheme; to monitor and make recommendations on Queensland's National Injury Insurance Scheme; and to manage the Motor Accident Insurance and Nominal Defendant funds for the benefit of the Queensland community.

To ensure the scheme is successful in the face of technological and social changes, we will have an exceptional capability in the following key focus areas:

Key Focus Areas

Strategic Intent

<p>1. Progressive</p> <p>Deliver a financially sound, 21st century CTP scheme</p>	<p>1.1 Maintain an affordable and efficient scheme for Queenslanders</p> <p>1.2 Focus on insurer efficiency and delivery (premium allowances, innovation)</p> <p>1.3 Develop capabilities to predict and respond to emerging technology innovations</p> <p>1.4 Be an enabler by allowing flexibility in our scheme</p>
<p>2. Authority</p> <p>Strengthen insurer supervision and compliance</p>	<p>2.1 Embed a dynamic insurer supervision regime</p> <p>2.2 Develop a sound framework for MAIC compliance audits</p> <p>2.3 Focus on benchmarking and continuous improvement</p>
<p>3. Champion</p> <p>Develop and promote best practice claims management</p>	<p>3.1 Focus on the prevention of unethical practices, including claim farming and fraud</p> <p>3.2 Encourage best practice claims management throughout industry</p> <p>3.3 Nominal Defendant to lead by example</p> <p>3.4 Ensure efficiency, honesty and fairness throughout the scheme</p> <p>3.5 Listen to claimants and deliver on process improvements</p>
<p>4. Informed</p> <p>Turn scheme information and insights into actions and outcomes</p>	<p>4.1 Develop a core strength in building partnerships with stakeholders</p> <p>4.2 Improve data analytics capability</p> <p>4.3 Increase community understanding of the CTP scheme</p> <p>4.4 Communicate insights in ways that best enable outcomes</p> <p>4.5 Commission and translate scheme research and innovation into scheme benefits</p>
<p>5. Engaged</p> <p>Create a positive workplace environment where our people are engaged, committed and highly capable</p>	<p>5.1 Develop/access existing core talent and capabilities</p> <p>5.2 Build a clear sense of purpose</p> <p>5.3 Ensure our people have the tools and skills required to fulfil their roles competently</p> <p>5.4 Focus on quality and innovation</p>

Our Key Challenges

- Emerging unethical practices
- Insurer non-compliance
- Maintaining premium affordability
- Evolving community expectations
- Emerging technology innovations

Our Success Measures

- Strong scheme performance with claimant benefits balanced against affordable premiums
- Motorist/claimant awareness and satisfaction
- MAIC/ND is financially sound and operating efficiently
- Robust insurer supervision regime
- A capable and well-respected team