



Actuaries
Institute.

Whole person. Whole system.

IDSS 2023

12 – 14 November
Hobart



MAIC Scheme Update 2023

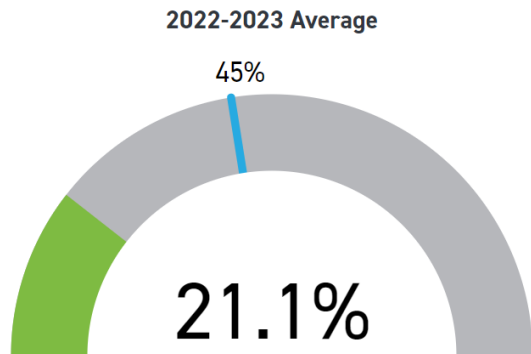
David Vincent

© **Motor Accident Insurance Commission (MAIC) QLD**

*This presentation has been prepared for the Actuaries Institute 2023 Injury and Disability Schemes Seminar.
The Institute Council wishes it to be understood that opinions put forward herein are not necessarily those of the
Institute and the Council is not responsible for those opinions.*

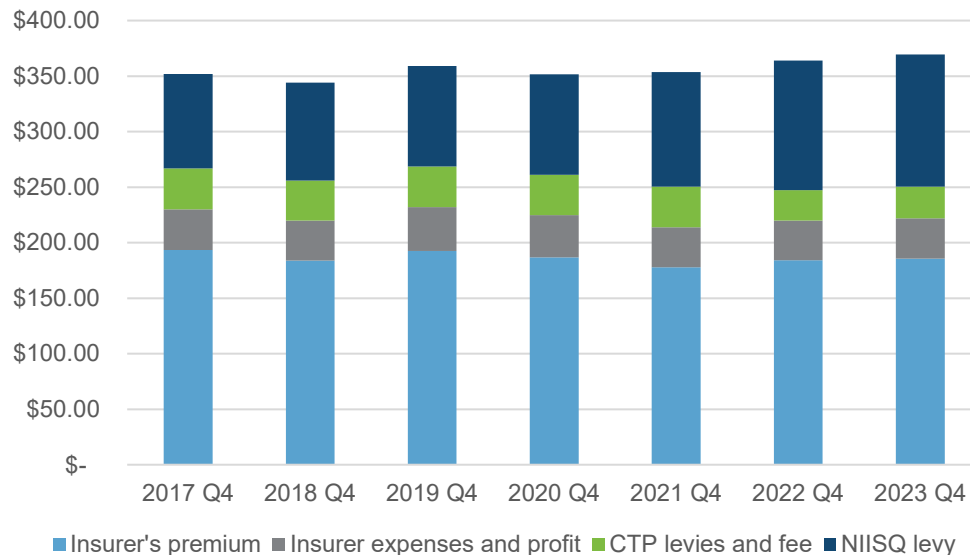
CTP premiums and affordability

Affordability index Class 1 premium as % of AWE



Premiums remain very
affordable and stable

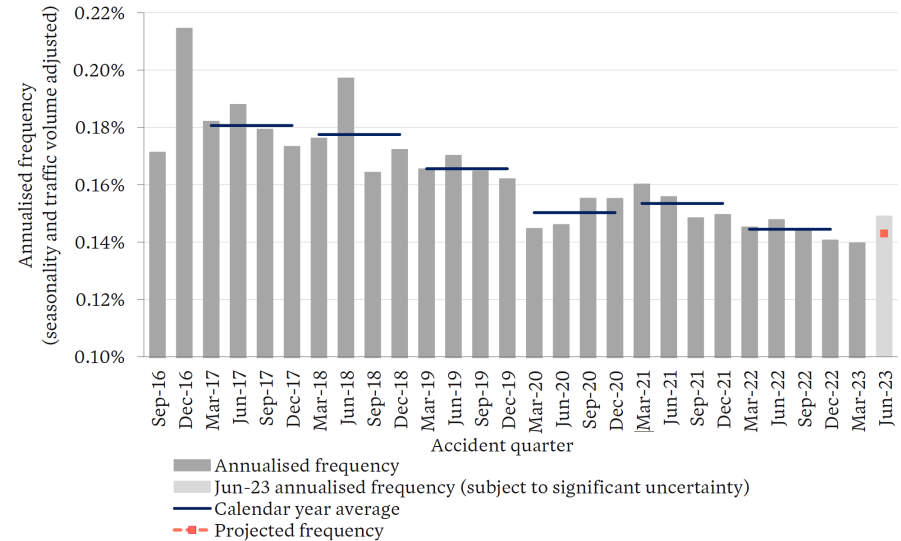
CTP Premium Breakdown



Frequency

- Frequency reduced from 2018.
- Impact of Claim farming reforms & COVID

Figure 2 - Estimated annualised core claim frequency as at 30 June 2023



Claim Farming

- Successful prosecution in 2023
- Notifications significantly reduced in 2023
- Further legal action
- Information sharing with stakeholders

