

ACT GOVERNMENT

What the community is saying...

**Karen Stewart–Moore,
Deputy Director Strategic Engagement,**

**Chief Minister, Treasury &
Economic Development Directorate**



Inviting the community to give feedback



- **Our Canberra newsletter** – September edition to 180,000 households
- **Radio advertising** – 2CC and FM 104.7
- **Social media** – ACT Government accounts Facebook & Twitter
 - Facebook – 8 posts and 9 ads; 98, 131 reached 1,400 clicks to website or survey
 - Twitter – 5 posts; 8,602 impressions; 14 clicks to the website or survey
- **Social media advertising** – Facebook, Instagram and Twitter
- **Traditional media** – via editorial

Social media posts by ACT Government

ACT Government
13 September at 12:00 · 🌐

Our CTP insurance feedback survey is now live. Complete it and let the citizens' jury know your priorities for our CTP scheme <http://bit.ly/2wZaHKY> #YourSayonCTP



Like Comment Share

22 · Top comments ·

13 shares

Write a comment...

Giselle Webb I don't really understand the point of this survey. There is a clear outcome which all of the questions seem to advertise rather than seek an opinion. I feel like this is just ticking the 'public consultation' box.
Like · Reply · 2 · 18 September at 20:12

Edgar Sharp Do NOT change it to the NSW system! Their prices are out of control!
Like · Reply · 1 · 17 September at 15:16

1 Reply

View 4 more comments

ACT Government
20 August · 🌐

We're hosting a citizens' jury on compulsory third-party (CTP) insurance. We think it could be improved to better protect Canberra. Have your say here at www.yoursay.act.gov.au/#yoursayonCTP



Like Comment Share

1 share

Write a comment...

Paul Thomas Why not get comprehensive insurance to ... Is it true 7% of the cars on the ACT roads have no registration or CTP ?
Like · Reply · 20 August at 11:29 · Edited

ACT Government Hi Paul, thanks for posting.
It's a great question. Your comprehensive insurance will only cover damage to someone else's property (for example, their car) if you are at fault for an accident. Comprehensive insurance will also cover damage to your car. See more.
Like · Reply · 1 · 20 August at 10:28 · Edited

Anika Gray How come I have not had a response from this page despite raising this with you a few weeks ago and you promised to get back to me asap??!

Like · Reply · 20 August at 13:46 · Edited

ACT Government @actgovernment · Aug 21

Have your say on the future of compulsory third-party insurance in the ACT [#yoursayonCTP bit.ly/2wZaHKY](http://yoursayonCTP.bit.ly/2wZaHKY) #Canberra



1 3 3

-  **Dave Hanna** Victorian system please, make it national!
Like · Reply · 19 September at 06:44
-  **Chan Phoenix Touchè**
Like · Reply · 15 September at 16:55
-  **Anthony Tadin** Too bloody expensive!
Like · Reply · 16 September at 16:26
-  **Nataschja Budel** Mick de Groot
Like · Reply · 16 September at 06:12

Feedback summary

1,435 pieces of feedback received including:

