

# Motor Accident Insurance Commission Strategic Plan 2018 — 2022

Revised 2019

## Our aspiration

Ensuring that Queensland benefits from the best Compulsory Third Party (CTP) insurance scheme in Australia.

Achieving this by 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 exceptional capability in the following key focus areas:

## Key focus areas

## Strategic intent

### 1. Progressive

Deliver a financially sound, contemporary CTP insurance scheme

- 1.1 Maintain an affordable and efficient scheme for Queenslanders
- 1.2 Develop capabilities to predict and respond to emerging technology innovations
- 1.3 Be an enabler by allowing flexibility and innovation in our scheme

### 2. Authority

Strengthen insurer supervision and compliance

- 2.1 Embed a dynamic insurer supervision and enforcement regime
- 2.2 Develop a sound framework for MAIC compliance audits
- 2.3 Focus on benchmarking and continuous improvement

### 3. Champion

Develop and promote best practice claims management

- 3.1 Focus on the prevention of unethical practices
- 3.2 Encourage best practice claims management throughout industry
- 3.3 Lead by example through the Nominal Defendant
- 3.4 Ensure fairness throughout the scheme
- 3.5 Listen to claimants and deliver process improvements

### 4. Informed

Turn scheme information and insights into actions and outcomes

- 4.1 Develop a core strength in building partnerships with stakeholders
- 4.2 Improve data analytics capability and use it to make informed decisions
- 4.3 Increase community understanding of the CTP insurance scheme and MAIC
- 4.4 Commission and translate research and innovation into scheme benefits

### 5. Engaged

Create a positive workplace environment where our people are engaged, committed and highly capable

- 5.1 Build a clear sense of purpose
- 5.2 Ensure that our people have the tools and skills required to fulfil their roles competently
- 5.3 Focus on quality, innovation and improvement
- 5.4 Provide a flexible, safe and respectful workplace

## Our key risks

- Failure to identify and respond to unethical practices resulting in premium increases
- Insurer non-compliance causing reduced competition
- Failure to maintain affordable premiums resulting in community backlash
- Poor monitoring of emerging technical innovations resulting in inadequate scheme coverage

## Our opportunities

- Emerging technology resulting in:
  - a) a reduction in motor vehicle crashes
  - b) improved recovery and rehabilitation options
  - c) improved reporting capability
- Increased collaboration with stakeholders resulting in improved data analytics

## Our success measures

- Claimant benefits balanced with affordable CTP insurance premiums
- Motorist and claimant awareness and satisfaction
- Financially sound and operating efficiently
- CTP Insurer compliance
- Internal stakeholder satisfaction

We support these Queensland Government objectives for our community:



### Be a responsive government

Providing easy-to-use services for motorists and people injured in motor vehicle crashes



### Create jobs in a strong economy

Stimulating economic growth through investment in local research bodies