280

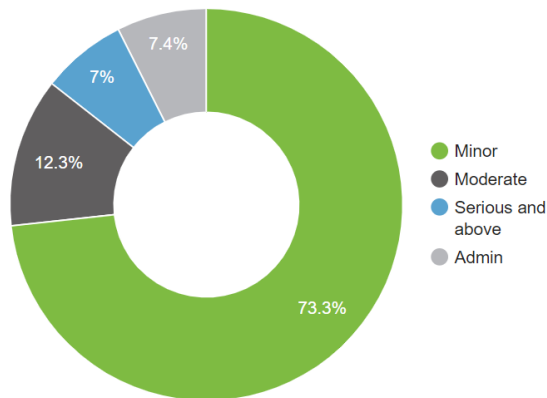
notifications

40%

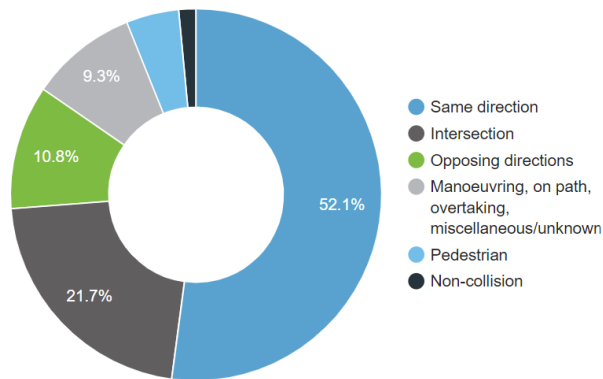
Current

The Claims Story

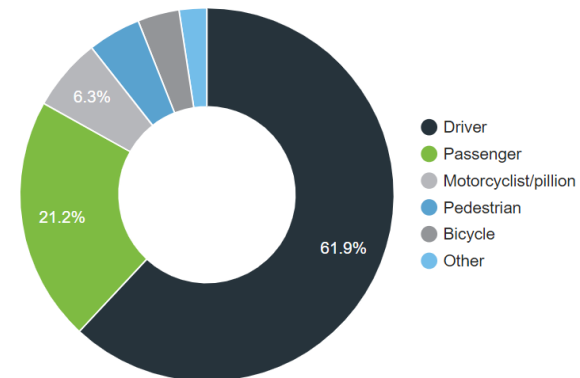
Claim severity



Crash details



Claimant role



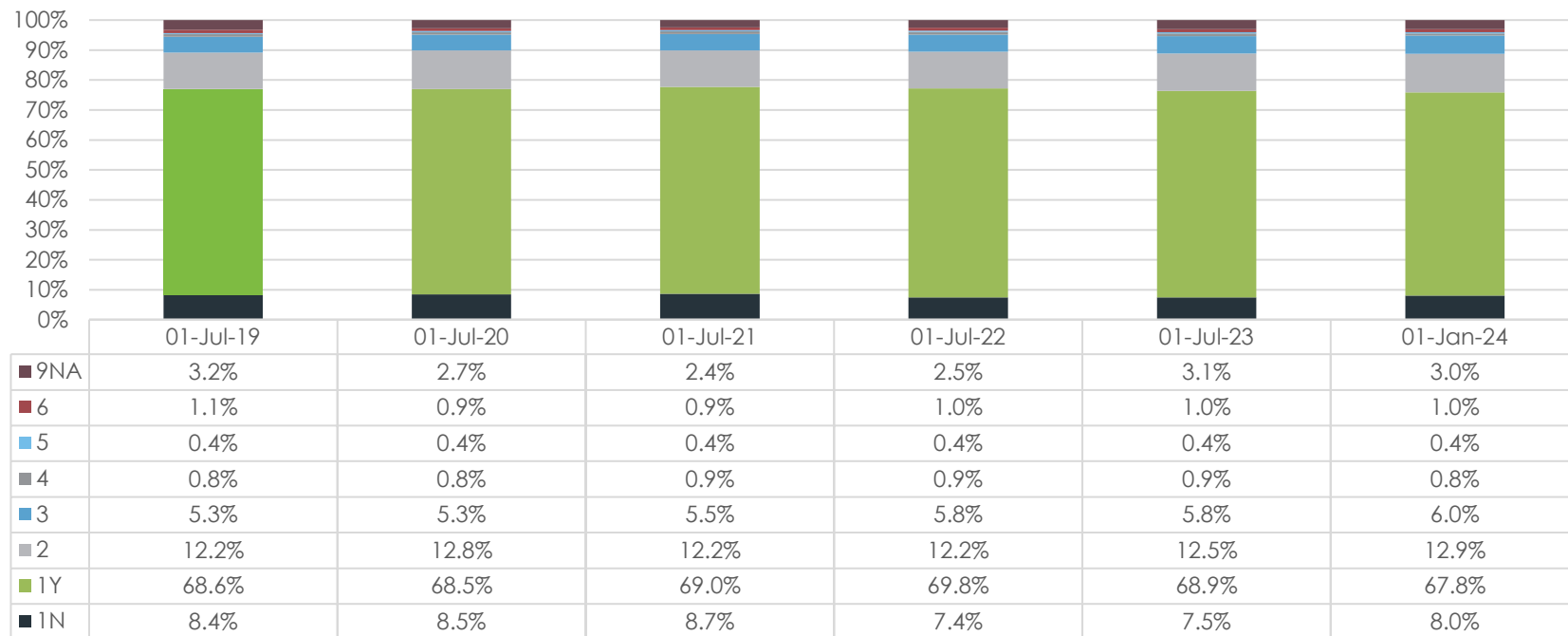
Notes:

Crashes from 1 July 2020 to 30 June 2023.

The severity of claims is coded based on the Abbreviated Injury Score (AIS), which is a six-point scale where one represents a minor injury and six is maximal.

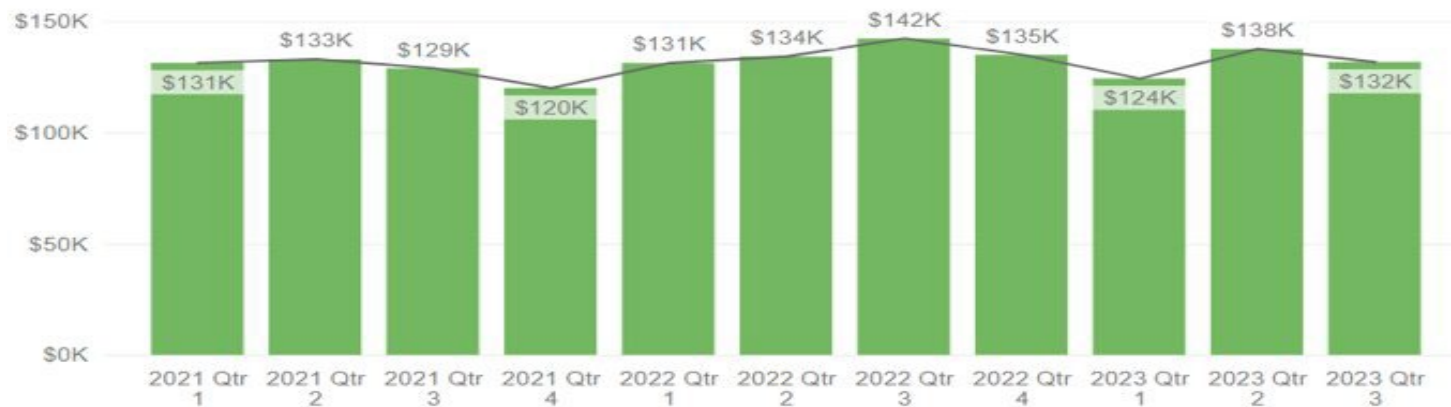
An AIS code of 9 (also labelled as 'admin') is used to describe injuries for which not enough information is available for more detailed coding.

