

# Our Plan 2018-22

## Our Vision

Deliver a high performing competitive CTP Scheme that offers choice, ease and confidence to the South Australian community.

## Our Values

- Outcomes Driven
- Collaborative
- Accountable
- Supportive
- Fair

## Our Mission

The CTP Regulator must:

- Regulate CTP Insurers
- Determine premium amounts payable in respect of CTP insurance policies
- Monitor, audit and review the operation and efficiency of the CTP Insurance business
- Provide information to consumers about the CTP insurance business and CTP Insurers
- Make, monitor the operation of, and review rules or guidelines with CTP Insurers relating to:
  - Determination of premiums
  - Management of claims
  - Dispute resolution
  - Provision of information to consumers
- Make recommendations to the Minister in relation to:
  - Eligibility criteria for insurers seeking approval under part 4 of the Motor Vehicles Act
  - Terms and conditions of any agreement or contract entered into between the Minister and the CTP Insurer
  - Assessment of an application from an insurer for approval or withdrawal of an approval under Part 4 of the Motor Vehicles Act

# Our Strategic Objectives

## Objective One:

### Oversee

# 1

**a financially sustainable, effective and efficient Scheme.**

We closely monitor Scheme performance to ensure Scheme costs are affordable to motorists, keeping downward pressure on premiums. We maintain policies, systems and processes to support the health of the Scheme.

#### Goals

- 1.1 Appropriate Scheme costs
- 1.2 Plan and prepare the Scheme for automated vehicles
- 1.3 Scheme stability is maintained

## Objective Two:

### Promote

# 2

**an outcomes driven, early recovery and service focused approach to claims management.**

We monitor, audit and review the efficiency of the Scheme focussing on claimants' injury recovery, early intervention, and the early resolution of claims.

#### Goals

- 2.1 Measure and evaluate claimant experience
- 2.2 Improve claim processes

## Objective Three:

### Meet

# 3

**our regulatory and statutory obligations.**

We comply with our legislative, contractual and regulatory obligations. We operate with a customer centric focus and have systems in place to identify and continually improve our customer service processes for the Scheme.

#### Goals

- 3.1 Deliver a sustainable and appropriate Scheme compliance program
- 3.2 Scheme information is current and easy to engage with
- 3.3 Deliver continuous improvement in governance and administration
- 3.4 Support continuous improvement of the administration of the Motor Accident Injury Accreditation Scheme (MAIAS)

## Objective Four:

### Enhance

# 4

**the capability of our team to lead the delivery of our vision and mission.**

We uphold our organisational values and continue to develop our culture, skills and knowledge to deliver our objectives.

#### Goals

- 4.1 Build and maintain skills capability
- 4.2 Provide an inclusive workplace where employees feel supported to engage
- 4.3 Provide high quality customer service