



# CTP Scheme Update

Neil Singleton – Insurance Commissioner

*‘Walking in Another’s Shoes’*

Queensland AILA Insurance Intensive

17 June 2021



# QLD CTP Scheme: Stable, fair and affordable...

- Timely access to common law damages
  - Majority of cases settle at or prior to a compulsory conference
- With access to early rehabilitation and treatment
  - MAIC and insurer focus on assisting with a return to work (rtw) outcome
  - Currently over 80% of claimants achieve a rtw before settlement
- And no-fault entitlements for catastrophic injury cases through NIISQ
  - Almost 400 participants have accessed the scheme since July 2016
- No evidence of super-imposed inflation (actuarial term meaning all is stable)

# CTP Scheme Snapshot

Total premiums collected (2019-20)\*

**\$1.68B**

\* Includes levies and admin fee



Total number of  
registered vehicles in  
Queensland as at  
31 March 2021

**4.45M**

New  
Claims

**7,037**  
(2019-20)

Class 1  
premium  
\$343.20

2020-21 Annual levies per vehicle (Class 1)

Statutory  
insurance  
scheme levy  
**\$1.50**

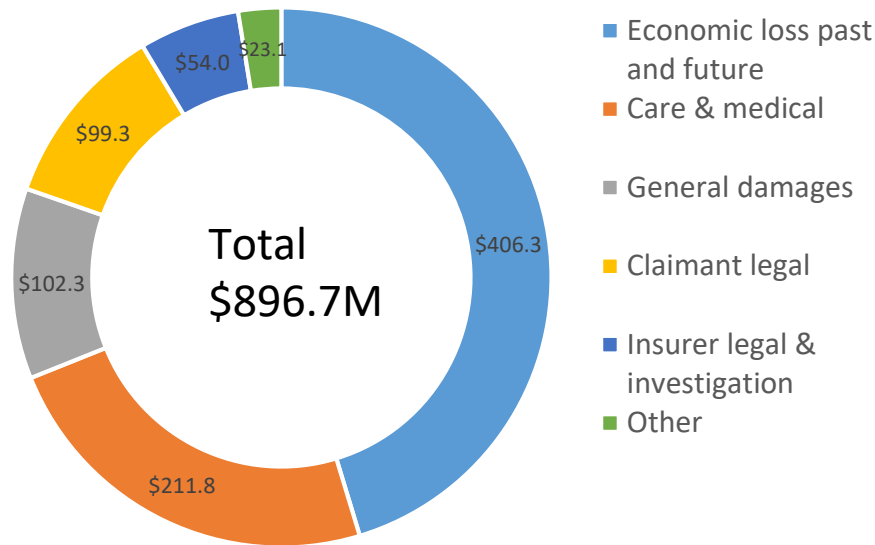
Nominal  
Defendant  
levy  
**\$8.45**

NIISQ levy  
**\$90.50**

DTMR  
admin fee  
**\$8.00**

Hospital and  
emergency  
services levy  
**\$18.15**

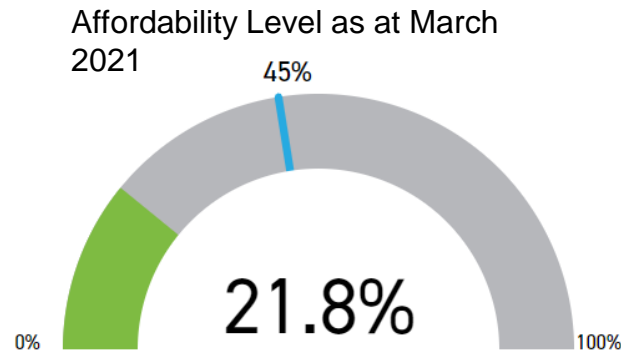
Heads of Damage \$M – March 2021



# Scheme Affordability and Efficiency

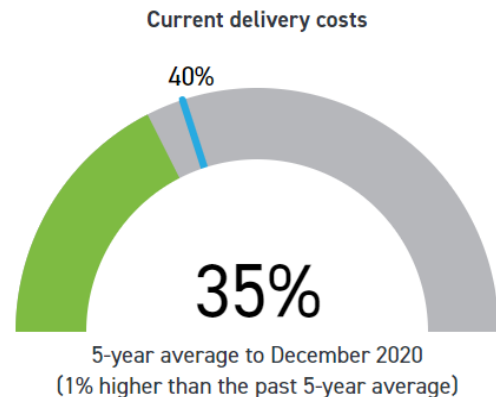
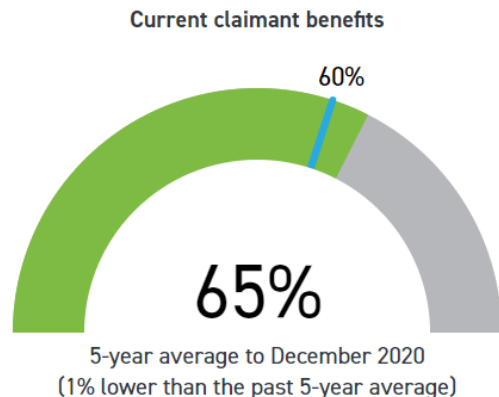
## Scheme Affordability

- Queensland CTP premium continues to be most affordable in mainland Australia.
- From 1 January to 31 March 2021, the Class 1 premium was 21.8 per cent of AWE



## Scheme Efficiency

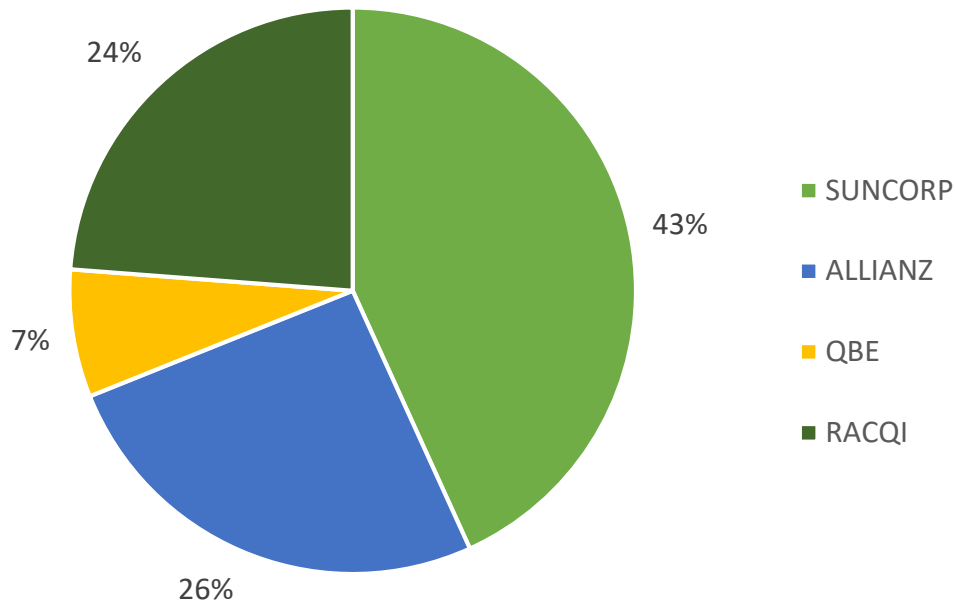
