

OFFICIAL

CTP INSURANCE REGULATOR

SOUTH AUSTRALIA'S CTP SCHEME

IDSS – Brisbane – November 2025

OFFICIAL

SOUTH AUSTRALIA'S CTP SCHEME

- At-fault common law scheme
- No-fault treatment, care and support for children under 16
- Insures ~1.5m vehicles (excluding trailers)
- Privately underwritten since 2016

AAMI

Allianz 

NRMA
INSURANCE


QBE

youi

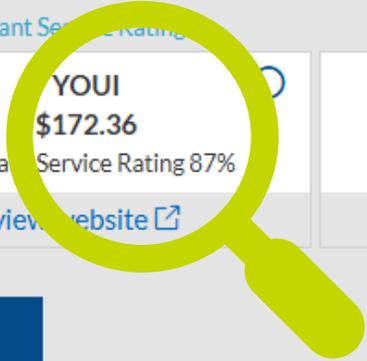
INSURERS COMPETE ON PRICE AND CLAIMANT SERVICE

Choose your CTP Insurer ?

Insurer Claimant Service Rating

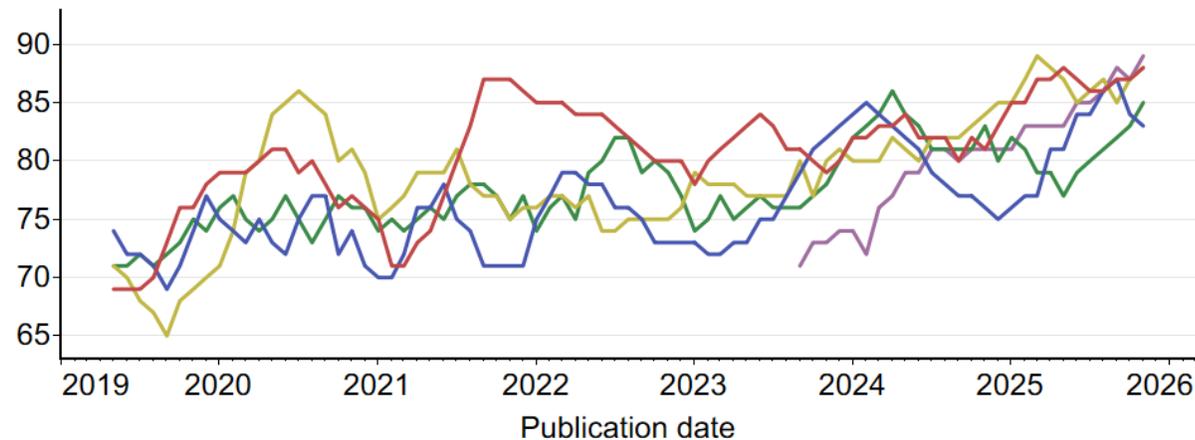
| | | | | |
|---|---|--|--|---|
| <input checked="" type="radio"/> YOUI \$172.36 Claimant Service Rating 87% | <input type="radio"/> QBE \$172.36 Claimant Service Rating 83% | <input type="radio"/> NRMA \$175.91 Claimant Service Rating 87% | <input type="radio"/> AAMI \$176.86 Claimant Service Rating 87% | <input type="radio"/> ALLIANZ \$172.36 Claimant Service Rating 84% |
| view website | view website | view website | view website | view website |

[< Back](#) [Add another](#) [Pay >](#)