Severity mix

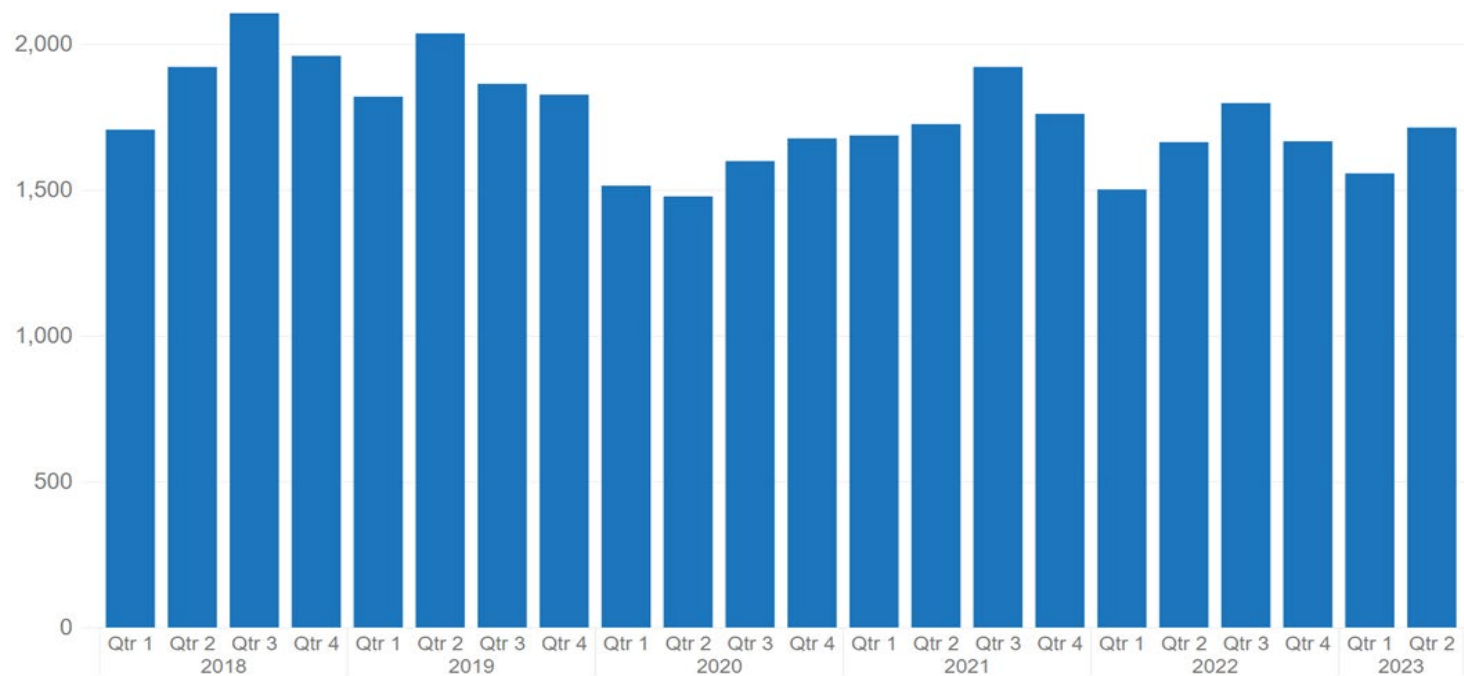


Claim size

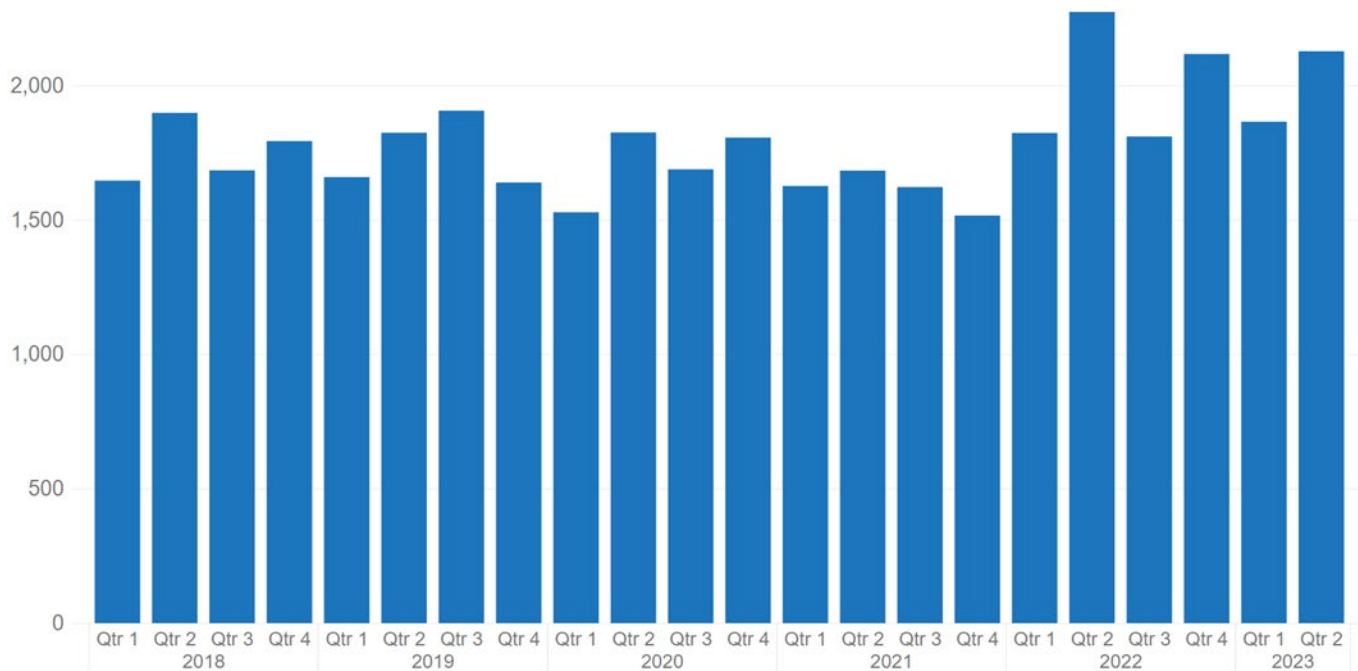
Finalised size - all severities



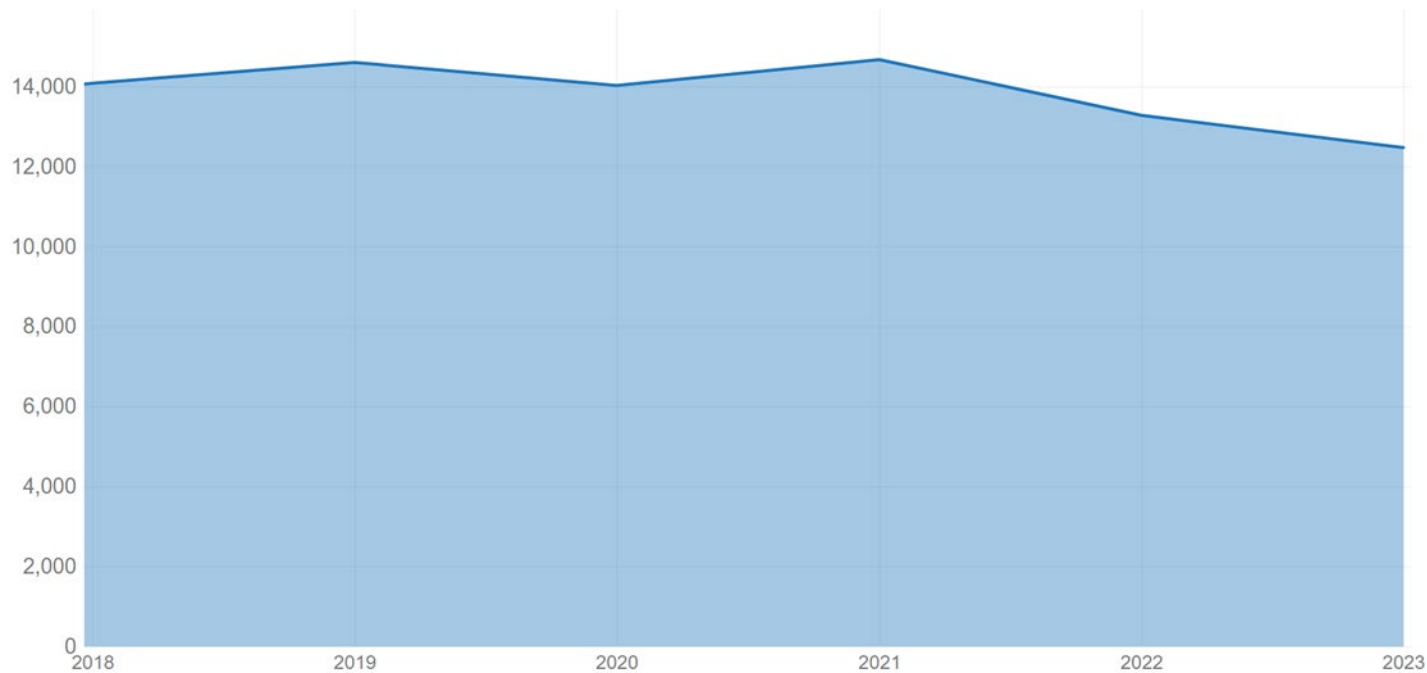
New Claims



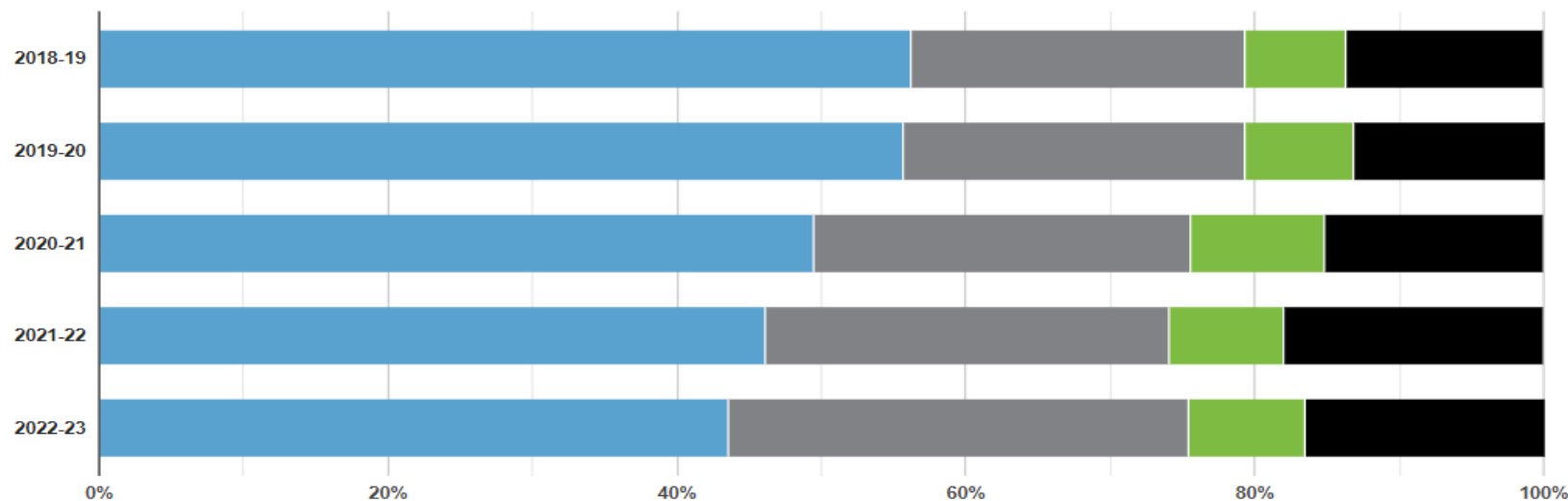
Finalised Claims



Open Claims



Settlement stage



Notes:

Latest financial year - claims finalised from 1 July 2022 to 30 June 2023.

Five-year trend - claims finalised in each financial year.

- Settled prior to CC
- Settled at or within 14 days of CC, but prior to litigation
- Settled more than 14 days from CC, but prior to litigation
- Settled, with proceedings issued