- Measures the proportion of CTP premium paid as a benefit to or for claimants
- Delivery cost includes insurer administration costs and profit



# Current market share

Four licensed insurers –

- Market shares fairly stable
- Suncorp remain the largest
- RACQ steadily increasing



April 2021 (3 month rolling average)

# Quarterly CTP scheme insights

## Scheme knowledge centre

Our interactive Knowledge Centre is your new hub for the latest available information on all things MAIC in Queensland.

### CTP scheme

Find out more about Queensland's Compulsory Third Party (CTP) scheme.

CTP insurance in Queensland protects motor vehicle owners, drivers and passengers from being held financially responsible if they injure someone in a motor vehicle accident. It also enables the injured person to claim fair and timely compensation for their injuries and access prompt and reasonable medical treatment and rehabilitation.

### About MAIC

Motor Accident Insurance Commissioner

Contact us

Complaints and feedback

Our response to COVID-19

## Queensland's CTP scheme

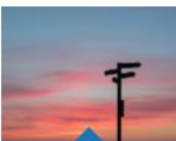
In this section



CTP scheme overview



Legislation



Scheme reforms



Visit Queensland's CTP Scheme

## Trends, insights and reports

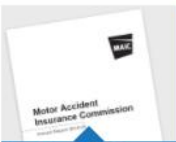
In this section



CTP Scheme Insights



Strategic Plan (PDF, 117.34 KB)



Annual Report 2019-20



Visit trends, insights and reports

## CTP fraud and scams

In this section

In this section:

Overview

Affordability

Efficiency

Fairness

Responsiveness

## Quarterly CTP Scheme Insights: Jan-Mar 2021

### Overview

The first quarter of 2021 saw Queensland's CTP insurance scheme continue to perform well to meet the needs of motorists and people injured in motor vehicle crashes.

