



Insurance Council
of Australia

7 October 2022

Via Email: [REDACTED]

Cc: [REDACTED]

Dr Petrina Casey

Executive Director
Motor Accidents Insurance Regulation
State Insurance Regulatory Authority
Locked Bag 2906
Lisarow NSW 2252

Dear Petrina,

Personal Injury Commission Statutory Review

The Insurance Council of Australia (“Insurance Council”), on behalf of NSW licensed Compulsory Third Party (“CTP”) insurers and workers compensation insurers, is pleased to provide a submission to SIRA in relation to the Personal Injury Commission (“PIC”) Statutory Review. Workers Compensation Insurers and CTP Insurers share a commitment to advancing the objectives of optimal recovery, return to work activity and enhancing quality of life outcomes for people injured at work or on the road in New South Wales (“NSW”).

The Insurance Council recognises the objects of the *Personal Injury Commission Act 2020* (“the Act”) and the NSW Government’s focus on improving the customer experience for injured people navigating disputes in the workers compensation and CTP schemes.¹ We acknowledge the important role of the PIC in facilitating just, quick and cost effective dispute resolution for injured people and consider that overall, the policy objectives of the Act remain valid.

In the interests of securing the object that the PIC is open and transparent about its processes, the Insurance Council recommends that the PIC publishes quarterly data that measures finalisations against lodgements by lodgement type. The Insurance Council would support the publication of data for the average time from lodgement to finalisation for applications to PIC by dispute type. We are of the view that the publication of these metrics will provide all stakeholders and scheme participants with valuable insights on PIC processes, which advances the objectives of effective communication and liaison with interested parties. We also consider that reporting of this nature is aligned with the achievement of the PIC’s recently published key performance indicators with respect to workflow and keeping pace with the volume of disputes lodged.

The Insurance Council is committed to working with the PIC to improve the experiences of injured people in the workers compensation and CTP schemes and would welcome further engagement with the PIC on the development and validation of lodgement data. We are available to discuss our submission and any questions that may arise in more detail at your convenience.

¹ Personal Injury Commission Bill 2020, Second Reading Speech, Mr Victor Dominello (Ryde – Minister for Customer Service), Legislative Assembly Hansard 03 June 2020.

Please do not hesitate to contact me or Sarah McKenzie, Senior Policy Advisor, Consumer Outcomes on [REDACTED] or [REDACTED] if you have any queries regarding our submission.

Yours sincerely



Kylie Macfarlane
Chief Operating Officer