Claim durations

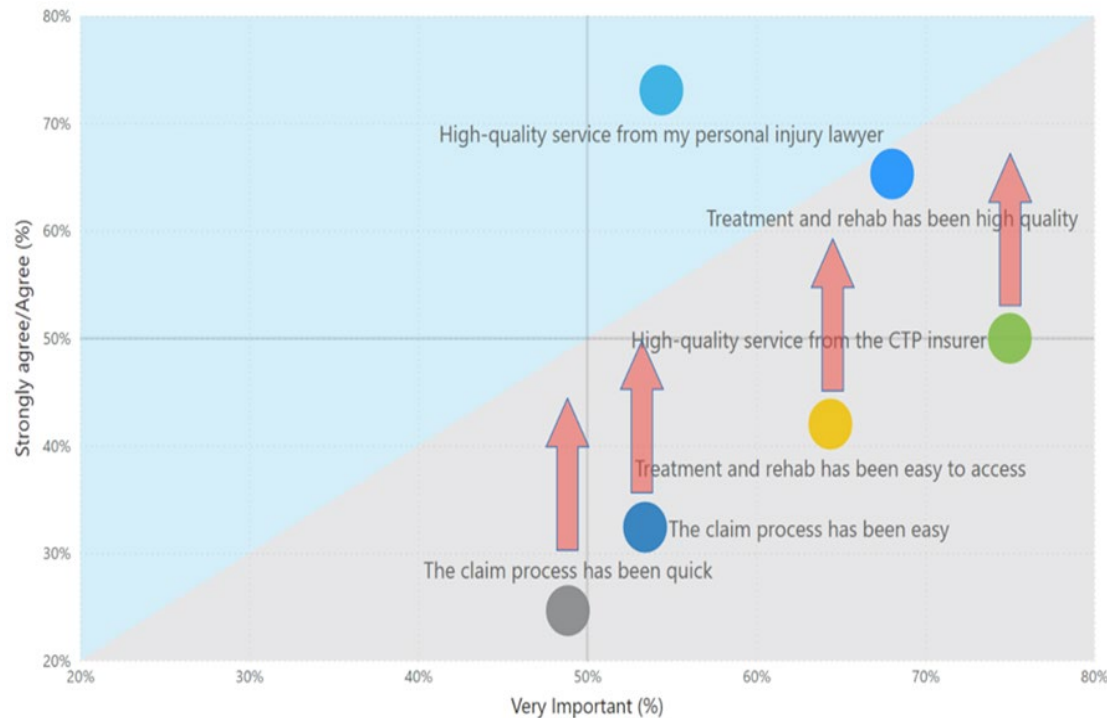


Notes:

Latest financial year - legally represented, finalised claims from 1 July 2022 to 30 June 2023.

Five-year trend - legally represented, finalised claims in each financial year.

Claimant experience



Four key areas for future focus:

- a) faster claim process
- b) easier claim process
- c) easier access to the right treatment and rehab
- d) high quality insurer service

Initiatives

- CTP Claims Forums – Guiding Principles
- Qld University of Technology partnership
- Enhancements to online digital claims
- MAIC Insights reports:

<https://maic.qld.gov.au/scheme-knowledge-centre/trends-insights-and-reports/>

Scheme Review

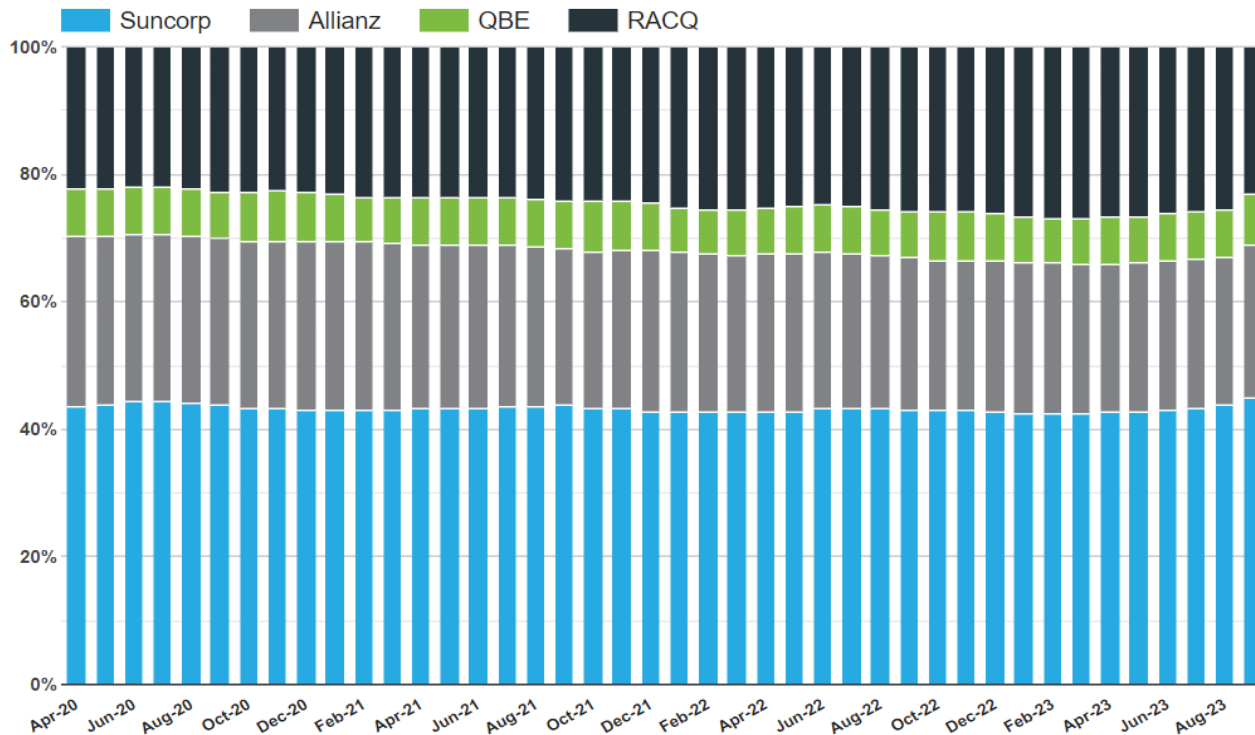
- Treasurer requested in March 2023
- Limited review - scheme sustainability (compensation benefits out of scope)
- 19 submissions received
- RACQ withdrew licence during review
- Review on hold



RACQ Exit

- Commercial decision for RACQ
- RACQ must manage all liabilities – s67(1) & (2) MAIA
- MAIC is working closely with RACQ to ensure smooth way forward for claimants and policyholders

Insurer market share



Note: Data refers to three-month rolling averages



Actuaries
Institute.

Thank you

12 – 14 November
Hobart

IDSS 2023



Actuaries
Institute.

Whole person. Whole system.

IDSS 2023

12 – 14 November
Hobart



National Injury Insurance Scheme Queensland

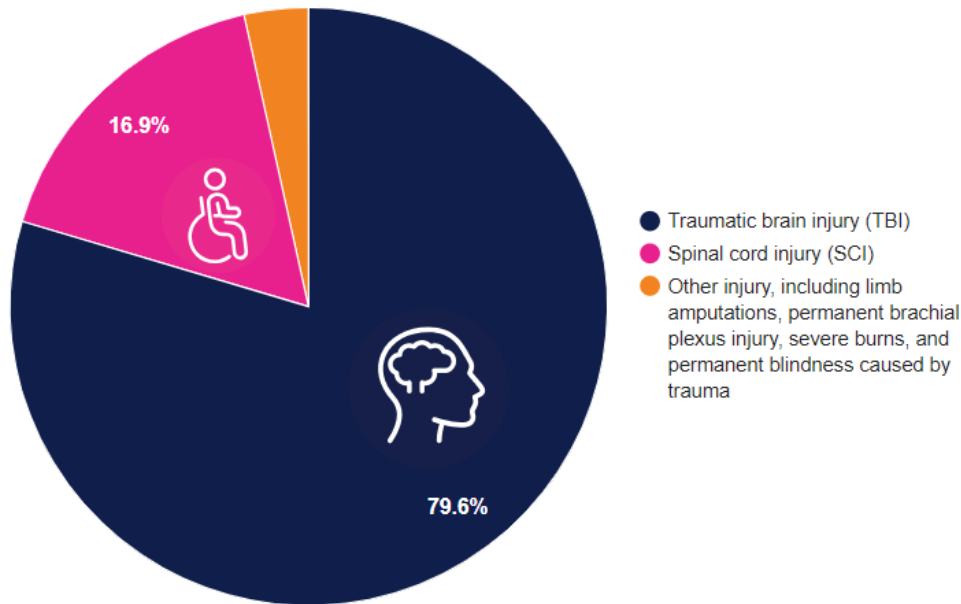
Gaenor Walker

© NIISQ

*This presentation has been prepared for the Actuaries Institute 2023 Injury and Disability Schemes Seminar.
The Institute Council wishes it to be understood that opinions put forward herein are not necessarily those of the
Institute and the Council is not responsible for those opinions.*

NIISQ participants

- 632 accepted
- TBI – 80%
- SCI – 17%
- Other – 3%



Acceptance by quarter

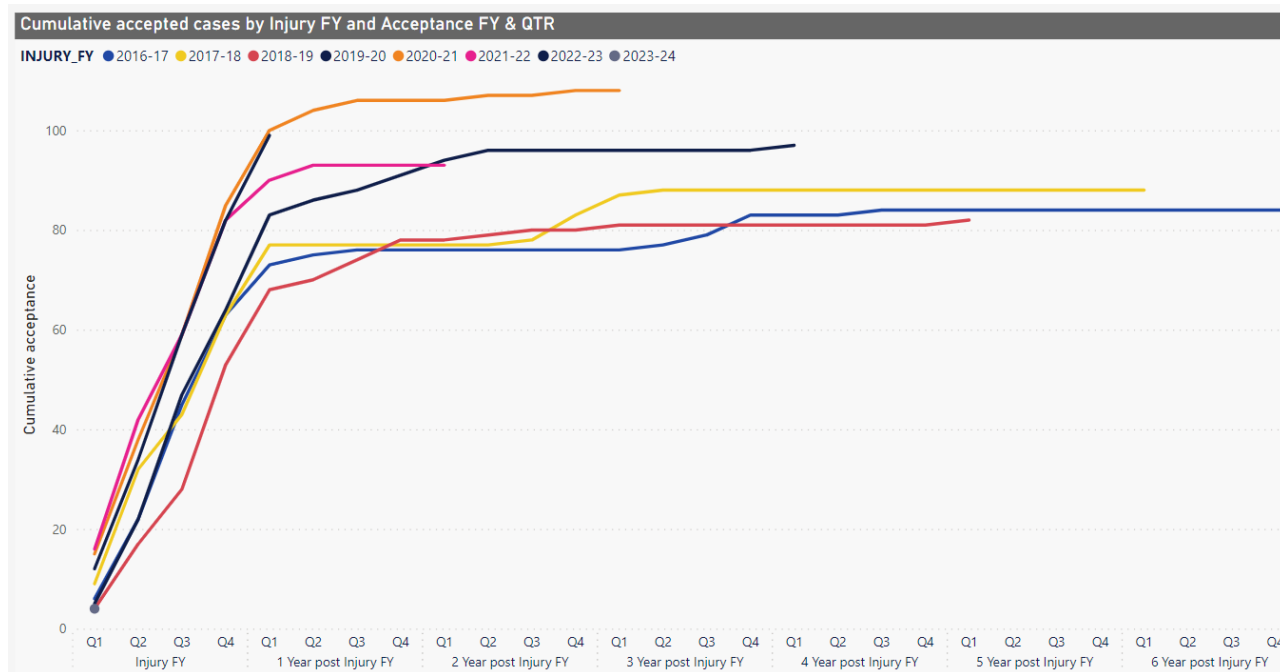
IDSS 2023



- Higher acceptances in 2020 and 2021
- Back to average from 2022 (23 per quarter)