From January to March 2021:

- our CTP insurance scheme remained efficient and affordable
- the number of claims lodged each quarter remained lower than before we introduced car crash scanner ('claim farming') legislative reforms
- we enhanced our online form for CTP insurance claims following user feedback and saw increased adoption.

In the upcoming quarter, we will:

- our strong emphasis on deterring car crash scamming
- continue to examine how digital forms will improve the process of requesting or managing rehabilitation requests, reimbursement requests and treatment plans
- complete our audit of rehabilitation management by licensed CTP insurers.

Explore our graphs below to learn more about our scheme's performance.

Stay in the loop

- Sign up to our newsletter
- View a PDF version (PDF, 778KB)
- Provide your feedback

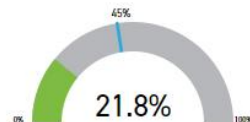
Tip: When viewing this report on a smaller screen, click the labels on our graphs to view them at a larger size.

Switch to table view

### Affordability

Affordability level

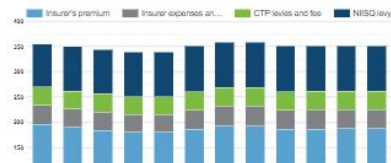
CTP insurance premiums remained consistently affordable to Queensland motorists despite minor changes in underlying economic factors. From 1 January to 31 March 2021, the Class 1 premium (\$351.40) was 21.8 per cent of Average Weekly Earnings.



Note:  
Class 1 premium as at 31 March 2021 (\$351.40) is 21.8% of Average Weekly Earnings (\$1,615.40).  
The affordability level compares the Class 1 premium to the Queensland full-time adult person's ordinary time weekly earnings in the original context (produced by the Australian Bureau of Statistics), at the end of the underwriting period.  
The affordability index sets the benchmark for affordability level. If it exceeds the index (40%), MAIC is required to prepare a report to the Treasurer.

### CTP premium breakdown

CTP insurance premiums remained stable against a backdrop of uncertainty surrounding COVID-19.



# Quarterly newsletter

## Quarterly newsletter

MAIC Motor Accident Insurance Commission

### CTP Scheme Insights Jan - Mar 2021



#### Dear colleagues

View our latest [CTP Scheme Insights](#) report to see how we continued to deliver CTP insurance scheme for Queensland in the first quarter of 2021. Thank you for your support to people injured in motor vehicle crashes and to keep CTP insurance affordable for Queensland motorists.

I'd also like to share the news that we've launched a [new phone number](#) to make it easier for you to get in touch. You can now contact us by dialing **1800 CTP QLD (1800 28 28 28)**. We'll be grateful if you could please update your records to reflect our new free-call phone number.

Kind regards,

**Neil Singleton**  
Insurance Commissioner  
Motor Accident Insurance Commission



#### Art and storytelling spreads the word

Discover our partnership with First Peoples' representatives that uses art and storytelling to promote safe driving and recovery after a crash.

[Read more](#)



#### Return-to-work program paves the road to recovery

Check out the MAIC-funded program that's getting Queenslanders back into the workforce after injury from a motor vehicle crash.

[Read more](#)



#### Improving the claim experience

Our mission to improve the experience of managing CTP insurance claims continues. Get the latest updates on our online claim form, and online rehabilitation and reimbursement requests.

[Read more](#)



#### Behind the wheel of Australia's most automated vehicle

Join Insurance Commissioner Neil Singleton as he sits in the driver's seat of Australia's most automated vehicle.

[Read more](#)

Home | Site map | Contact us | Help | Search

injured people | For service providers | Forms and guidelines | Scheme knowledge centre | About

ers return to work and fast-track their recovery

## MAIC helps Queenslanders return to work and fast-track their recovery

A motor vehicle crash can have devastating impacts on an individual, including their social functioning, mental and physical wellbeing, and capacity to work. Research reveals that 'good work' can improve an individual's physical and psychological health and wellbeing. Returning to work can also aid recovery and shorten the duration of treatment or rehabilitation.

