



Defining, measuring and monitoring scheme health

PIEF Conference

July 2021

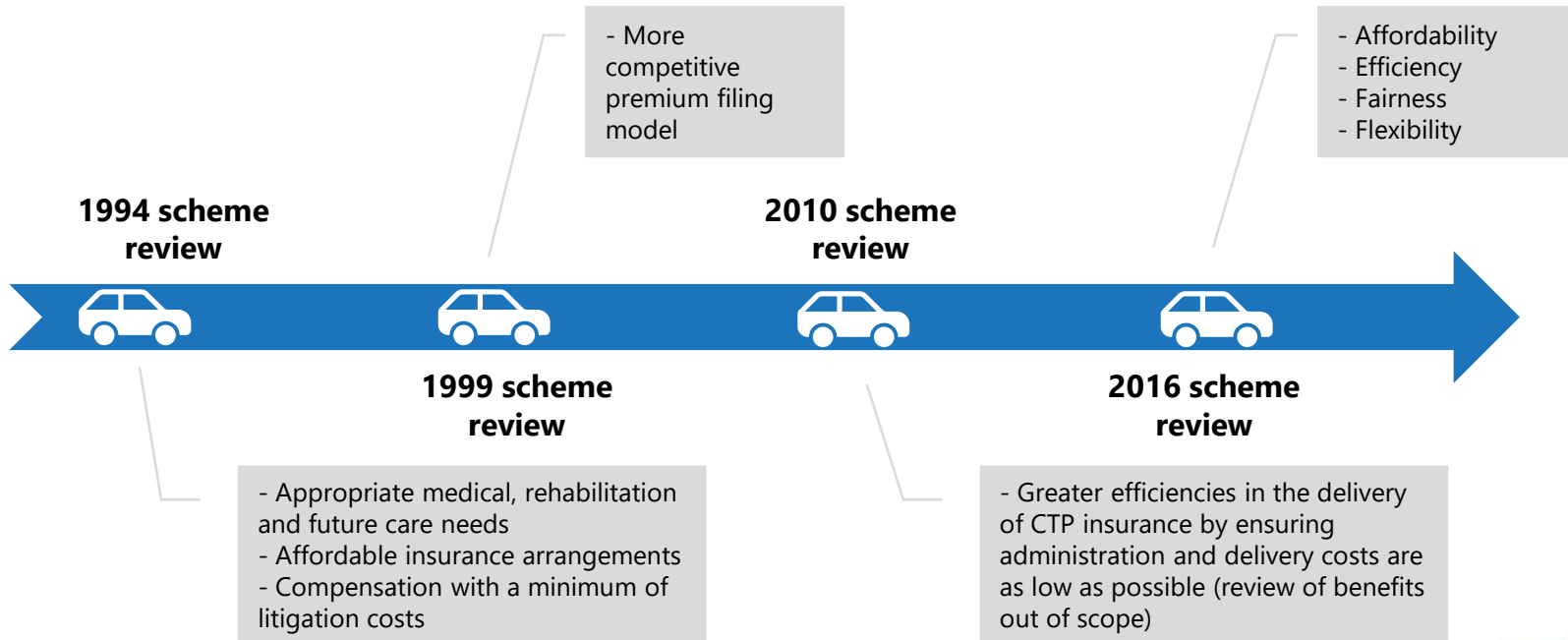


Background

"Appropriate benchmarks be developed to enable enhanced assessment of scheme performance particularly around issues of affordability, efficiency, and motorist and claimant satisfaction."

"MAIC needs to be a proactive risk-based regulator to minimise harm of the scheme not attaining its intended objectives. Doing this ensures confidence in the scheme and long-term viability. This requires a transparent regime of monitoring to proactively identify trends, issues and opportunities, and to inform stakeholders to enable engagement in meaningful dialogue and engender competitive innovation."

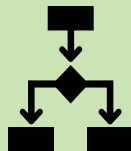
A brief history



Scheme health models



1. Balanced
scorecard



2. Cascading
objectives and
desired outcomes



3. Results chain/
Program logic



4. Economic



5. Systems



**Balanced
scorecard**

*Affordability
Efficiency
Fairness
Responsiveness*

CTP scheme insights report

Our CTP Scheme Insights report is a quarterly publication that analyses our scheme's:

- Affordability
- Efficiency
- Fairness
- Responsiveness.

It highlights how effectively the scheme delivers:

- Financial protection for motorists
- Recovery for claimants
- Opportunity for service providers.