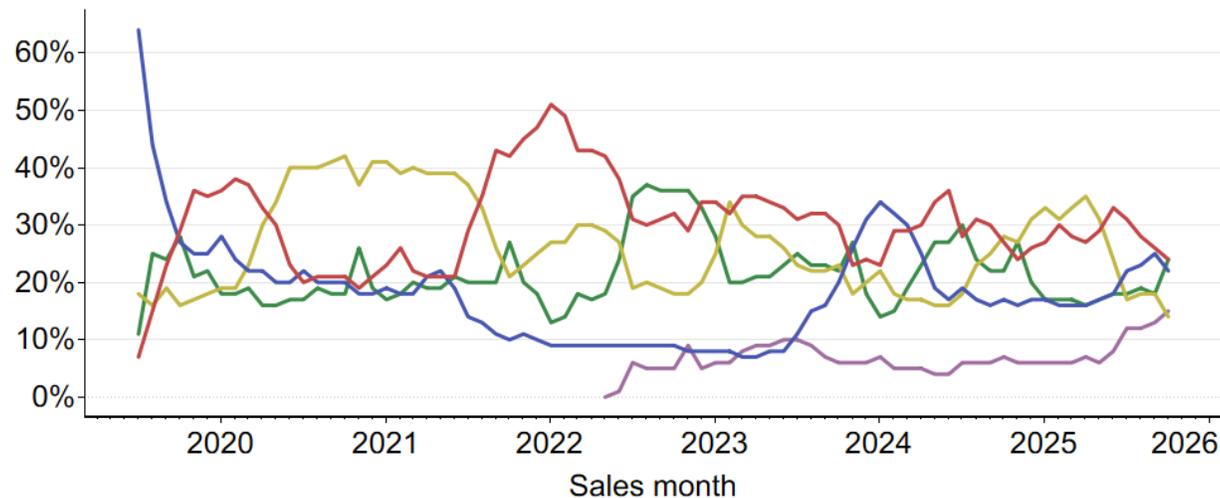


CLAIMANT SERVICE RATINGS AND MARKET SHARE

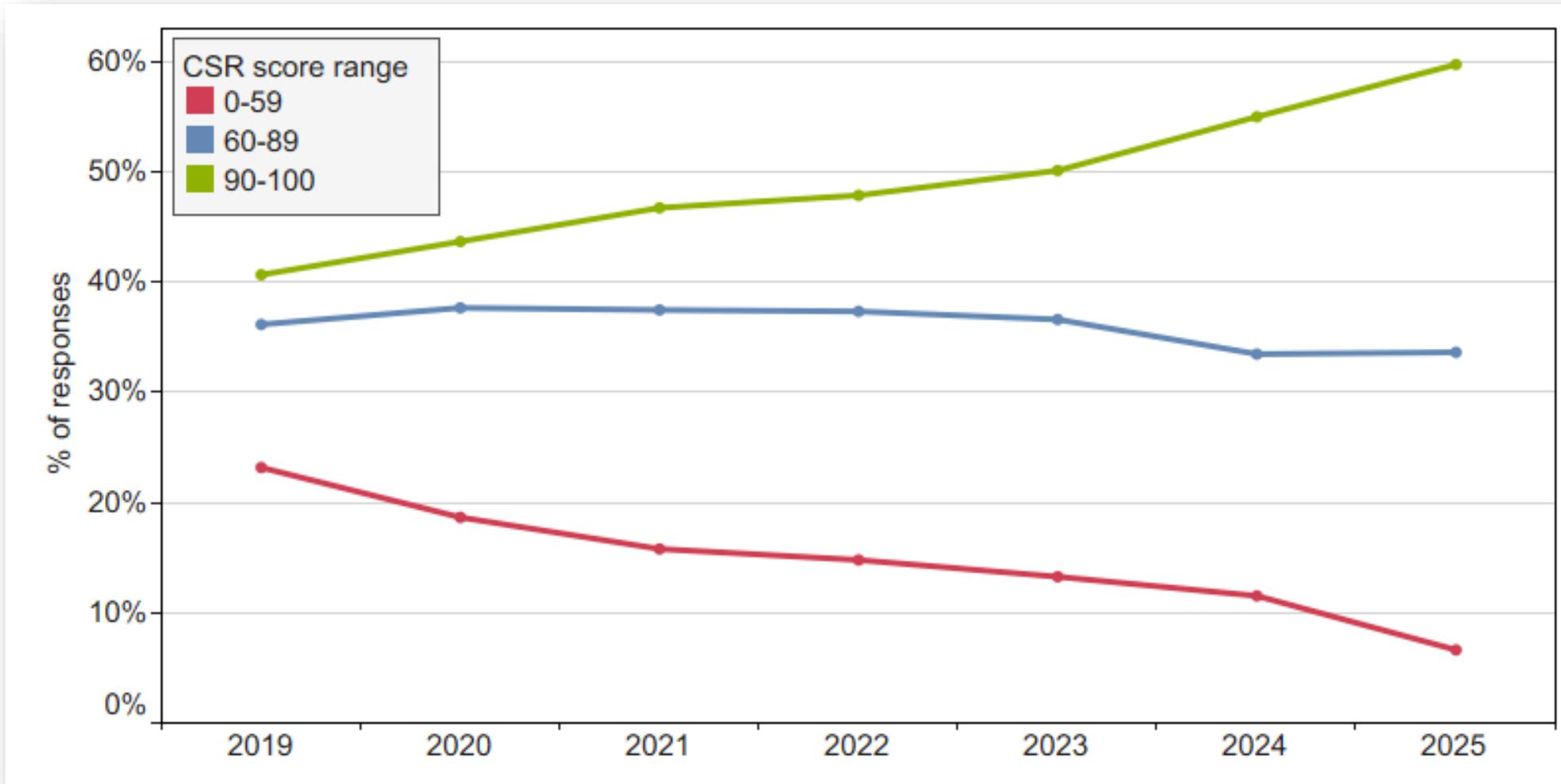
Published claimant service rating (CSR) score by insurer