What do we mean by 'good work'? The Australasian Faculty of Occupational and Environmental Medicine says it's where employees have autonomy, control, task discretion, and job security.

Some people who are injured in motor vehicle crashes need assistance to return to work due to the severity of the injury or the nature of their work. The Motor Accident Insurance Commission (MAIC) helps people to return to work by providing insurance coverage for the worker and their host employer throughout a return-to-work trial.

Workers are supported to trial a graduated return to their previous role, train for an alternative job, or train for an alternative job with a different employer. The return-to-work program is an agreement where the individual, rehabilitation provider and CTP insurer work in partnership to support the worker's return.

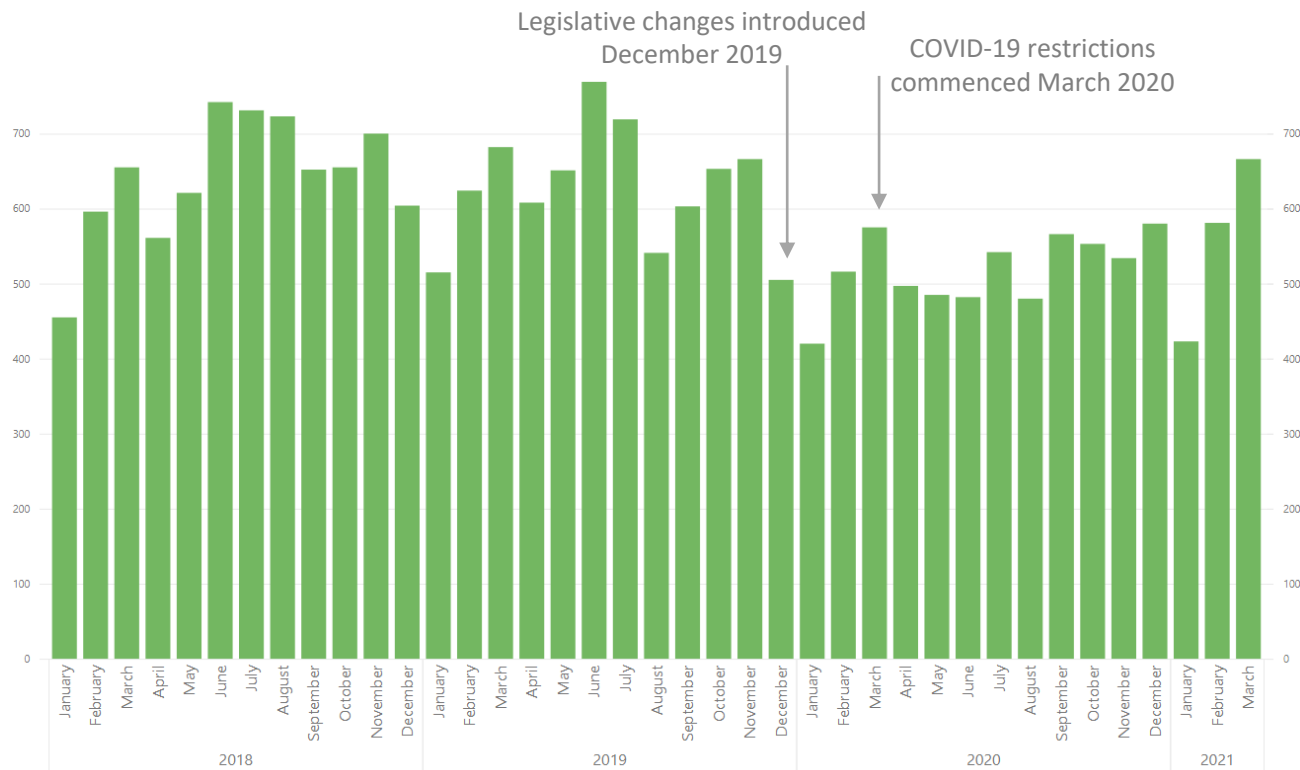
Insurance Commissioner Neil Singleton says the program is an integral part of MAIC's role in helping people to recover from injury sustained in motor vehicle crashes.

"People who return to work, even in a reduced capacity at first, have been shown to recover more quickly and fully than people who have more time off work," Mr Singleton explains.

"Return-to-work programs help individuals to return to the workplace in a safe and supported manner that builds their capacity and confidence."