263

Online quiz

725

Survey responses

328

Have told us their CTP priorities

65

Short form comments

54

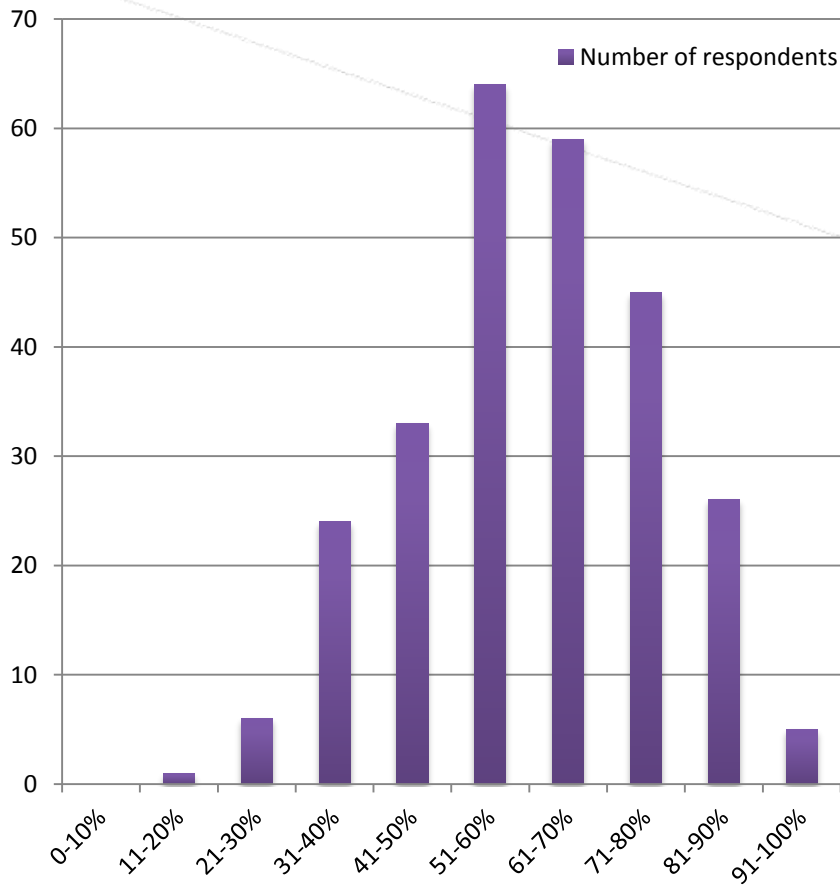
Long form comments

PLEASE NOTE: This slide differs from the presentation given to the jury on 14 October 2017.

There were 65 short form comments and 54 long form comments. 119 was the combined total of long and short form feedback. This correction has been communicated to the jury members through Basecamp.

CTP insurance quiz

Average Score 65% - 7/10 PTS



33%

Q. 6 Most difficult: *True or false*, of all the money paid out by CTP insurers for motor vehicle accidents for the past three years (2014-15 to 2016-17), the greatest proportion went to pain and suffering. The next highest proportion went to medical treatment and care expenses for injured persons.

96%

Q.1 Most correct: *True or false*, in the ACT you can register your car without having CTP insurance.

Survey Demographics

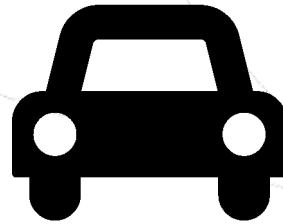


37%

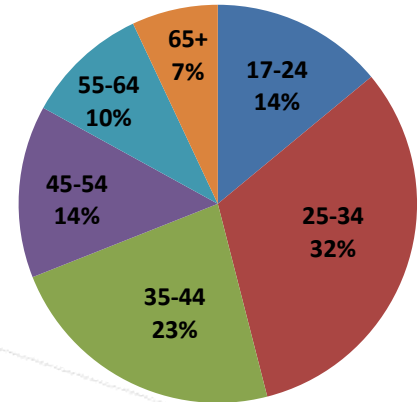


62%

1% identified as other



94%



Age demographic

CTP insurance survey

65% would prefer CTP insurance that covers everyone injured in an accident regardless of whose fault it was. **(phone survey: 72%)**

57% would prefer a CTP insurance process where, if you are injured through someone else's fault, compensation is based on going through a court or negotiated settlement process where your individual circumstances are taken into account.
(phone survey: 45%)

59% think CTP compensation should be fixed in some way for people with less serious injuries. **(phone survey: 79%)**