Market share of premium dollars by sales month



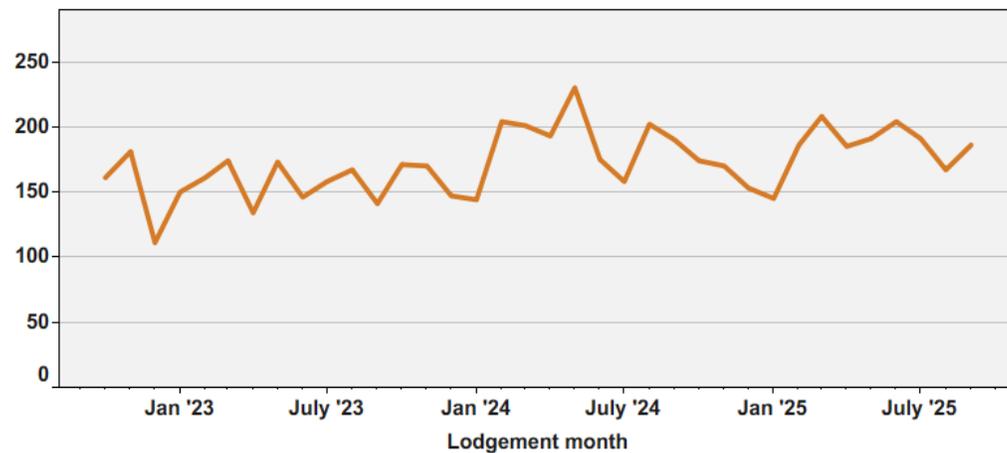
AVERAGE CLAIMANT SERVICE RATING



KEY STATISTICS

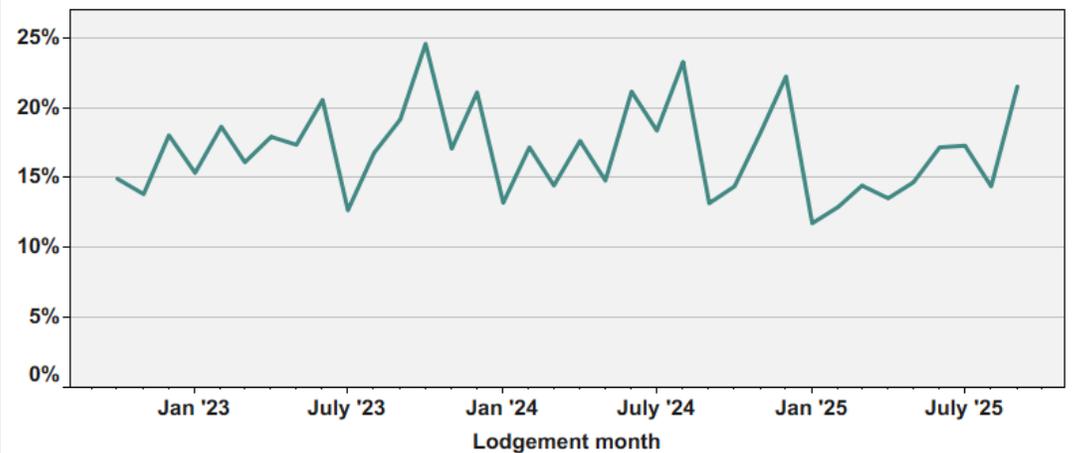
Incoming claims have been steady

Claim lodgements



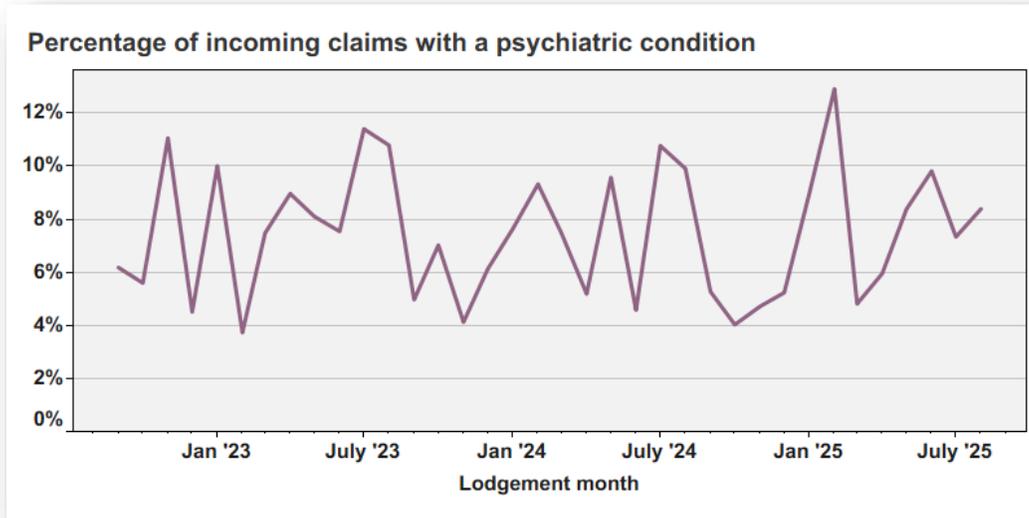
Average legal representation rate of ~30%
($< 20\%$ at lodgement)