# Claims added per month



Claims added per month. Data to 31 March 2021

**633** Pre-reform

Average new claims added to the scheme per month

**525** Post-reform

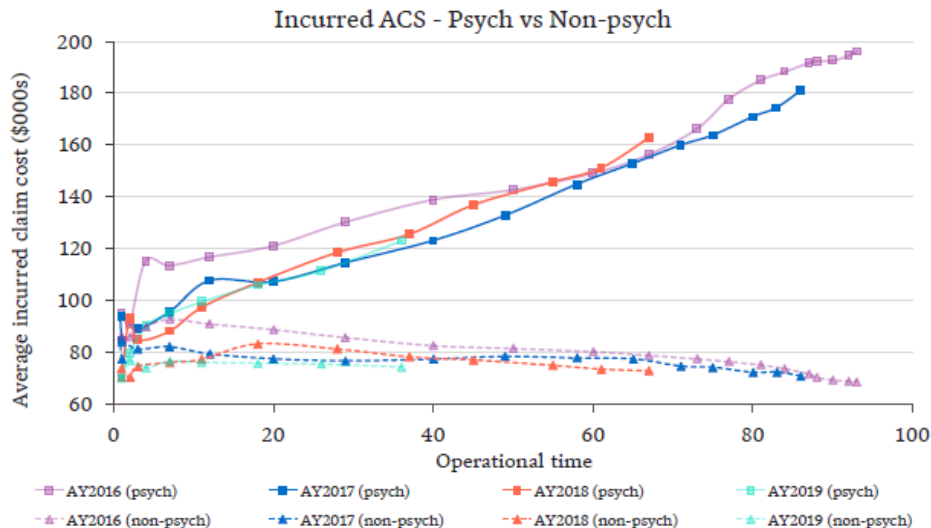
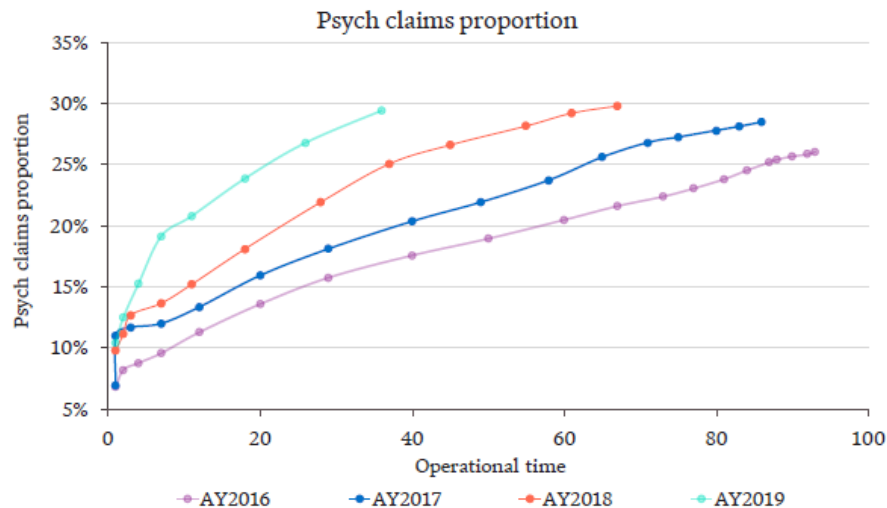
Average new claims added to the scheme per month

**557** 2021 claims

MAIC is closely monitoring the increase in average new claims added per month in 2021



# Psychological Injury Claims



Proportion of claims involving 'secondary psychological injury' have increased. Primarily anxiety rather than PTSD. A range of factors appear to be contributing to this. How insurers respond is also a factor.



# Claim farming reforms and Fraud Referrals



# Claim Farming Offence provisions – a quick recap

- Reforms commenced December 2019
- Part 5AA – applies to referrals of claims and contact to solicit or induce claims
- Two offences
  - Section 74 - Giving or receiving consideration for claim referrals
  - Section 75 – Approach or contact for the purpose of making a claim
  - Penalties – maximum 300 penalty units per breach plus s77 impact if convicted
- Applies within and outside Queensland (s.80)



Car crash scamming is now a crime. Hang up. Report.



