

OFFICIAL



CTP Regulator

2024-25 Annual Report

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To:

Hon. Tom Koutsantonis MP,
Treasurer

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Compulsory Third Party Insurance Regulation Act 2016*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the CTP REGULATOR by:

David Price

Chief Executive and CTP Regulator

Date 24 September 2025

Signature  _____

From the Chief Executive

The past year the Regulator team has worked diligently to maintain an efficient CTP Scheme by focusing on technological enhancements to benefit injured people, motorists and the South Australian community.

The team focus on Scheme data has driven improvements in claims management and injury recovery outcomes. This included using existing Scheme data to gain additional insights and explore opportunities for improvement by developing new metrics and exploring refinements to the use of existing data points. This past year's work has laid the foundations for deeper understanding of injured peoples' experience in the Scheme to guide further improvement of supports for claimants with their injury recovery.



The team reviewed and enhanced the Allied Health Management Plans used by treatment providers to request funding for treatment, care and support in the Scheme. The review resulted in the release of new, improved plans designed to ensure timely and clear funding decisions. These enhancements are expected to promote a more streamlined, holistic, and evidence-based approach to treatment funding decisions in the Scheme. As a focus for this year, we have deepened our engagement with key stakeholders—particularly health providers—to promote early intervention and better outcomes for injured people.

We commenced our exploration into the potential benefits artificial intelligence (AI) presents for the Scheme, particularly in the use of Scheme data. Our first AI program was implemented and underscores our commitment to leveraging technology to enhance Scheme efficiency. We are supporting our team to identify other ways AI may further enhance efficiency and insights. The AI exploration was coupled with proactive monitoring of CTP Insurer's technological innovations to ensure that they are well-governed and ultimately benefit injured people and motorists. While innovation presents exciting opportunities, we remain focused on ensuring that all changes serve the best interests of the community.

Our efforts to streamline operations extended to the CTP Insurer Compliance Management System, which serves as the repository for all insurer audit and compliance activity records. Recent enhancements to this system have simplified compliance processes and improved the overall management of audits and related activities, contributing to greater operational efficiency.

We continue to focus on ensuring CTP premiums remain fair and reasonable, with the majority of South Australian motorists seeing minor increases in their premiums well below inflation, reflecting the ongoing efficiency and sustainability of the competitive, privately underwritten Scheme. As of 1 July 2025, the lowest available 12-month metropolitan private passenger vehicle premium is 14% of South Australian average weekly earnings, a notable decrease from 27% when the current Scheme began in 2016.

To further inform our initiatives and drive continuous improvement, we expanded on our regular surveying of claimants to delve deeper into the injury recovery experience and experience with treatment providers. We also surveyed insurer staff to gain their insights into the Scheme. These findings will inform the Regulator's initiatives to further improve scheme experience in the coming year, with a focus on improving public awareness, understanding and scheme accessibility.

I look forward to working with my dedicated team and all scheme stakeholders to ensure the Scheme continues to evolve and deliver for injured people, motorists and the South Australian community.

A handwritten signature in black ink, appearing to read 'D Price', written in a cursive style.

David Price

Chief Executive and CTP Regulator

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Overview

About the CTP Scheme

The Compulsory Third Party (CTP) Insurance Scheme is governed by South Australian legislation in the following Acts of State Parliament: *Motor Vehicles Act 1959* (MV Act), *Civil Liability Act 1936* (CL Act) and *Compulsory Third Party Insurance Regulation Act 2016* in addition to contracts between the State and government approved insurers (CTP Insurers).

The CTP Regulator oversees the Scheme and regulates the CTP Insurers, AAMI, Allianz, QBE, NRMA and Youi. Fundamental aspects of the Scheme are to support the recovery of people injured in motor vehicle accidents and provide a compulsory Policy of Insurance (policy) to protect motor vehicle owners against the financial impact of causing personal injury or death to other road users through the use of their vehicle anywhere in Australia.

CTP insurance is paid for at the same time as motor vehicle registration. The policy attaches to the vehicle, not the purchaser. The minimum terms and conditions of the policy, set by the Regulator, are available on the Regulator's website: www.ctp.sa.gov.au.

Motorists actively choose their CTP Insurer based on factors including price, brand, claimant service rating and approved incentives. The CTP Insurers underwrite the South Australian scheme and manage claims against the policy.

