



Motor Accidents Injuries Act:

• ^WTreatment & Care after 5 years

Input from legal representatives – July 2019

icare and SIRA

Background

On 1 December 2017, a new CTP scheme came into effect. A key component of this new scheme is that eligible people injured in a motor vehicle accident on NSW roads will now have their ongoing treatment and care needs managed by icare (instead of their CTP insurer) after a period of five years from their accident – or earlier as agreed with their insurer.

The CTP Care Customer Experience (CX) Design Project has been set up by SIRA and icare to ensure that both the processes used to transition clients to icare - as well as their ongoing treatment and care by icare - meet the needs of clients and interact seamlessly with their broader support ecosystem.

Understanding our customers

In order to ensure that clients transferring to icare experience a seamless transfer, we need to understand more about them. To do this, we will be speaking with a range of legal representatives to learn from your extensive experience with CTP Claimants.





Input from Solicitors

Type of information

Our goal is to ensure that CTP claimants who are eligible for statutory benefits for treatment and care after five years will have a quick and easy transition from their CTP Insurer to icare – and receive the ongoing treatment and care they need from icare.

To do this – we are seeking input from legal representatives to understand:

- **What you know about CTP Claimants who would typically require treatment beyond 5 years (and aren't participants of Lifetime Care).** For example: what types of injuries claimants have; what treatments do they typically need; and what other demographic details do you know about them.
- **What you think some of the key challenges are that we might face.** For example: transferring customers from their CTP Insurer to icare.

Logistics

We will be conducting interviews with a range of legal representatives who regularly work with CTP Claims in July 2019. We anticipate those interviews would typically take one hour each.

We are happy to come to your offices – although you are also welcome to meet at icare's offices at 321 Kent Street if easier.