Percentage of claims represented at lodgement

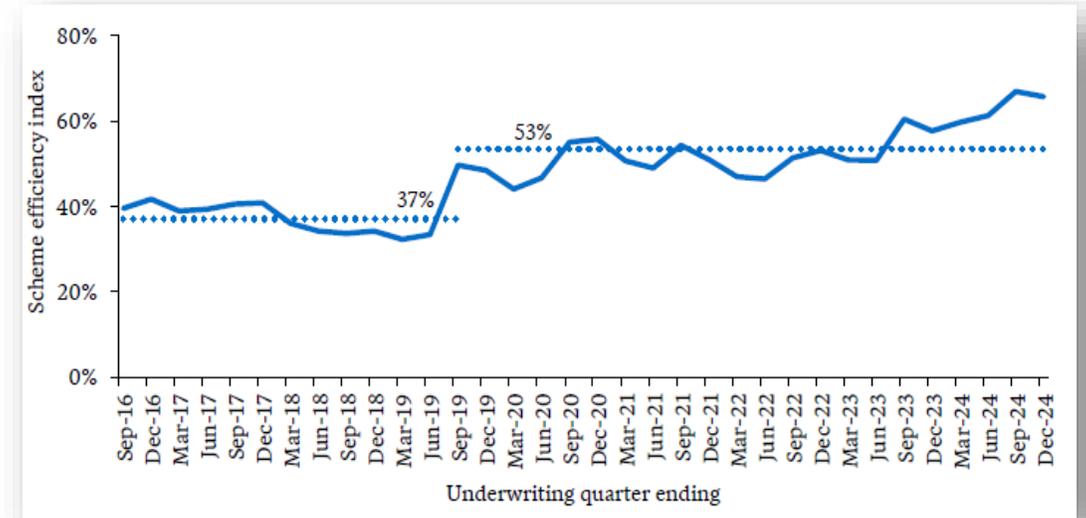


KEY STATISTICS

Proportion of incoming claims with psychiatric injury is ~8%



Scheme efficiency is now ~60%

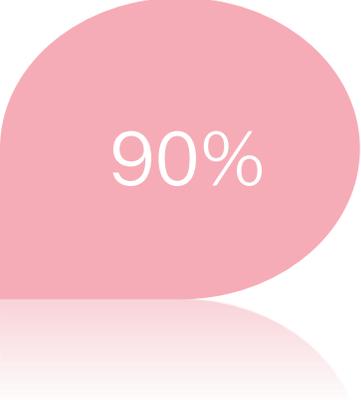


SIRA

Injury and Disability Seminar

NSW Compulsory Third Party Scheme

Effectiveness & Efficiency



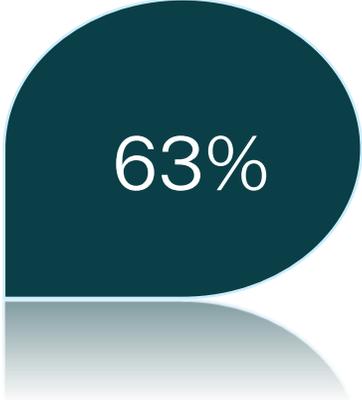
90%

Received
treatment within
2 weeks of claim



4.7

Average weeks
to access
benefits for
income support



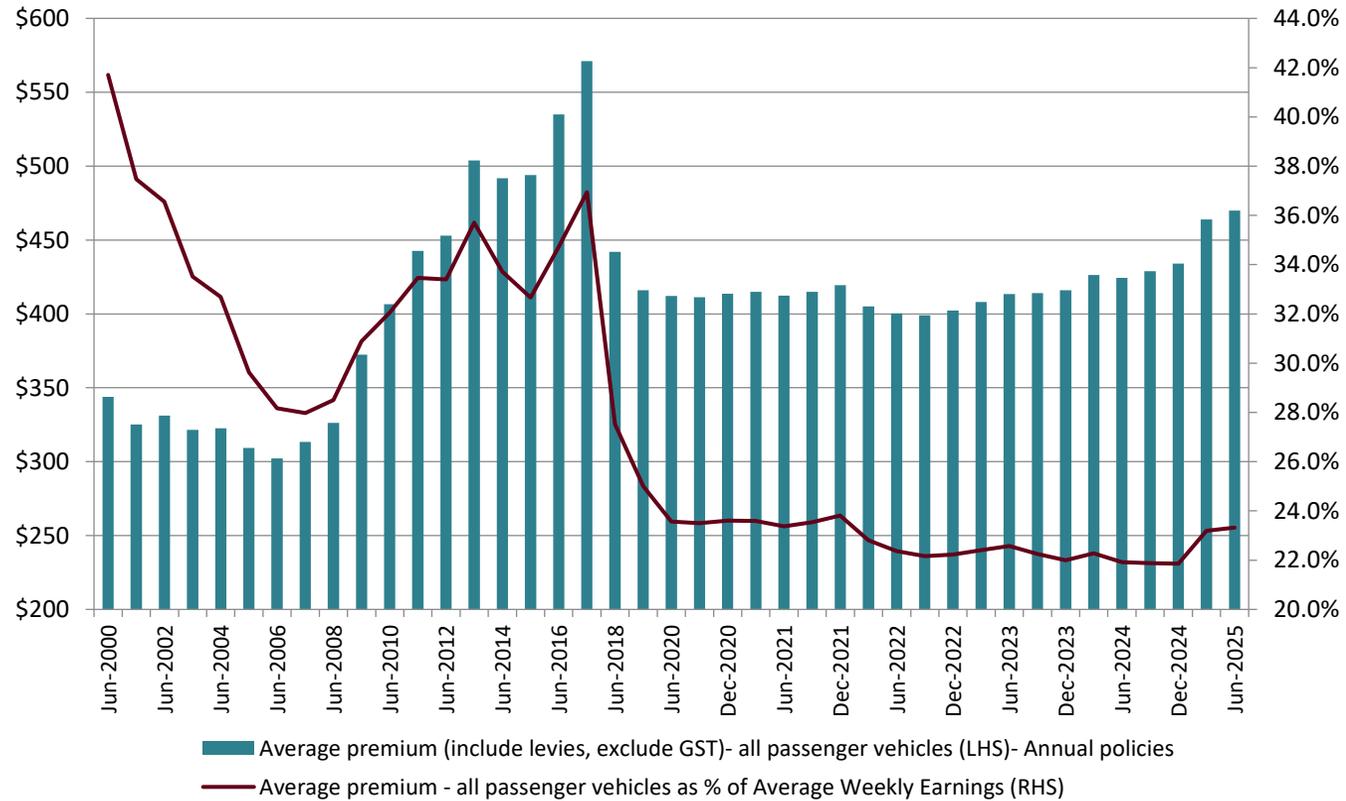
63%

Premium returned
as claim benefit

Customer Experience

| Metric | Average score |
|--|---------------|
| <i>Thinking about the service you received from your insurer to date, to what extent do you agree or agree strongly:</i> | |
| Easy to interact with | 67% |
| Information was clear & understandable | 69% |
| Easy access to information | 66% |
| Treated you with respect | 80% |
| Understood your needs | 67% |
| Treated you fairly | 71% |
| Resolved concerns quickly | 59% |
| Respects your time | 72% |
| Addressed your concerns | 67% |
| Advised you of your entitlements | 71% |
| Open about your claim | 70% |

Affordability



Scheme matters

e-micromobility
and automated
vehicles

Significant legal
matters

Claims
experience

Statutory Review

End of scheme
transition



Actuarial Institute.