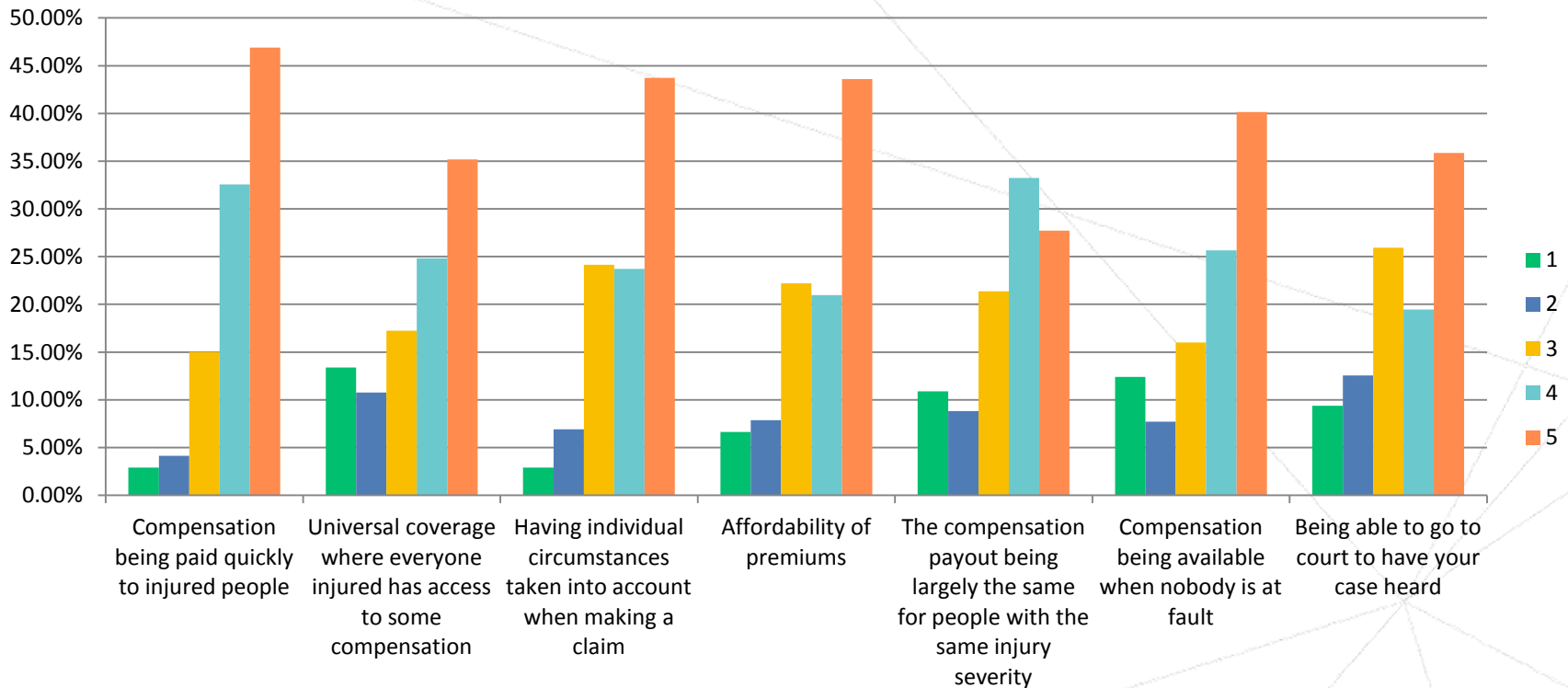
CTP insurance survey

52% think compensation for non-financial loss (like pain & suffering) should be paid regardless of whether a person's injury is minor or severe. **(phone survey: 45%)**

50% would prefer more generous coverage and benefits reflected in a higher premium. **(phone survey: 49%)**

CTP Insurance survey priority ranking

With 1 being not at all important and 5 being extremely important, how important are the following CTP Insurance features:



CTP Priorities

What are your priorities in a Compulsory Third Party insurance scheme?

Take our quick poll to let us know what matters to you about Compulsory Third Party (CTP) insurance. Please rate the following from most important to least important.

Everyone injured in a motor vehicle accident has some access to compensation (universal coverage)

Payments for medical treatment and care and lost income are made quickly to injured people

Premiums are affordable

Injured people with a similar type and severity of injury receive similar compensation

Claim payouts reflect individual circumstances

Maximising the proportion of your premium dollars that go to the direct benefit of injured persons

Submit

Priority rankings – method one

- 1. Payments for medical treatment and care and lost income are made quickly to injured people**
- 2. Everyone injured in a motor vehicle accident has some access to compensation (universal coverage)**
- 3. Premiums are affordable**
- 4. Claim payouts reflect individual circumstances**
- 5. Maximising the proportion of your premium dollars that go to the direct benefit of injured persons**
- 6. Injured people with a similar type and severity of injury receive similar compensation**

CTP Priorities – method two

Priorities	Rank
Everyone injured in a motor vehicle accident has some access to compensation (universal coverage)	79
Premiums are affordable	77
Claim payouts reflect individual circumstances	67
Payments for medical treatment and care and lost income are made quickly to injured people	60
Maximising the proportion of your premium dollars that go to the direct benefit of injured persons	25
Injured people with a similar type and severity of injury receive similar compensation	9

Short Form Feedback – Main themes

- Concerned that this process will remove the rights of victims to favour those at fault.
- Distrusting the fairness of the deliberative democracy process.
- Would like to see the cost of the current CTP scheme lowered.
- Concerned that changes to the scheme will limit people's rights and entitlements.
- Happy with the current ACT CTP scheme and do not want to see any changes.

Long Form Feedback – Main themes

119 feedback comments provided

- Wide range of views and contributors.
- Numerous personal stories of experience under the CTP insurance scheme.

Comments include:

- Maintain the current level of insurance coverage.
- Protect the rights of innocent parties.
- Time taken to settle claims.
- Individual circumstances should be taken into account.
- Early access to health care.

Feedback Summary

Feedback and data collected through public consultation will be available for you to read through on the document library table or by visiting base camp.

It will also be public on Your Say next week.

Questions?