In South Australia, claims for compensation under the Scheme are fault-based common law claims modified by statute, primarily the CL Act. This means injured road users may be eligible for injury recovery support, payment of reasonable and necessary treatment and compensation when another party is at fault or partially at fault. Access to compensation requires the injured person's injuries to meet injury severity thresholds.

The Regulator is appointed as the Nominal Defendant under Part 4 of the MV Act. Nominal Defendant claims occur when a vehicle involved in a motor vehicle accident in South Australia, which causes injury or death to other road users, is uninsured or cannot be identified. The Regulator assigns management of Nominal Defendant claims to the CTP Insurers in line with their market shares.

The Scheme also provides funding for reasonable and necessary treatment, care and support for children injured while under the age of 16 years in an accident in South Australia, regardless of fault.

The CTP Scheme is complemented by the Lifetime Support Scheme which operates separate from the CTP Scheme. The Lifetime Support Scheme is a no-fault scheme which provides treatment, care and support for people who have sustained very serious injuries in motor vehicle accidents in South Australia.

Purpose of the Regulator

The Regulator is established as an independent statutory authority under the *Compulsory Third Party Insurance Regulation Act 2016* (the Act). The Regulator's functions are set out in section 5(1) of the Act.

The Regulator is responsible for:

- regulating CTP Insurers
- monitoring and reviewing the operation and efficiency of the CTP Scheme
- oversight, monitoring and reporting of CTP Insurer activities
- determining the minimum terms and conditions of the policy of insurance
- determining CTP premiums
- providing information to consumers about the Scheme and CTP Insurers.

Our vision

To deliver a fair and competitive CTP Scheme with choice, ease and confidence for the South Australian community.

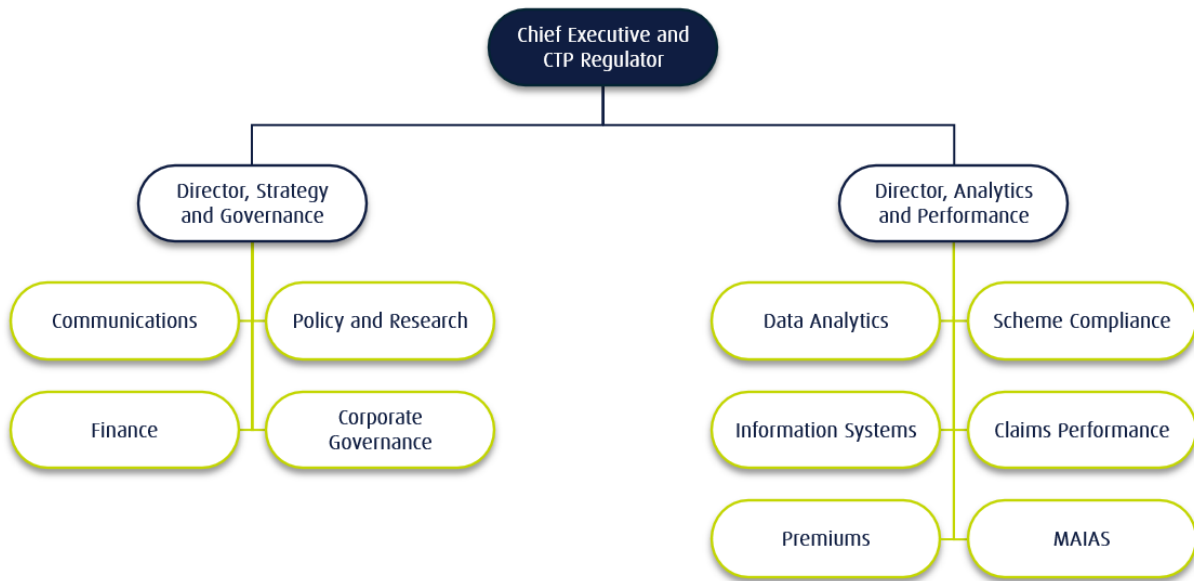
Our mission

To provide community confidence in the Scheme by regulating CTP Insurers and monitoring the performance of the CTP Scheme.