# Legal practice certificate (LPC) requirements

- Obligations for legal practitioners to certify that
  - they have not engaged in claim farming; and
  - have complied with the 50/50 rule – includes interstate law practices
- Certificate required to be given:
  - at commencement of claim
  - when new legal practice is engaged
  - upon settlement or judgment
- Penalty for non-compliance maximum **300 penalty units**
- Compliance rates now very good after some 'teething problems'



Car crash scamming is now a crime. Hang up. Report.



# Current Claim Farming Investigation status

- Increased analytical and investigation capabilities
- Regular sharing of information
  - With insurers
  - With QLS and ALA
- Proactive communication strategy

19

notifications last  
quarter (Feb-April)

21 Inactive

(12 referred to  
investigators for  
statements but  
didn't proceed)

9

Resolved

45

Active investigations

26

No Further Action  
or Watching Brief

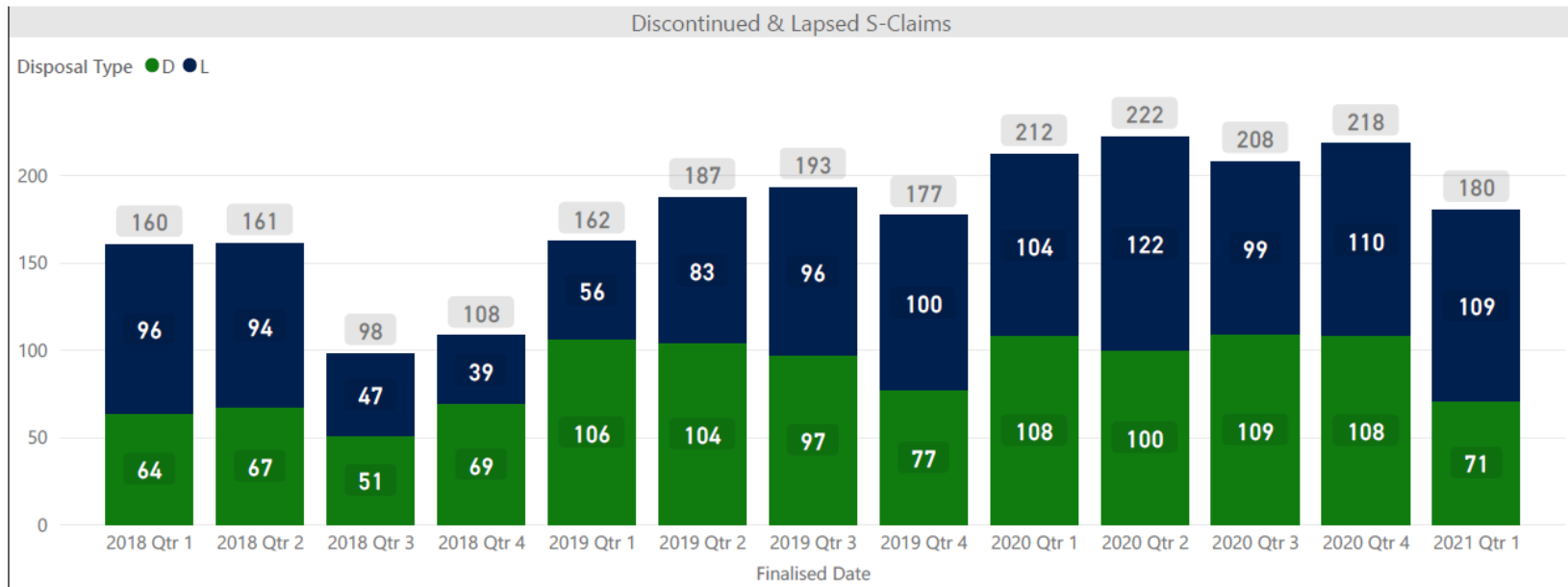
101

investigations  
since inception

27

of 45 active investigations referred for  
formal statements (24 to external  
investigators, 3 to external lawyers)

# Discontinued and Lapsed Claims



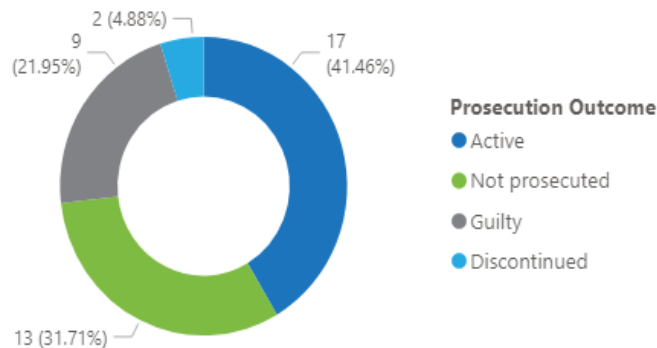
## Discontinued & Lapsed S-Claims:

- Quarter 1 2021 decreased 17% from the previous quarter, and was 15% lower than same period last year.
- Lapsed claims decreased by 1 from last quarter.
- Discontinued claims decreased 35% from last quarter.

