

CTP Scheme Changes

What is CTP Insurance and why do I need it?

CTP is a compulsory insurance paid for at the same time as your vehicle registration. It protects you (and others who drive your vehicle) against the financial impact of causing injury or death to other road users through the use of your vehicle anywhere in Australia.

Those injured in vehicle accidents receive access to treatment and support to help them get back to work and life as quickly as possible following an accident, and to access compensation under the law.

South Australia's CTP Scheme is fault-based. This means people injured through motor vehicle accidents may be eligible for injury recovery support, payment of reasonable and necessary treatment, and compensation where another party is at fault. Compensation may be reduced if an injured person is partially at fault.

Your CTP policy is attached to your vehicle, not your driver's licence. This means everyone driving a registered vehicle is automatically covered if they injure someone while driving and a claim is made.

The CTP Regulator sets upper and lower limits for each premium class. The limits ensure premiums meet the cost of CTP compensation claims, and that there is fairness in how the Scheme is funded. The primary factors used in setting premium limits are the forecast number and cost of injury claims. Vehicle type and use, and garaging district are also taken into account. CTP Insurers set their own premiums for each class within these limits.

Our Scheme is community rated which means all owners of a particular vehicle class pay a premium within the same limits based on the claims experience of that class, and not individual driver history or driving patterns. This helps keep CTP affordable for all South Australian vehicle owners.

Each insurer's policy is identical, set by government, and cannot be altered by insurers.

What have the changes been?

PRIOR TO 1 JULY 2016

The Scheme was operated by the Government's Motor Accident Commission, with claims for injured people managed by a single claims agent.

In 2013, changes to legislation extended coverage to children injured in South Australia under the age of 16 years for their reasonable treatment, care and support, regardless of fault.

Certain injury thresholds were also introduced, depending on the seriousness of the claimant's injuries, to be able to claim for compensation.

Further government changes to legislation established the Lifetime Support Scheme, to support people with very serious lifelong injuries, regardless of fault.

The Government also decided to privatise the CTP Scheme to allow approved private insurers to enter the market to encourage competition and promote savings for motorists and service benefits for injured people.

FROM 1 JULY 2016

After a rigorous process, the Government approved four private insurers to underwrite the CTP scheme. During this time, vehicles were automatically allocated to the insurers on the basis of set market shares. Vehicle owners received the same insurance policy with no price difference between insurers.

The CTP Regulator was established by the Government as an independent body and commenced operating on 1 July 2016. It is responsible for overseeing the performance of CTP Insurers, their compliance with the law and the contractual arrangements made with the Government.

FROM 1 JULY 2019

CTP Insurers must meet strict legislative and contractual conditions. Insurers set their own premiums for each class, within the limits set by the CTP Regulator. There is the ability for price competition between insurers.

FROM 1 JULY 2022

A new CTP Insurer entered the Scheme. This means increased choice for motorists who can choose from five government-approved insurers.

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Your CTP insurance is now your choice

By introducing competition into the Scheme, the Government set the conditions for insurers to compete, to the benefit of vehicle owners and people injured in motor vehicle accidents.

A Claimant Service Rating was established by the CTP Regulator to show claimant satisfaction levels with each CTP Insurer. The higher the rating, out of 100, the higher the level of claimant satisfaction.

Claimant Service Ratings are displayed on registration renewal notices and the CTP Regulator's website to help vehicle owners decide which CTP Insurer to choose, in conjunction with CTP Insurer premiums.

CTP Insurers may offer incentives to some vehicle owners. The types of incentives able to be offered are approved by government. Multi-policy discounts and gift cards are examples of approved incentive types. Incentives must provide direct benefit and real value to you as the vehicle owner. Any offer must clearly outline any eligibility criteria.

Identical policy cover for all vehicle owners

All CTP Insurers offer the same cover and this cannot be altered by insurers. The Policy of Insurance is available on the CTP Regulator's website. So you can choose based on price, service and incentives. The single step of choosing an insurer is included in the one transaction when you renew your vehicle registration.

If you purchase a brand-new vehicle you will be automatically allocated a CTP Insurer, at the lowest premium available at the time for the premium class. From five days after the date of purchase and up to three months, you can choose another CTP Insurer if you wish.

The change of insurer will come into effect at the fourth month of a 12-month policy. If you have a three-month policy for your brand-new vehicle, you will be able to choose your insurer when your policy is due for renewal.

Why can't I choose from any insurer?

The CTP Insurers applied and were approved, under the law, by government. They must comply with legislative and contractual obligations and service standards. Other insurers are able to apply to be part of the South Australian CTP Scheme.

Why should I consider the Claimant Service Rating?

How you choose an insurer is up to you. The Claimant Service Rating is one factor to help you choose. The CTP Insurer you choose will be the insurer managing a claim for the person injured by anyone driving your vehicle. The injured person may be a passenger, and this could be you or a family member.

How do I find out about incentives?

For details on incentives which may be available, and any eligibility criteria, contact the insurers or visit their websites.

How do I find out who my insurer is?

The name of your CTP Insurer appears on your registration renewal notice, under the 'Your Details' section (located near the top-right corner of the notice).

Alternatively, you can check using the EzyReg 'Check Registration' search function.

Do I need CTP insurance if I have other vehicle insurances?

You are required to pay a CTP premium when you register your vehicle and it covers personal injury to others. Other vehicle insurances are optional and provide coverage for property damage.

Where can I find further information?

Find out more at www.ctp.sa.gov.au, phone the CTP Regulator on **1300 303 558**, or email ctp@sa.gov.au