Scheme Update

Transport Accident Commission
November 2025

Presented at the 2025 IDSS



TAC by the 2024/25 Numbers



SAFE TO TRAVEL

- ✓ 283 lives lost (2024)
- ✓ Invested \$103m in road safety and marketing initiatives
- ✓ \$72 million toward road safety infrastructure
- ✓ Announced a further \$350 million commitment in support of Victorian Government's Road Safety Action Plan 2.
- ✓ Delivered professional development to 250 local and Victorian government employees
- ✓ Welcomed over 95,000 visitors to our Road to Zero Education Complex



BEST CLIENT OUTCOMES

- ♥ \$1.87 billion in benefits
- ♥ supports to more than 43,000 clients
- ♥ Over 15,000 new claims
- ♥ Helped nearly 2,000 clients return to work within 12 months
- ♥ Supported over 100 clients to access restorative justice services

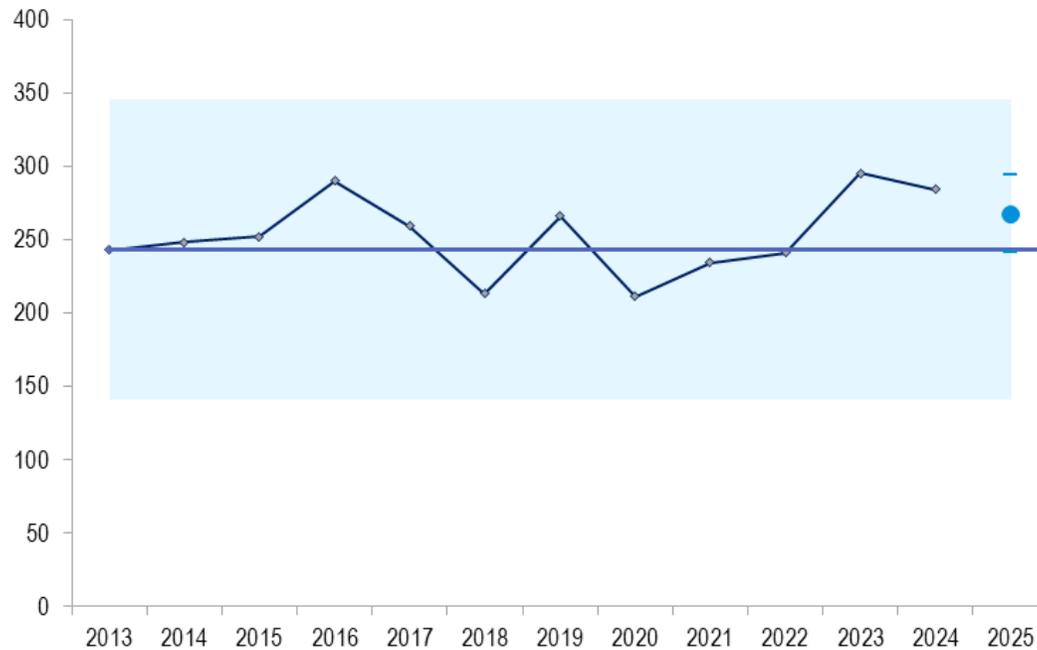


SCHEME FOR NOW AND THE FUTURE

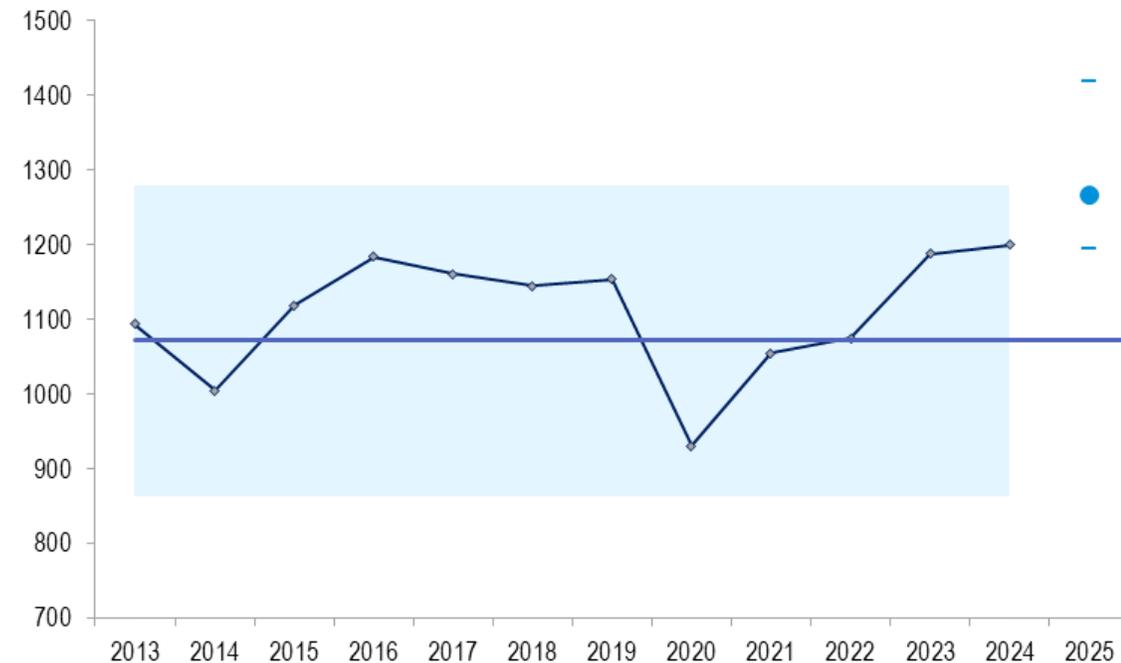
- \$17.9 billion Outstanding claim liability as at 30 June 2025
- Insurance Funding Ratio 152.5%
- Premium revenue \$2.3 billion
- Net operating profit \$1.1 billion