Our values

Our values	What this means for us
Outcomes driven	<ul style="list-style-type: none"> • We look for practical solutions • We are decisive in our approach
Accountable	<ul style="list-style-type: none"> • We do what we say we will do • We act in the best interests of the Scheme
Collaborative	<ul style="list-style-type: none"> • We listen to, and inform our community • We work together to bring positive change
Fair	<ul style="list-style-type: none"> • Our practices reflect and uphold our independence • We make evidence-based decisions
Supportive	<ul style="list-style-type: none"> • We provide quality customer service • We respect the diversity of the people we serve

Our organisational structure



Changes to the CTP Regulator

During 2024-25, the process of determining premium ranges was transferred to the portfolio of Director, Analytics and Performance.

Our Executive team

David Price is the Chief Executive (CE) and CTP Regulator (Regulator), responsible for carrying out the functions of the Regulator and the CE as determined by the *Compulsory Third Party Insurance Regulation Act 2016*. The Regulator is also the Motor Accident Injury Accreditation Scheme (MAIAS) Administrator.

Meghan Ritchie is the Director, Strategy and Governance, responsible for scheme research and policy, providing information to motorists and overseeing corporate functions including finance.

Ivan Lebedev is the Director, Analytics and Performance, responsible for information systems, data analytics, monitoring the Scheme, CTP Insurer performance, MAIAS and the process of determining premium ranges for premium classes.

Legislation administered by the Regulator

- *Compulsory Third Party Insurance Regulation Act 2016*
- Part 4, *Motor Vehicles Act 1959*.

Government stakeholder relationships

The Regulator has a service level agreement with the Department of Treasury and Finance (DTF) for the provision of corporate services to keep administration costs down and support the effective functioning of the Regulator’s office.

Our significant relationships to support scheme efficiency and administration are with the:

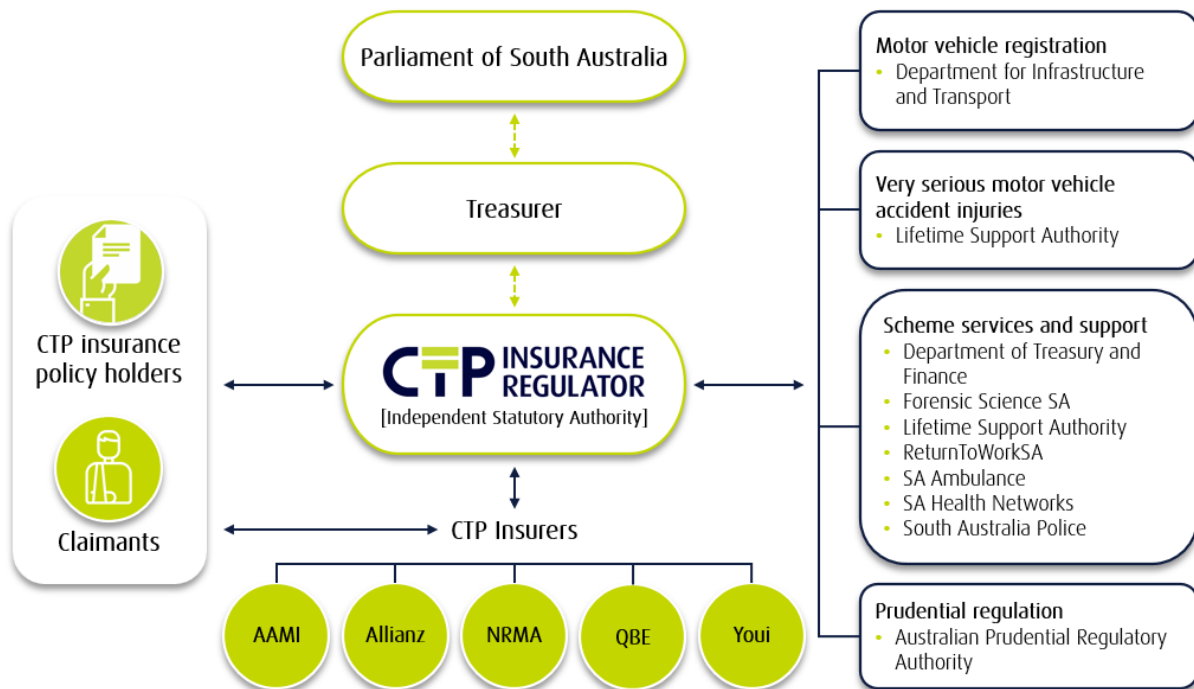
- Department for Infrastructure and Transport for the collection and disbursement of CTP premiums
- Lifetime Support Authority to improve recovery outcomes for injured people
- ReturntoWorkSA to share Scheme learnings, emerging issues and collaborate on shared initiatives to support injured people
- Australian Prudential Regulation Authority to monitor the financial stability and solvency of the CTP Insurers.