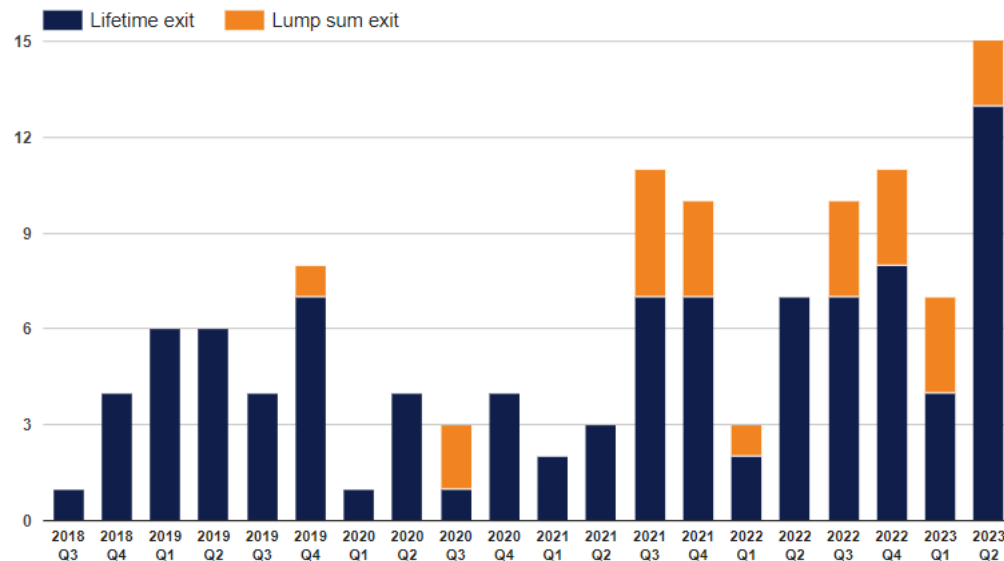
Cumulative acceptance by injury year

- Participants injured in recent years entered the scheme at a faster pace
- Median time from injury to acceptance is now 45 days (2022-23)



Exited participants

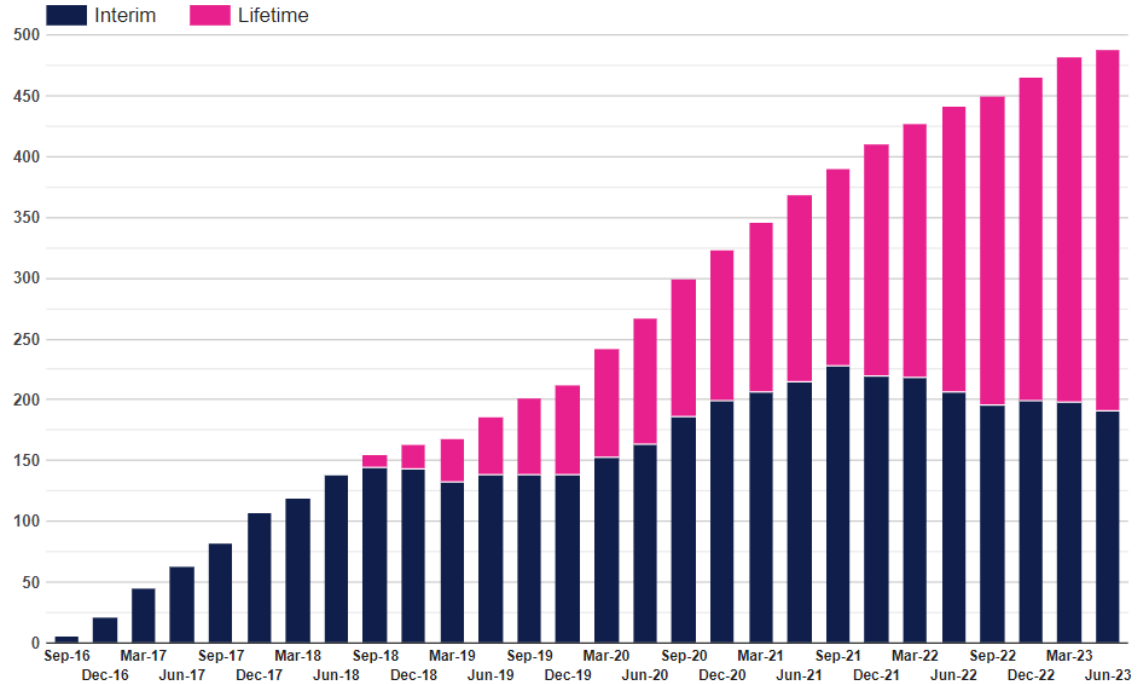
- 98 participants exited at two-year mark
- Lump sum exits have begun to materialise in the past two years.



Active participants

IDSS 2023

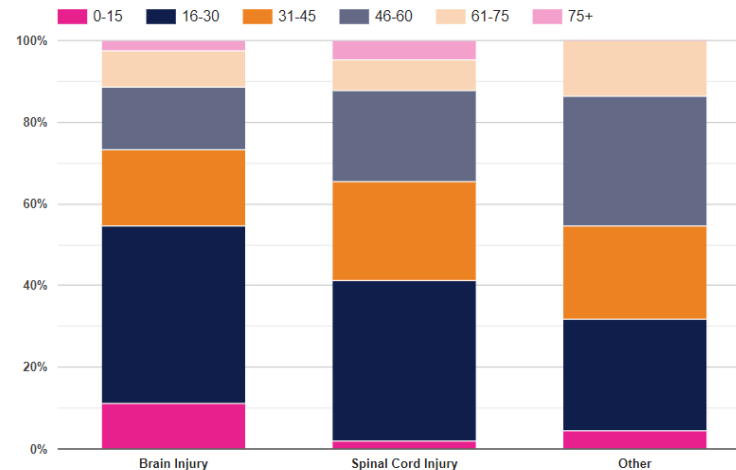
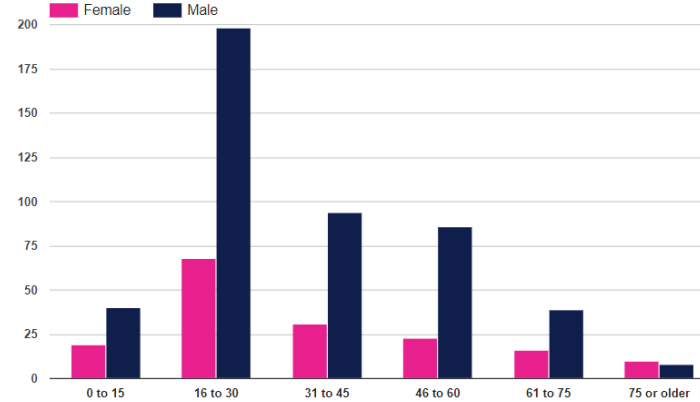
- Continue to increase
- More than 60% are lifetime