Victoria has a good track record in safety improvements, but current trends are staying stubbornly high

Lives Lost

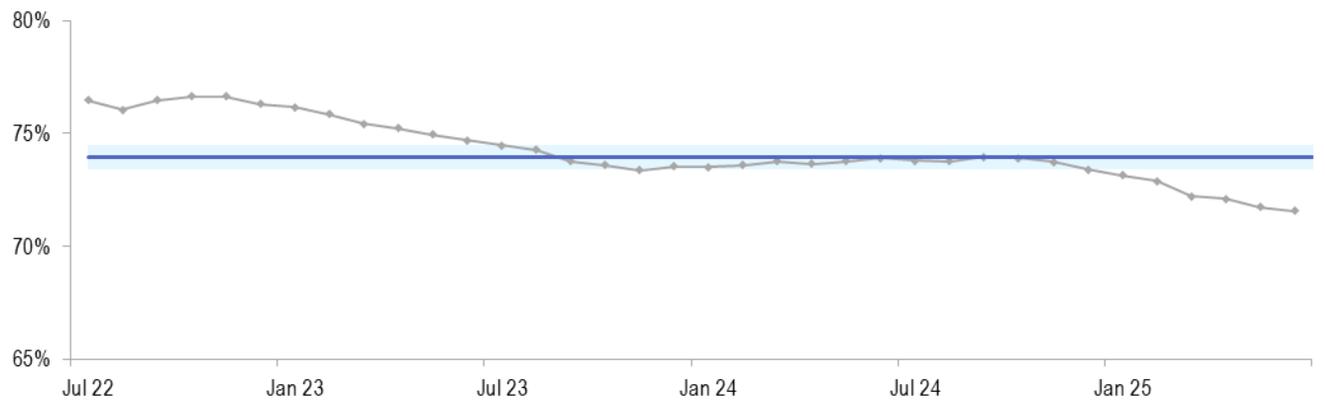


Serious Injury (MAIS3+)

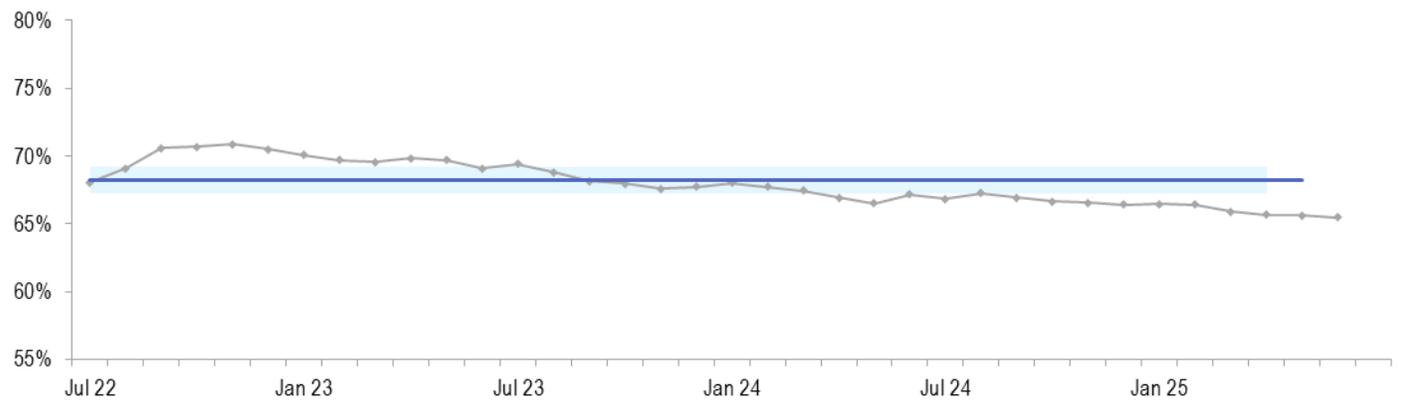


Challenges in early duration claim outcomes for Independent of Scheme and Back to Work