In 2024-25, the Regulator maintained arrangements with government agencies to provide the following services to the Scheme:

- **Health and Emergency Services:** SA Local Health Networks; SA Ambulance Service; State Rescue Helicopter Service; Forensic Science SA
- **Road safety:** South Australia Police and Department for Infrastructure and Transport
- **Customer support and transaction processing:** Department for Infrastructure and Transport.

These arrangements are funded from the administrative component of CTP premiums, collectively known as the CTP Scheme Services fee (detailed on page 31).

CTP Regulator stakeholders:



Motor Accident Injury Accreditation Scheme (MAIAS) Administrator

The Regulator is appointed as the Motor Accident Injury Accreditation Scheme (MAIAS) Administrator by the designated Minister under section 76 of the *Civil Liability Act 1936*. The MAIAS Administrator has administrative and financial responsibility of the MAIAS which was established to accredit health professionals to undertake Injury Scale Value (ISV) medical assessments.

An ISV medical assessment is used to assist in determining an injured road user's entitlement to compensation by assigning referred injuries to ISV item numbers listed in Schedule 1 of the *Civil Liability Regulations 2013*. The ISV is a number between 0 and 100 that reflects the level of adverse impact of the injury on the person, based on medical evidence.

The Administrator uses the MAIAS Rules to oversee the performance of the accredited medical practitioners. The Rules prescribe the regulatory and service standards required for medical practitioners to achieve and maintain accreditation.

The key objective of MAIAS is to create an independent system that provides consistent, objective and reliable ISV medical assessments. As Administrator, the Regulator's responsibilities include but are not limited to:

- prescribing the processes and documentation of the MAIAS including accreditation training courses and overseeing their implementation
- supporting Accredited Medical Practitioners (AMPs) and monitoring their performance to verify conformity with accreditation obligations
- making recommendations to the Minister for approval of applicants who meet the accreditation criteria
- maintaining and keeping an up-to-date register of all AMPs
- continuing oversight of the MAIAS.

The Regulator's performance

Performance at a glance

In 2024-25, the Regulator continued to deliver on its strategic objectives to support the efficiency of the Scheme. Highlights include:

- Redetermined CTP premium bands with the majority of South Australian motorists seeing premium increases below inflation, reflecting the ongoing efficiency and sustainability of the competitive, privately underwritten Scheme.
- Conducted insurer audits to monitor compliance of CTP Insurers with the contractual and legislative obligations of the Scheme. See page 20 for more detail.
- Expanded on our regular surveying of claimants to delve deeper into the injury recovery experience, experience with treatment providers and surveyed insurer staff to gain their insights into the Scheme. See page 24 for more detail.
- Enhanced use of scheme data to drive improvements in claims management and injury recovery outcomes. See page 24 for more detail.
- Reviewed Allied Health Management Plans. These plans are used by insurers to assist providers to request funding for treatment, care and support for injured people. See page 25 for more detail.
- Increased engagement with health providers to promote early intervention and improve recovery outcomes for injured people. See page 27 for more detail.

Regulator objectives and performance

The Regulator's strategic objectives support delivery of statutory functions under section 5 of the *Compulsory Third Party Insurance Regulation Act 2016*.

The Regulator's performance against strategic objectives is summarised below.

Performance indicator	Target date	Outcome
Objective 1: Oversee a financially sustainable, effective and efficient scheme		
Explore opportunities to convert scheme data into actionable insights (see page 24)	June 2025	✓ Achieved
Explore the viability of implementing risk screening and data reporting, and monitoring how risk factors change, throughout the life of the claim, to promote a biopsychosocial lens to injury recovery (see page 24)	June 2025	✓ Achieved
Plan and prepare the Scheme for emerging technologies and participate in Across Government automated vehicle reform working groups (see page 26)	December 2028	On track

