

Motor Accident Insurance Commission Strategic Plan 2018 — 2022

Revised 2021

Our vision

Ensuring Queensland benefits from the best compulsory third party (CTP) insurance scheme in Australia

By delivering affordable 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 the National Injury Insurance Scheme Queensland; 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 delivering the following objectives:

Objectives	Strategies	Key performance indicator
<div>1. Progressive</div> <div>Deliver a financially sound CTP insurance scheme.</div>	<div>1.1 Monitor the CTP insurance scheme health framework and regulate accordingly to ensure the scheme remains stable, fair and affordable.</div> <div>1.2 Develop and deliver customer focused, digitally enabled, integrated services that are faster and more efficient for citizens and businesses to access.</div> <div>1.3 Prudently manage the Motor Accident Insurance and Nominal Defendant funds.</div>	<div>Premiums are affordable and respond to change through a robust quarterly premium setting process and dynamic stakeholder engagement.</div>
<div>2. Authority</div> <div>Strengthen insurer supervision and compliance.</div>	<div>2.1 Continue to monitor insurer performance through a dynamic insurer supervision and enforcement regime.</div> <div>2.2 Review and benchmark industry performance for continuous improvement.</div> <div>2.3 Maintain a sound prudential regime via engagement with peak regulatory bodies.</div>	<div>Improved performance across industry measured through industry adoption of audit recommendations.</div>
<div>3. Champion</div> <div>Develop and promote best practice claims management.</div>	<div>3.1 Focus on the prevention of unethical practices, including through monitoring and investigating claim farming (car crash scamming) activity.</div> <div>3.2 Encourage best practice claims management through the implementation of clear standards and guidelines for insurers.</div> <div>3.3 Model best practice claims management through the Nominal Defendant.</div>	<div>Claimant benefits greater than scheme delivery costs.</div>
<div>4. Informed</div> <div>Embed insights-enabled decision making that delivers value to motorists, claimants and the CTP insurance market.</div>	<div>4.1 Continue to improve data analytics capability and use it to make informed decisions.</div> <div>4.2 Target investment on identified research and grants priorities and effectively translate into scheme benefits.</div> <div>4.3 Build trust in our relationships with key stakeholders through listening and delivering process improvements.</div>	<div>Engaged stakeholders measured through the delivery of insightful reports and positive stakeholder feedback.</div>
<div>5. Engaged</div> <div>Create a positive, engaged community of internal and external stakeholders.</div>	<div>5.1 Improve community understanding of CTP insurance through accessible and engaging communication and education.</div> <div>5.2 Focus on quality stakeholder engagement to encourage and promote innovation and improvement across the CTP insurance scheme.</div> <div>5.3 Provide a flexible, safe and respectful workplace where our people have the knowledge, tools and skills to fulfill their roles.</div>	<div>Responsive and targeted engagement to increase stakeholder awareness and understanding of CTP insurance.</div>

Our key risks

- ▶ Failure to identify and respond to unethical practices resulting in premium increases and poor claimant experiences.
- ▶ Failure to identify and respond to issues of non-compliance, damaging the integrity of the scheme.
- ▶ Scheme failure to respond to environmental or external shocks.

We contribute to the government's objectives for the community, *Unite and Recover – Queensland's Economic Recovery Plan* by:



Backing our frontline services

Delivering world-class frontline services in key areas such as health, education and community services through reasonable funding of road trauma related public services.



Investing in skills

Ensuring Queenslanders have the skills they need to find meaningful jobs through investing in driver licensing initiatives and back to work programs.

Our opportunities

- ▶ Emerging technology resulting in:
 - a) a reduction in road trauma
 - b) simplified motorist processes
 - c) simplified and digitally enabled claimant processes.
- ▶ Increased collaboration with stakeholders resulting in broader data sets and improved data analytics.
- ▶ Improved reporting capabilities leading to better monitoring, insights and decision making.