Age and gender

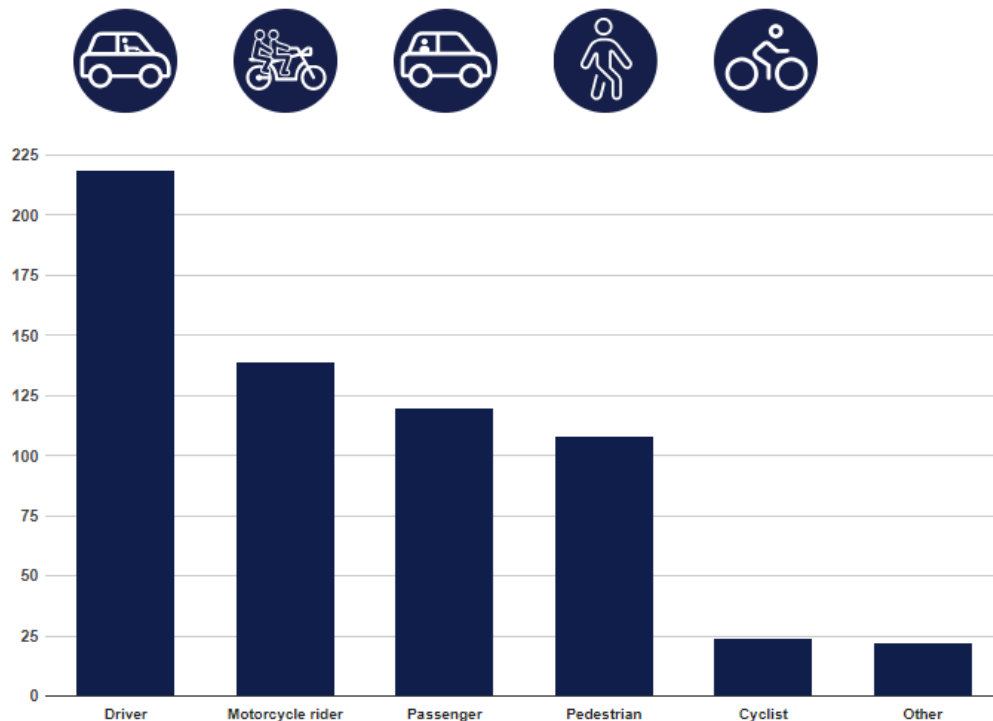
IDSS 2023

- Males continue to be overrepresented
- Major cohort – males aged 16-30
- TBI cohort is relatively younger



Injured roles

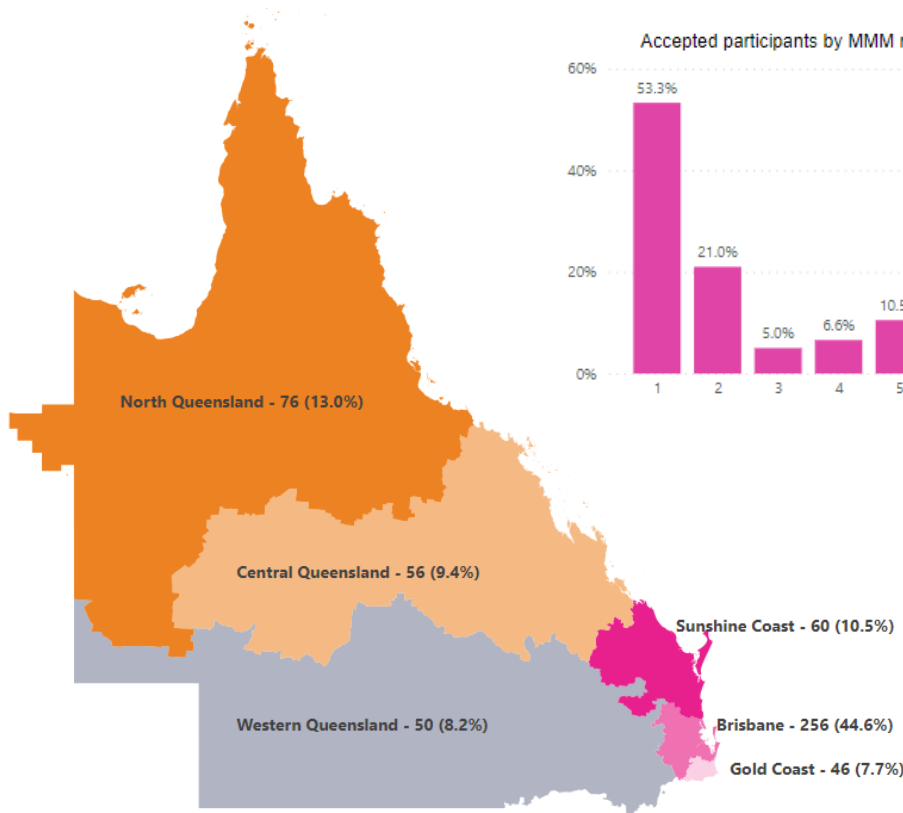
- Overrepresentation of participants involved in motorbike accidents
- Levy of single-seat motorbike was recently increased to match pillion-seat motorbike



5% of registered vehicles; 22% Scheme participants

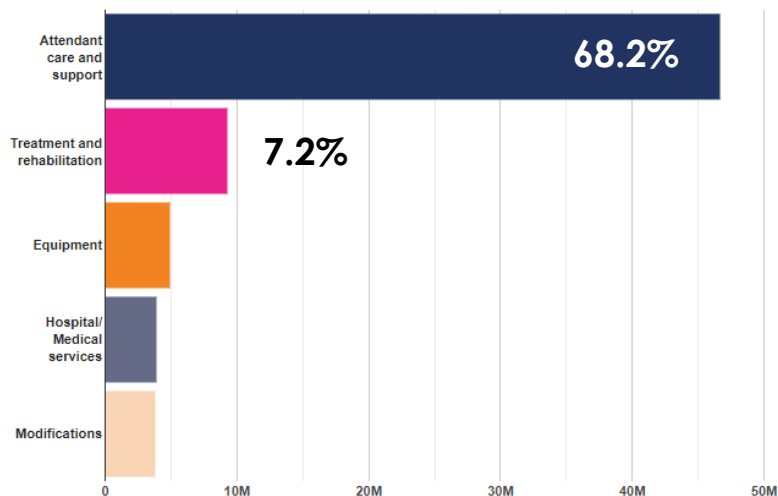
Geographic profile

- Around 40% of participants live outside of South East Queensland
- Over 10% live in small rural towns
- Around 4% live in remote or very remote communities