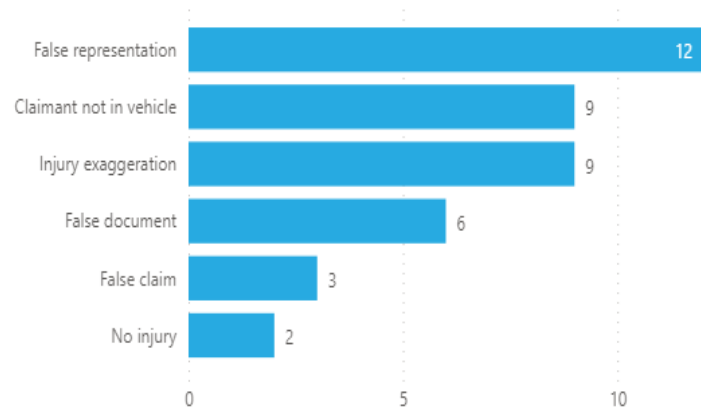
# Claimant Fraud Referrals and Prosecutions

- 41 fraud referrals sent to MAIC by insurers in the past two years
  - 9 guilty verdicts, 17 cases remain active, 15 cases closed

Number of fraud referrals by prosecution outcome




Number of fraud referrals by case type







# Communicating to deter fraud

**Motor Accident Insurance Commission**  
June 2 at 10:33 AM · 🌐

**BUSTED** 🤖👮👮  
A claimant was charged last month with attempts to defraud an insurer and to deliberately mislead an insurer after seeking compensation for injuries sustained in two motor vehicle accidents in 2016 and 2017.  
During the four-day trial, it was revealed the claimant made false and misleading representations that were proved in Court when CCTV footage from a fitness gym and Instagram posts evidenced the claimant performing activities inconsistent with their representations.  
MAIC is committed to preventing fraud to ensure CTP insurance premiums remain affordable for motorists and the scheme can continue to support those people who are genuinely injured.  
Read about our other fraud cases on our MAIC website:  
<https://bit.ly/3vHEh3r>



**Motor Accident Insurance Commission**  
Home | Site map | Contact us | Help | Search 

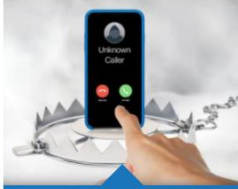
[Home](#) | [For drivers](#) | [For injured people](#) | [For service providers](#) | [Forms and guidelines](#) | [Scheme knowledge centre](#) | [About](#)


MAIC > [Scheme knowledge centre](#) > CTP fraud and scams


**In this section**  
[Scheme knowledge centre](#) ▾  
[Queensland's CTP scheme](#)  
[Trends, insights and reports](#)  
**CTP fraud and scams**  
[Research and grants](#)  
[Latest news](#)

## CTP fraud and scams

Learn how to identify and avoid CTP insurance scams or fraud and the action MAIC is taking prevent it.

**Hang up on car crash scammers**

**Report a car crash scammer**

**CTP fraud**


[Scheme reports](#)  
[Automated vehicles](#)  
[Interstate CTP authorities](#)  
**Trends, insights and reports** ▾  
[CTP Scheme Insights](#)  
[CTP insurer market share report](#)  
[Independent scheme actuary reports](#)  
[Corporate publications](#)  
[Presentations](#)  
**CTP fraud and scams** ▾  
[Hang up on car crash scammers](#)  
[Report a car crash scammer](#)

### What is CTP fraud?

Making misleading statements, giving misleading information to insurers or exaggerating your injury in your CTP insurance claim is fraud. CTP claims fraud also includes staging a fake motor vehicle crash, intentionally misrepresenting facts, providing false documents or manipulating the claims process for financial gain.