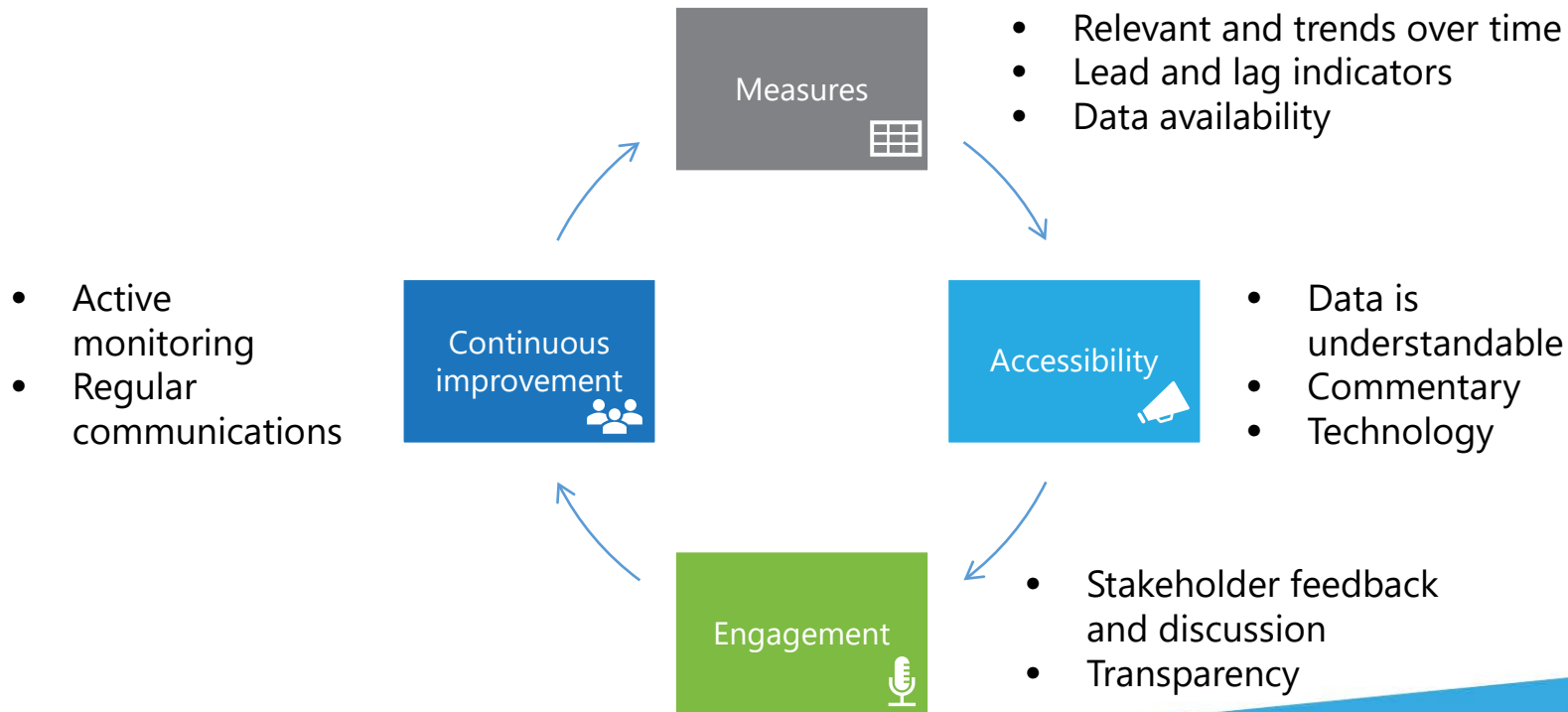
The end product

Domain	Measures
Affordability	<ul style="list-style-type: none">• Affordability level• CTP premium breakdown• Insurer market share• Number of motorists switching insurers
Efficiency	<ul style="list-style-type: none">• Claimant benefits• Delivery costs• Claim durations (months)• Settlement type

Domain	Measures
Fairness	<ul style="list-style-type: none">• Total payments by heads of damage• Number of new claims per quarter• Legal representation• Number of claims added by severity
Responsiveness	<ul style="list-style-type: none">• Number of registered vehicles by class• Age groups of claimants by gender• Claim severity, role and crash details• Queensland crash claims by region• Injuries by body regions• Crashes by time and day of week

<https://maic.qld.gov.au/scheme-knowledge-centre/ctp-scheme-insights/>

Our journey and lessons learnt



The future



Enhancing the utility

What to do with measures that seldomly change vs those that are more dynamic

Annual vs quarterly measures

Option to view trends and static measures



Development opportunities

New or supporting measures

Data visualisation technology

Data linkages

Digital claim form opportunities



Next steps

Informing the next scheme review?

Contact us

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