Independent of Scheme



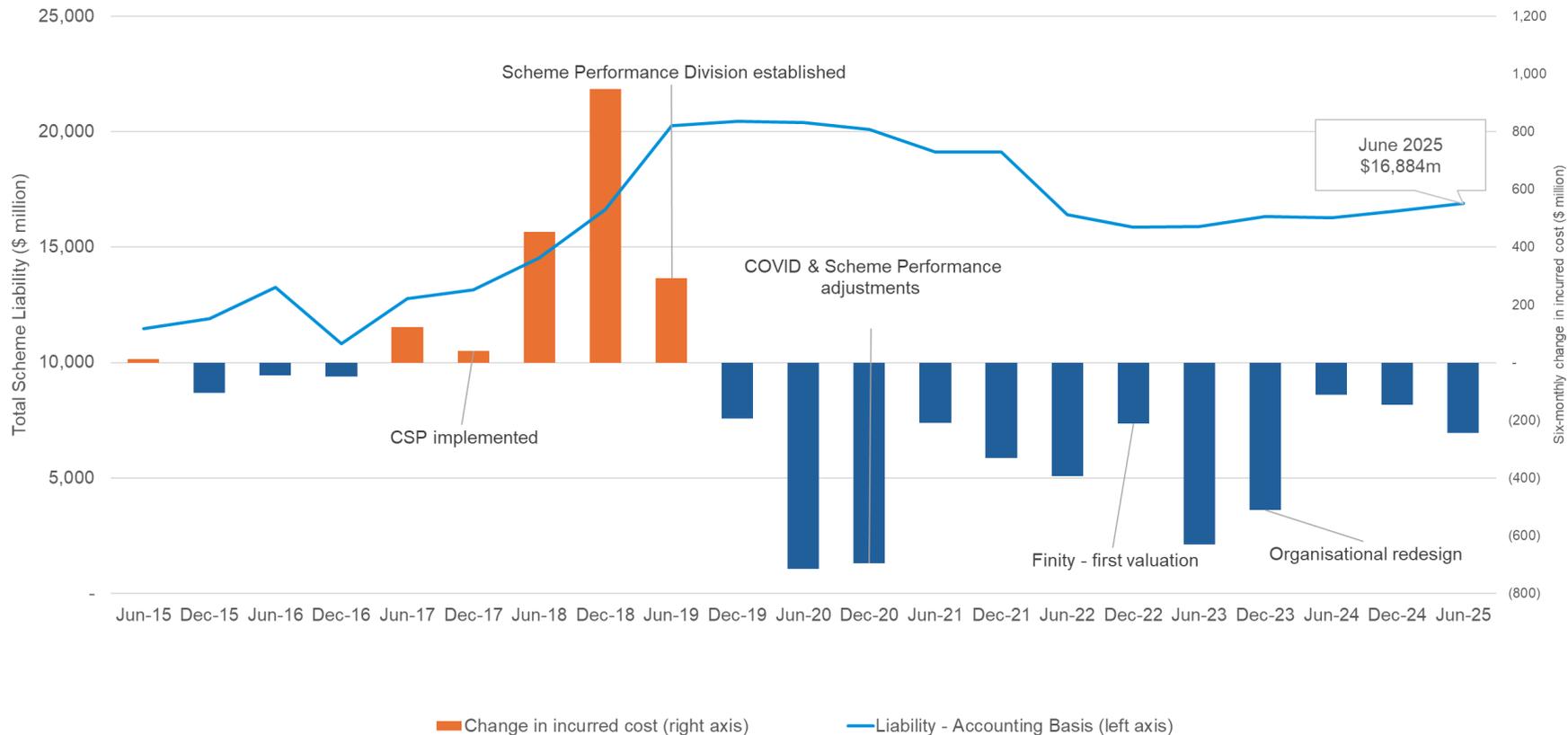
Back to Work



Our liability management has seen ongoing reductions in Total Scheme Liabilities

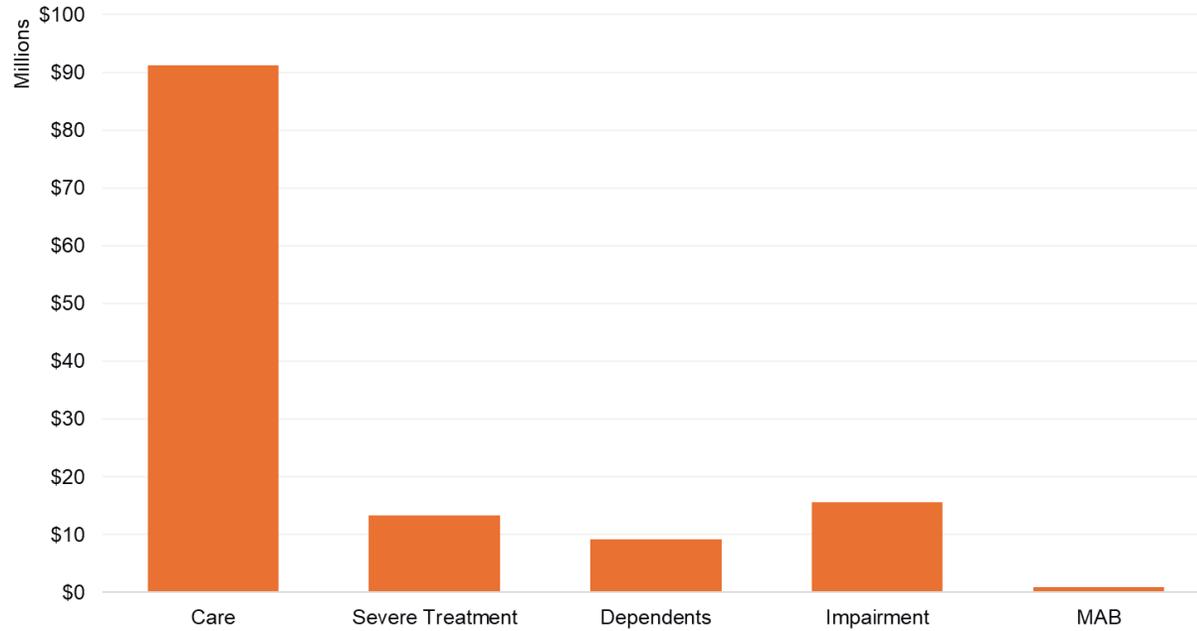
Claims Liability Over Time | **2024/25 \$410m liability release**

