



Delivering an affordable and effective Queensland CTP scheme



MOTOR ACCIDENT INSURANCE COMMISSION

Strategic Plan 2007- 2012

Strategic Plan 2007 – 2012

Who we are

The Motor Accident Insurance Commission is responsible for the ongoing management and improvement of the Queensland Compulsory Third Party (CTP) insurance scheme and the Nominal Defendant Fund (ND) under the *Motor Accident Insurance Act 1994*.

What we do

The Motor Accident Insurance Commission comprises two functions and three business units which undertake a variety of tasks:

Compulsory Third Party (CTP) Unit: responsible for regulating the Queensland CTP Scheme and comprises of three sub-units, Scheme Analysis, Scheme Performance and Information and Education.

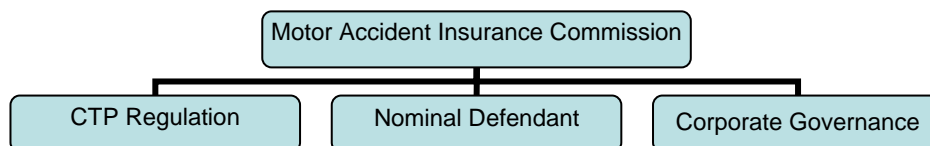
Nominal Defendant Unit: acts as a CTP insurer under the *Motor Accident Insurance Act 1994* where damages are claimed for personal injury arising from the liability of unidentified and/or uninsured motor vehicles. In addition, the Nominal Defendant in the event of insolvency of a CTP insurer has a legislative role to meet the cost of claims against the insurer.

Corporate Governance Unit: provides a support function to MAIC and is responsible for financial management, policy coordination, corporate reporting, strategic and business planning, business continuity planning, business support, information management and annual reporting activities.

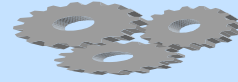
How we are funded

The Motor Accident Insurance Commission receives funding for the Nominal Defendant and CTP Regulation via levies on the CTP premium.

MAIC's position in the Queensland CTP Insurance Scheme



Looking Ahead



The Motor Accident Insurance Commission will continue to provide a viable and equitable personal injury compensation system through the regulation of the Queensland CTP scheme, which encompasses injury prevention and control. It will also continue to manage the Nominal Defendant scheme.

MAIC achieves this through:

- licensing, supervising and in conjunction with APRA monitoring the financial strength of insurers
- keeping the statutory scheme under review, making recommendations for its amendment and working in partnership with stakeholders to improve management processes for claims
- setting premium bands and recommending scheme levies based on research and independent actuarial analyses
- collecting statistical data on the scheme and monitoring scheme trends and the performance of CTP insurers
- promoting, assessing and, where appropriate, funding education and research activities to minimise and mitigate the effect of motor vehicle accidents and monitor the provision of rehabilitation services
- determining the appropriate Nominal Defendant levy, managing claims lodged against the Nominal Defendant, ensuring the adequacy of the Nominal Defendant Fund and prudently investing reserves and
- operating CTP claims and premium helpline services for scheme users.

Future developments and key focus areas for MAIC include:

- continuing data collection, processing and reporting enhancements to the Personal Injury Register (PIR) system
- implementing processes the Commission has adopted to strengthen its relationship with the Australian Prudential Regulation Authority (APRA) in the areas of prudential supervision and risk management
- continuing the development of appropriate information and education strategies targeted to stakeholders and identified as a priority for the scheme's optimal performance
- improving planning, KPI monitoring and performance management processes for staff
- continuing to refine grants management and assessment systems so that fund activities are targeted and made a priority for the CTP scheme
- continuing to build and achieve effective stakeholder relationships with insurers, CTP claimants, legal representatives and medical and allied health providers
- ongoing management of outstanding CTP claims following the insolvency of FAI and managing the proof-of-debt process
- developing and implementing a performance management framework for monitoring and evaluating providers of legal services to the Nominal Defendant
- transitioning Nominal Defendant claim files to a file imaging system
- using continuous improvement initiatives as a catalyst for increasing efficiencies in claims management activities within the Nominal Defendant
- reviewing and evaluating the effectiveness of the Nominal Defendant organisational structure which was adopted in early 2007.

The following plan outlines the key outcomes and results that the Motor Accident Insurance Commission will strive to achieve in the coming years, with associated goals and performance indicators.

Vision The community of Queensland will benefit from a best practice insurance scheme and professional advice on personal injury insurance matters which will meet the needs of its people and government	Mission To provide an efficient, effective and economical insurance scheme which meets the needs of the people and Government of Queensland	Values Commitment Communication Achievement Integrity Innovation
Key Result Area	Goal	Key Performance Indicators
1. Providing a regulated, viable and equitable personal injury CTP insurance scheme encompassing accident prevention and injury management.	Set appropriate CTP premium bands that are commensurate with the underwriting risk.	<ul style="list-style-type: none"> Competitive premium rates are filed by CTP insurers. Premium information is provided on MAIC website.
	Develop a more comprehensive regulatory framework to effectively monitor insurers' claims management, data integrity and provision of rehabilitation	<ul style="list-style-type: none"> Framework developed and implemented Appropriate information and education tools are developed to enhance the effectiveness of the framework
	Monitor and manage any changes to the CTP scheme which may arise from emerging issues and trends	<ul style="list-style-type: none"> Emerging issues identified and reported with supporting advice to Government Consultation and information flows between APRA and CTP insurers Where appropriate, information and education tools are developed to contribute to optimal scheme performance
2. Providing an efficient Nominal Defendant Fund	Maintain a fully funded Nominal Defendant Fund	<ul style="list-style-type: none"> Actuarial assessment of claims outstanding liabilities and for setting of levy Cash flow management
	Maintain high quality claims management	<ul style="list-style-type: none"> Ongoing claims management benchmarked against industry
	Maintain best practice in data and recordkeeping	<ul style="list-style-type: none"> Accurate and complete data provided to MAIC PIR database
	Exchanging relevant information with other areas of the Commission including briefs on claim trends and legislative issues	<ul style="list-style-type: none"> Emerging issues and trends are identified, evaluated and reported to senior management

Key Result Area	Goal	Key Performance Indicators
3. Providing quality workforce planning and associated business benefits to MAIC	Develop whole of office Workforce Plan including staff development and succession plans	<ul style="list-style-type: none"> Workforce Plan developed and implemented in consultation with all staff
4. Providing for business planning and business continuity planning for MAIC	Business plans collaboratively developed in all business units	<ul style="list-style-type: none"> Business Plans for each unit developed and communicated to all staff
	Business continuity plans collaboratively reviewed and updated regularly including risk registers	<ul style="list-style-type: none"> OIC Business Continuity Plan and risk management registers reviewed and updated
5. Implementing and maintaining best practice information management practices and principles	Implement Electronic Document and Records Management System (eDRMS)	<ul style="list-style-type: none"> eDRMS system is successfully implemented across the OIC
	Provision of information management practices that meet mandated standards	<ul style="list-style-type: none"> All staff fully trained on information standard requirements

Organisational Structure