### What it means for you

Undetected fraudulent claims add to the cost of CTP insurance which is paid by all Queensland motorists when renewing their motor vehicle registration. When people lodge dishonest claims, it takes focus away from people who are genuinely entitled to compensation and treatment. Reporting fraud can help prevent these adverse effects.





# Key Initiatives



# Digital claims initiative

## Our mission

- To empower claimants and providers to manage CTP insurance claims more efficiently through the end-to-end journey



## Our journey

- Co-design and collaboration with industry stakeholders and claimants started Feb 2020
- Workshops, webinars, direct engagement and feedback sessions
- Explore ways to prove identity, overcome the need for a 'wet signature'
- Continued innovation and improvement focus through our *MAIC innovation roadmap*.

# Digital claims initiative



## Online claim form (eNOAC)

To support claimants to submit a compliant claim form more quickly and easily



## Online medical certificates

To improve the timeliness and accuracy of medical certificates for CTP claims



## Online treatment plans

To enable rehabilitation providers to provide treatment plans to CTP insurers more easily and quickly



## Online rehabilitation / reimbursement requests

To help claimants to access the support they need to recover from injury more efficiently



## Injury coding automation

To improve speed and accuracy of injury coding to build efficiencies in claim processing and PIR/MAIC data reporting



## Centrelink clearances

To reduce the time between claim settlement and finalisation so claimants get their funds faster





# First Peoples' and the CTP scheme

## Our challenge

- First Peoples are overrepresented in road trauma for serious injuries and fatalities
- We don't collect CTP scheme data on whether people identify as First Peoples
- But evidence suggests low access by First Peoples to the CTP insurance scheme

## Our mission

- Build awareness of the Queensland CTP insurance scheme as a safe and supportive system for First Peoples
- Take action to make the scheme pathways safe and respectful
- Invest in initiatives to keep First Peoples safe on Queensland roads.

*Excerpt of artwork by Uncle Paul Calcott: Drive safe, drive deadly.*



# First Peoples' and the CTP scheme – Our Initiatives

1. **Cultural safety:** Ongoing review of CTP insurance processes to provide opportunities for First Peoples injured in motor vehicle accidents to identify and seek cultural support with accessing treatment, rehabilitation, compensation and financial support for their losses
2. **Support the claim pathway:** Partnering with Uncle Paul Calcott and the Aboriginal and Torres Strait Islander Legal Service Queensland to develop and build awareness of culturally safe ways to seek legal support if you have been injured in a motor vehicle crash and require help lodging a CTP claim
3. **Safer drivers and road users:** Partnering with Uncle Paul Calcott to develop an animation and promotion video encouraging First Peoples to **“Drive Safe, Drive Deadly”**. Funding the PCYC Braking the Cycle Napranum Pilot. Funding the reviewed DTMR ‘Indigenous Licensing Strategy’
4. **Better health & community outcomes:** Engaging Griffith University to deliver a 3 year research program to identify factors impacting on First Peoples in the CTP scheme and their recovery
5. **Cultural capability:** Coordinating cultural competency training for CTP insurance claims staff with Avelina Tarrago, Barrister and President of the Indigenous Lawyers Association of Queensland



NIISQ



# NIISQ overview

## 361 active participants

150 lifetime

211 interim

50 active workers (Chapter 4A)

Open cases:



**276**

Traumatic brain injury



**68**

Spinal cord injury



**7**

Permanent  
injury to the  
brachial  
plexus



**9**

Multiple or high-  
level limb  
amputations



**1**

Permanent  
blindness  
caused by  
trauma

- 145 participants with a CTP claim (58 lifetime)
- 51 participants with preservation rights

# Areas of focus

- More common law related cases now reaching settlement stage
- *Taylor v The National Injury Insurance Agency Queensland [2020] QSC 132*
  - Clarified role of the Agency in case management
- *Walters v Roche & Anor [2020] QSC 319*
  - Implications for NIISQ even though it wasn't a party to the case
- Exploring opportunities for collaboration on CTP-NIISQ cases
- Legislative reform effective 4 June...dissolved Board and replaced CEO

# Wrapping up

- Continued focus on scheme affordability and fairness
- Ensure ongoing effectiveness of 2019 claim farming reforms
- Expand claim digitisation processes
- Ongoing focus on innovation and improvement
- Better alignment between CTP and NIISQ schemes





# Thank you

Stay connected with us



1800 CTP QLD (1800 287 753)



Motor Accident Insurance Commission



@maicqld