Our Plan 2022-26

Our Vision

Delivering a fair and competitive CTP Scheme with choice, ease and confidence for the South Australian community.

Our Mission

To provide community confidence in the Scheme by regulating CTP Insurers and monitoring the performance of the CTP Scheme.

Our Values

- Outcomes Driven
- Collaborative
- Accountable
- Supportive
- Fair

CTP INSURANCE REGULATOR

Our Strategic Objectives

Objective One:

Oversee

1

a financially sustainable, effective and efficient Scheme.

We closely monitor scheme performance to keep premiums fair and reasonable for motorists. We maintain policies, systems and processes to support the health and stability of the Scheme.

Goals

1.1 Appropriate scheme costs

1.2 Plan for new and emerging vehicle technologies that may impact the Scheme

1.3 Scheme stability is maintained

Objective Two:

Promote

2

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

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

Goals

2.1 Monitor, measure and evaluate claimant experience

2.2 Deliver a sustainable and appropriate scheme compliance program focused on continuous improvement

Objective Three:

Deliver

3

a customer centric focus.

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 Scheme resources and information are current and easy to engage with

3.2 Deliver continuous improvement and simplification

3.3 Provide high quality customer service

Objective Four:

Enhance

4

the capability of our team.

We are a high performing and inclusive value-based learning organisation.

Goals

4.1 Build and maintain skills

4.2 Provide an inclusive workplace where employees feel supported to contribute

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