Objective 2: Promote an outcome driven, early recovery and service focused approach to claims management		
Review Allied Health Management Plans (see page 25)	May 2025	✓ Achieved
Review how working injured people with CTP claims return to work to monitor and encourage insurer supports (see page 24)	June 2025	✓ Achieved
Develop a customer insights framework to support customer-centric decisions based on consumer insight research	December 2024	✓ Achieved
Research, identify and implement injury recovery and scheme experience initiatives that improve outcomes and experience of injured people in the Scheme (see page 24)	June 2025	✓ Achieved
Explore and implement Motor Accident Injury Accreditation Scheme quality assurance program efficiencies (see page 28)	June 2025	✓ Achieved
Objective 3: Deliver a customer-centric focus		
Explore opportunities in artificial intelligence and how these can be applied to benefit the Scheme (see page 25)	June 2026	On track
Review insurer technological improvements to understand application in the CTP Scheme and potential impacts for policyholders and claimants (see page 22)	June 2025	✓ Achieved
Strengthen Regulator staff skills in communicating with vulnerable people	June 2025	✓ Achieved
Objective 4: Enhance the capability of the team		
Promote staff participation in targeted training and development opportunities (see page 14)	June 2025	✓ Achieved
Implement strategies to strengthen our resilient and contemporary team	June 2026	On track
Provide opportunities to develop staff capability through cross-skilling across teams	June 2026	On track
Implement a plan to action recommendations from the 2024 People Matter Employee Survey	June 2025	✓ Achieved

Employment opportunity programs

Capacity building placement

The Regulator's Capacity Building Placement program creates an opportunity for people with disability to gain employment skills and confidence in a supportive environment. The program also works towards building a diverse and inclusive public sector where everyone belongs.

The program aligns with the Government of South Australia's commitment to improving outcomes for people with neurodivergence and the objectives of the Office for Autism. The program aims to support strengthening the capability and confidence of the participant to compete in the jobs market and provides a blueprint to share with government agencies to establish similar programs.

The current participant has expanded their work to include gaining experience in the Information Technology branch of the Department of Treasury and Finance, in addition to their administration-focussed work within the Regulator's office. This is providing more opportunity in areas of particular interest to the current participant.

Regulator staff performance management and training

Regulator staff are employed by DTF and seconded to the Regulator. Accordingly, Regulator staff access DTF performance discussion and development systems, including the organisational development tool, myCareer. All staff have individual performance plans in place that are discussed at least every six months.

Staff training

Regulator staff participated in training and development opportunities throughout the year to enhance the team's knowledge and capabilities, including:

- Aboriginal cultural capability training
- Communicating with vulnerable people workshop
- Kaurna language workshop
- Presentation on DTF's Psychosocial Wellbeing Framework

Work health, safety and return to work programs

The Regulator aims to promote the health and safety of staff by maintaining systems and practices designed to prevent injuries and illnesses, as well as support overall wellbeing and psychosocial health.

As secondees from DTF, Regulator staff access DTF's work health, safety and return to work programs.

Regulator staff work health and safety breaches, workplace injury claims, notifiable incidents or improvement and prohibition notices are recorded and reported in the DTF annual report.

Executive employment in the agency

Executive classification	Number of executives
SAES Level 1	2
SAES Level 2	1

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial performance at a glance

The following is a summary of the overall financial position of the Regulator. The information is unaudited. Full audited financial statements for 2024-2025 are attached to this report.

Statement of comprehensive income	2024-25 Budget \$000s	2024-25 Actual \$000s	Variation \$000s	2023-24 Actual \$000s
Total income	71,634	75,962	4,328	74,443
Total expenses	71,634	73,341	1,707	67,369
Net result	0	2,621	2,621	7,074
Total comprehensive result	0	2,621	2,621	7,074

Statement of financial position	2024-25 Budget \$000s	2024-25 Actual \$000s	Variation \$000s	2023-24 Actual \$000s
Current assets	59,155	56,142	(3,013)	55,391
Non-current assets	236	184	(52)	235
Total assets	59,391	56,326	(3,065)	55,626
Current liabilities	14,008	8,296	(5,712)	10,244
Non-current liabilities	526	553	27	526
Total liabilities	14,535	8,849	(5,685)	10,770
Net assets	44,856	47,477	2,621	44,856
Equity	44,856	47,477	2,621	44,856

Consultants disclosure

The following is a summary of external consultants that have been engaged by the Regulator, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	0

Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
Scyne Advisory Pty Ltd	Internal audit and accounting advice services	55,208
Taylor Fry Pty Ltd	Actuarial services	400,011
	Total	455,219

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	10,401

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
BIZ HUB Australia Pty Ltd	CTP Claims Register system support and development	54,230
CyberCX Pty Ltd	Third party risk assessment	27,000
Exposé Data Pty Ltd	AI platform training	21,000
Haymakr	CTP claimant survey services	59,545
	Total	162,475

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts](#). The website also provides details of [across government contracts](#).