Total Scheme liability and six-monthly change in incurred cost



With strengthening in some areas at June 2025

Change in Incurred Costs from Claims Management Portfolio Experience – 6 months to June 2025



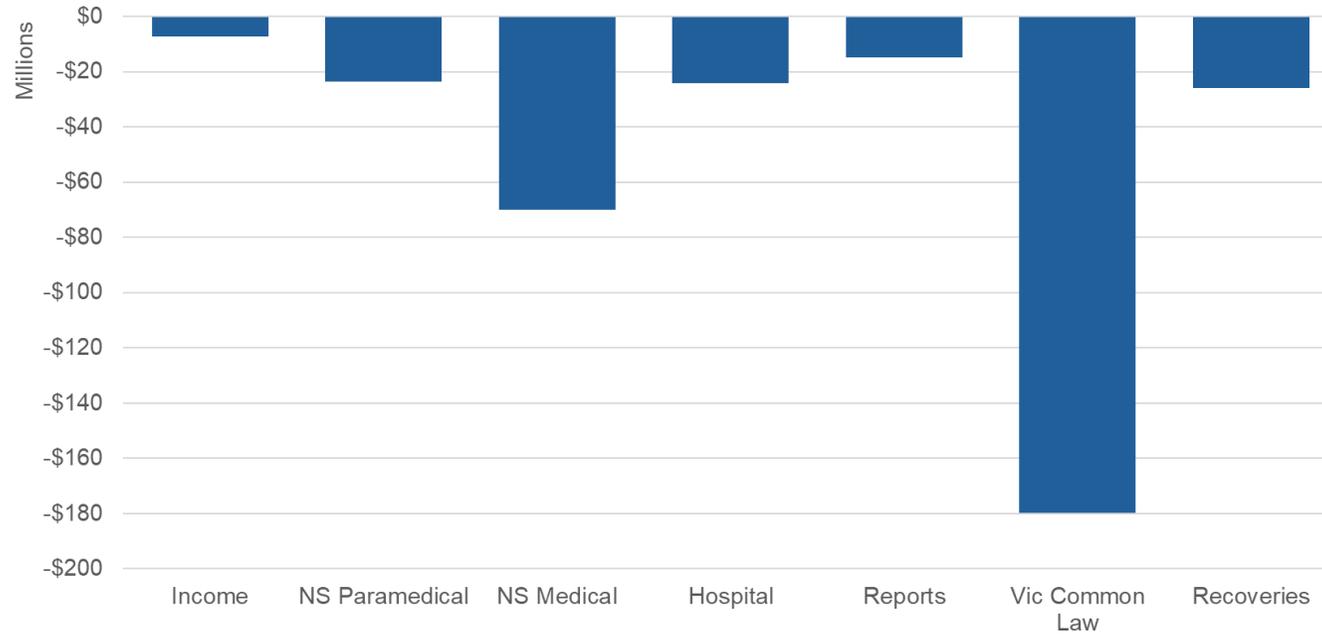
**Benefit
Proportion of
Overall Claims
Liability**

| | | | | | | | | | |
|------|-----|------------------|-----|------------|----|------------|----|-----|----|
| Care | 47% | Severe Treatment | 11% | Dependents | 2% | Impairment | 2% | MAB | 2% |
|------|-----|------------------|-----|------------|----|------------|----|-----|----|

| Entitlement/Benefit | 5-Year Roadmap deliverables | FY 25/26 | FY 26/27 |
|---------------------|-----------------------------|----------|----------|
| Care | Deliverable 1 | * | * |
| | Deliverable 2 | * | * |
| | Deliverable 3 | * | |
| | Deliverable 4 | * | * |
| | Deliverable 5 | * | |
| | Deliverable 6 | * | |
| | Deliverable 7 | | * |
| Severe Treatment | Deliverable 1 | * | |
| | Deliverable 2 | * | |
| Dependents | Deliverable 1 | * | |
| | Deliverable 2 | * | |
| Impairment | Deliverable 1 | * | |
| | Deliverable 2 | * | |
| MAB | Deliverable 1 | | * |

And releases in other areas at June 2025

Change in incurred cost - 6 months to June 2025



**Benefit
Proportion
of Overall
Claims
Liability**

8% 1% 3% 3% 2% 17% -1%

| Entitlement/Benefit | 5-Year Roadmap deliverables | FY 25/26 | FY 26/27 |
|-------------------------------------|-----------------------------|----------|----------|
| Income | Deliverable 1 | * | |
| | Deliverable 2 | * | |
| | Deliverable 3 | * | |
| Non-Severe Paramedical | Deliverable 1 | * | |
| | Deliverable 2 | * | |
| Non-Severe Medical | Deliverable 1 | * | * |
| Hospitals | Deliverable 1 | * | |
| | Deliverable 2 | | * |
| Reports, Vic Common Law, Recoveries | Deliverable 1 | * | * |