



State Insurance
Regulatory Authority

**Terms of Reference
for the
NSW CTP Fraud Taskforce**

24 March 2016

NSW CTP Fraud Taskforce Terms of Reference:

Taskforce role

Through the NSW CTP Fraud Taskforce members will pool expertise and resources to develop an integrated response to address the issue of unmeritorious and fraudulent claims in the CTP scheme.

1. Taskforce members will participate in a range of activities that provide for collaboration and leveraging of individual expertise and organisational resources.
2. Commit to the development of recommendations to SIRA and the NSW Government that are holistic, coordinated and timely.
3. The Taskforce will provide a forum for full and frank dialogue between members.
4. Provide powerful and conclusive direction for the current situation and addressing future instances of CTP personal injury fraud.
5. The Taskforce will demonstrate to the public a coordinated and cooperative commitment to investigating the incidence of, and tackling, fraud.
6. Provide advice and expertise on fraud deterrence, prevention and response.
7. Identify assistance available from members to detect, prevent and respond to fraud.

Taskforce objectives

The NSW CTP Fraud Taskforce members' objectives are to develop tactics and strategies to prevent, detect and respond to fraud within the NSW CTP Scheme. This can be achieved in a phased approach by targeting immediate deliverables and longer term solutions:

1. Immediate deliverables (tactical measures) -

- a) Issue a CTP Fraud Taskforce Communiqué.
- b) Develop a targeted communications and education plan that improves the awareness of fraud being a community issue. This should include a media management plan recognising that the majority of claims are legitimate.
- c) Explore the practice of claims farming and any measures that could disrupt this business model.
- d) Explore whether certain practices of service providers and other stakeholders are contributing to a propagation of fraudulent claims, and any measures to address this behaviour.
- e) Explore the potential impact of current accident reporting systems and any measures that could help deter and detect fraudulent reporting.
- f) Determine best practice ways of investigating and prosecuting fraud, including resourcing and the funding of NSW Police and other investigative resources.
- g) Discuss resource commitment to the Fraud Taskforce and funding for Taskforce initiatives including funding for investigative resources in SIRA, the Police and other regulators dedicated for CTP Fraud investigations.

2. Longer term solutions (strategic measures) -

- a) Identify attitudes and drivers of behaviour that underpin fraudulent claims, focusing on those associated with the current presentation of fraud in the CTP Scheme.
- b) Develop possible responses to the attitudes and behaviours underpinning fraudulent claims, including the role and/or contribution of each member organisation.
- c) Resource requirements of an integrated response to and management of CTP fraud, including the use of data and any legislative powers.
- d) Identify the optimal response strategy and plan for each type of fraudulent activity.
- e) Discuss the causes and remedies for various aspects of fraudulent claiming behaviours.
- f) Determine any changes to legislative or Regulatory instruments required to deter or to prosecute fraud.
- g) Improved utilisation of data, digitisation, direction of data, display of data and dissection and analysis of data.

Deliverables

- Fraud Taskforce Communiqué.
- Tactical actions to be undertaken by Taskforce members to detect and respond to fraud.
- Advice and recommendations by the taskforce to SIRA and the NSW Government on ongoing strategic actions to deter and prevent fraud.

Timeframe

It is proposed that the Taskforce will meet every six weeks, with working parties meeting as required.