Risk management

Risk and audit at a glance

The Regulator's Risk and Audit Committee meets quarterly to monitor risk management within the organisation and provide assurance to the Governance Committee on the operation and effectiveness of the Risk Management Framework and internal and external audit activities.

The Regulator also reports annually to the Department of Treasury and Finance (DTF) Risk and Performance Committee.

In the past year, the Regulator's Risk and Audit Committee fulfilled its responsibilities as set out in the terms of reference, including:

- monitoring the currency and effectiveness of the Regulator's internal control systems and compliance with applicable laws, regulations, standards, and best practice guidelines, including:
 - maintaining the Risk Management Framework, risk management systems and processes
 - reviewing and updating the Regulator's Business Continuity Plan
 - monitoring the Regulator's adherence to its legislated and contractual obligations
 - monitoring the implementation of the Cyber Security Plan.
- overseeing and monitoring Regulator's internal compliance activities, including the 2024-25 internal audit plan (external independent auditor)
- acting on the independent review of strategic risks by external auditor
- reviewing and recommending updates to the risk appetite statement.

Cyber security

The Regulator is committed to sound cyber security governance and protection of scheme data. Key actions for 2024-25 included quarterly auditing of systems access, penetration testing of the CTP Claims Register, performing a business continuity exercise and review to assess the potential impacts of cyber events and system outages, and ongoing monitoring and assessment of compliance with the South Australian Cyber Security Framework.

The Regulator's cyber security activities are undertaken in collaboration with DTF, which shares responsibility for the Regulator's cyber security under a service level agreement, to ensure alignment with departmental standards.

Fraud detected in the CTP Regulator

There was no fraud detected inside the Regulator.

Strategies implemented to control and prevent fraud

The Regulator has a robust suite of policies and procedures to address key risks and establish controls to mitigate the risk of fraud. These controls include, but are not limited to:

- segregation of duties and delegations of authority
- user restrictions to financial software
- active management of information assets
- asset register
- triennial employee criminal history screening
- independent internal audit function
- financial management compliance program
- staff training and education on policies and procedures
- requirement of staff to adhere to Public Sector Code of Ethics
- annual and ongoing conflict of interest declaration process for all staff.

Public interest disclosure

Public interest disclosure for the Regulator is reported directly to DTF and is recorded and reported in the DTF annual report.

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under the *Compulsory Third Party Insurance Regulation Act 2016*

This section outlines the operational activities undertaken to fulfil the Regulator's functions under the Act.

Key activities completed in 2024-25 include:

Premium determination

The Regulator reviewed and determined new premium bands to apply from 1 July 2025. From 1 July 2025, CTP premiums for a 12-month policy for a private passenger vehicle, which represents the majority of the projected premium pool for 2025-26, increased by \$1.36 (or 0.5%) for metropolitan Adelaide and surrounding suburbs (class 1) and \$0.31 (or 0.2%) for all other areas (class 2).

Insurer monitoring

The Regulator uses a suite of tools to monitor insurer performance, identify areas for further investigation in scheme trends and data quality.

The Regulator monitors the compliance of CTP Insurers with their contractual and legislative obligations using the Scheme Compliance Framework. The framework is risk-based, targeting areas of highest priority for the Scheme, and is primarily aimed at ensuring CTP Insurers act in the best interests of the Scheme for the benefit of injured people and motorists.

Areas of compliance focus are determined by the Regulator after reviewing and considering the compliance performance of all CTP Insurers. This process is undertaken regularly and is set for review in the 2025-26 financial year.

The main compliance activities prescribed by the framework in 2024-25 were:

- claims management reviews
- review of insurer data
- mandatory declarations (management and statutory)
- CTP Insurer Business Plan reviews
- targeted obligations audits
- reviews in response to stakeholder complaints.