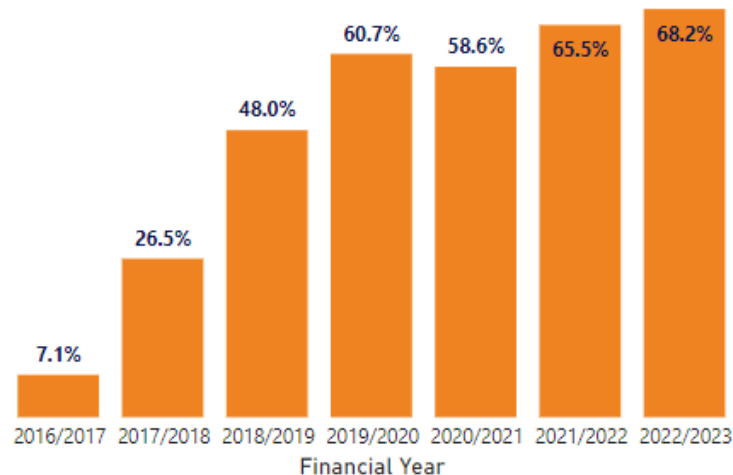


Treatment Care & Support (TC&S)

IDSS 2023



AC&S payment % by Financial Year



- In 2022-23, over 68% of TC&S payment paid towards Attendant Care & Support (AC&S)
- AC&S proportion has increased over the years

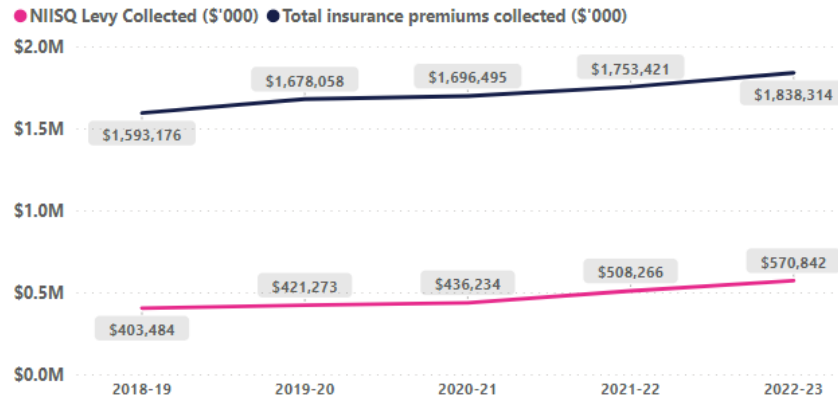
NIISQ Levy and Funding ratio

- As NIISQ levy increases, NIISQ levy collected grows similarly

NIISQ Levy (Class 1 vehicles)

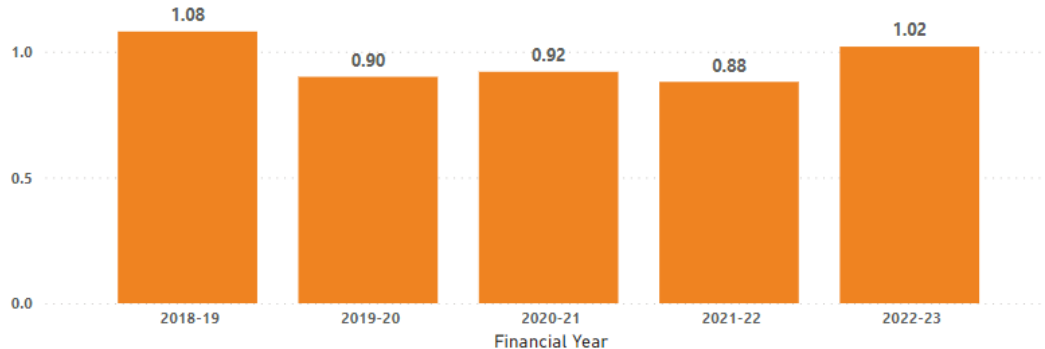


NIISQ Levy Collected vs Total insurance premiums collected (All classes)



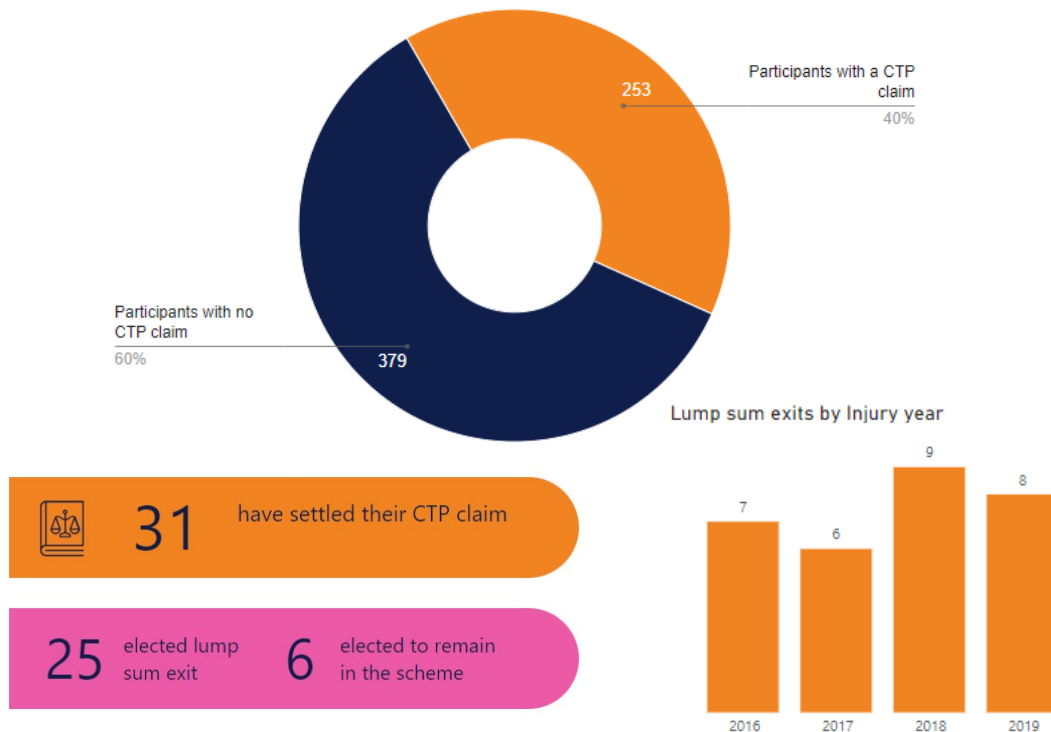
- Funding ratio was above 1 in 2018-19 and again in 2022-23

Funding Ratio (Scheme assets vs Liabilities)



Common law involvement

- 40% participants with CTP claim
- 31 settled CTP claims
- 25 lump sum exited
- Only participants injured in early years reached settlement due to the lengthy process



- MyNIISQ

- QUT 6 week Innovation Sprint
- Codesigned with participants, providers and legal stakeholders
- Future roadmap for a sustainable Scheme through transformational technology implementation
- MyNIISQ Portal POC by end 2023
- Goal Assistant in development
- Participant Reference Group guiding future dev.

Key initiatives

- MyPlan rollout
 - Digitised support planning tool which includes capture of vulnerability & care data (both assessed and requested)
 - Assists participants to tell their story once
 - Will provide foundational basis for future digitisation work
- Digital external care assessment tool with system integration
- Funding capacity building programs:
 - Strength2Strength (Care Rehab)
 - Travelling with Confidence (SLA)
 - CogCap – cognitive rehab training for allied health professionals (UQ)



Actuaries
Institute.

Thank you

12 – 14 November
Hobart

IDSS 2023