

Motor Accident Insurance Commission Strategic Plan 2018 — 2022

Revised 2020

Vision

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; 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.

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

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

Objectives

1. Progressive

Deliver a financially sound CTP insurance scheme

Strategies

- 1.1 Maintain an affordable and efficient scheme for Queenslanders
- 1.2 Develop capabilities to predict and respond to emerging technology innovators allowing flexibility in our scheme
- 1.3 Embed a scheme health framework to reduce the economic cost and social impact of road trauma
- 1.4 Nominal Defendant is a model of best practice claims management, through prudent financial management in the CTP 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 Review industry practices to ensure benchmarking and continuous improvement

3. Champion

Develop and promote best practice claims management

- 3.1 Focus on the prevention of unethical practices through an insurer audit regime and monitoring the effects of the 2019 claim farming amendments on claim frequency
- 3.2 Encourage best practice claims management through the implementation of claims management standards
- 3.3 Ensure fairness throughout the scheme with consideration to the *Human Rights Act 2019*
- 3.4 Listen to claimants and deliver process improvements

4. Informed

Embed insights-enabled decision making that delivers value to motorists, claimants and the CTP insurance market

- 4.1 Increase community understanding of the CTP insurance scheme and MAIC through review and improvement of communication channels
- 4.2 Maintain core strength in building partnerships with stakeholders
- 4.3 Continue to improve data analytics capability and use it to make informed decisions
- 4.4 Commission and translate research and innovation into scheme benefits

5. Engaged

Create a positive workplace environment where our people thrive

- 5.1 Engage with key stakeholders to ensure organisational purpose is aligned
- 5.2 Ensure our people have the knowledge, tools and skills required to fulfil their roles competently
- 5.3 Focus on quality, innovation and improvement building and maintaining a sustainable innovation model
- 5.4 Provide a flexible, safe and respectful workplace

Our key risks

- ▶ Failure to identify and respond to adverse trends and practices resulting in poor scheme outcomes
- ▶ Unidentified non-compliance causes adverse scheme outcomes
- ▶ Failure to identify and respond to issues of non-compliance damaging the integrity of the scheme

Our opportunities

- ▶ Emerging technology resulting in:
 - a) reduction in motor vehicle crashes
 - b) a simplified claims and motorist process
 - c) a digitised lodgement process
- ▶ Increased collaboration with stakeholders resulting in improved data analytics
- ▶ Improved reporting capability leading to improved monitoring and insights

Our performance indicators

- ▶ Affordable CTP insurance premiums
- ▶ Claimant benefits greater than scheme delivery costs
- ▶ Timely resolution of claims and CTP Insurer compliance
- ▶ Integrity and trust of our scheme measured through feedback from our stakeholders
- ▶ Scheme responds to change through a robust quarterly premium setting process and dynamic stakeholder engagement

We contribute to the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities by:



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