The Regulator has continued its Insurer Compliance Program comprising a cycle of full-scope insurer audits as well as targeted audits of specific claims management activities. The scale and scope of the compliance program is proportionate with insurer performance and supports keeping downward pressure on insurer regulatory costs and scheme costs.

Regulator compliance activities for 2024-25 resulted in over 7,000 audit tests being conducted.

CTP Insurer audits address performance across insurer business operations, including:

- service levels provided to claimants
- compliance with legislative obligations
- approval of treatment, care and support
- complaints management and dispute resolution
- payments and settlement
- privacy breaches and management of confidential information
- documentation and records management.

Overall, the audits demonstrated high levels of insurer compliance with their legal and contractual obligations. Areas of good performance included:

- providing claimants with assistance to lodge a claim
- providing claimants with information about claim progress
- disclosing when the prescribed authority will be used
- communicating liability decisions
- responding to reimbursement requests in a timely manner
- timely management of complaints
- timely claim settlement payments.

Identified areas for improvement for insurers that were audited in 2024-25 included:

- responding to enquiries within service level timeframes
- sending documents to recipients within required timeframes
- sending medical information to recipients in a timely manner
- making timely liability decisions.

Where the Compliance Program identifies unsatisfactory performance, a finding of non-compliance is made against the relevant scheme obligation. The outcome of a finding may result in no further action, a request for remediation, a Notice of Breach and/or a financial sanction. Where a CTP Insurer is required to submit a remediation plan, insurer performance against the remediation plan is tracked against agreed timeframes and outcomes on a monthly basis.

Seven formal Notices of Breach were issued in 2024-25. Two of these breaches resulted in financial sanctions of \$10,000 each, which were paid to the State Government. One suspended \$10,000 sanction was waived after the insurer achieved satisfactory results following a targeted audit.

CTP Insurer	Breaches 2023-24	Breaches 2024-25
AAMI	0	1
Allianz	0	0
NRMA	6	2

CTP Insurer	Breaches 2023-24	Breaches 2024-25
QBE	0	2
Youi	0	2
Total	6	7

Note – While CTP Insurers are required to report any self-identified breaches, the Regulator conducts regular audits of each insurer and on an ‘as needed’ basis. This may lead to CTP Insurers subject to an audit in any given year having more breaches detected.

Compliance Management System enhancements

The Regulator uses the Compliance Management System (CMS) database to record and manage audits and other compliance activities. The CMS has seen several system enhancements introduced during 2024-25, including:

- streamlining of the insurer remediation plan system management, providing increased clarity and efficiency
- ingestion of insurer compliance history to allow for in-depth historical analysis
- upgrading the system reporting functionality to provide stakeholders with consistent and timely reporting of compliance activities.

Review insurer technological improvements

In 2024-25, the Regulator undertook a project to proactively monitor the technological innovations including AI of CTP Insurers and explore technological advancements within Australian personal injury schemes generally. The goal was to assess technological innovations across the industry and consider potential impacts on scheme participants and the CTP Scheme as a whole.

CTP Insurers are progressing with a range of technology projects of varying complexity to improve claims management and customer service, with new rollouts expected in 2025 and 2026 and some innovations already implemented. This increased innovation and leveraging off large national and multinational companies is a key benefit of the privately underwritten CTP Scheme.

The Regulator is working to proactively safeguard stakeholders and the Scheme by ensuring robust governance frameworks are implemented by insurers. This is accomplished through monitoring by the Regulator, as well as insurers' consultation with the Australian Prudential Regulation Authority and the Australian Securities and Investments Commission on change initiatives and internal governance processes.

Ongoing monitoring will provide reassurance that technological changes are well-governed and are made to ultimately benefit injured people and motorists.

Claimant service

People with CTP claims are asked to take part in a survey. Survey participants rate their experience with the insurer managing their claim from 0 to 100 (0 being the worst, 100 being the best). The survey results are then used to calculate an overall claimant service rating (CSR) for each insurer which is published on the Regulator’s website (www.ctp.sa.gov.au) and on registration renewal notices.

Since the publication of the CSR began in 2019, survey results have improved across the industry, reflecting higher claimant satisfaction with CTP Insurers’ service. The average rating among insurers has increased from 71% in June 2019 to 84% in June 2025.

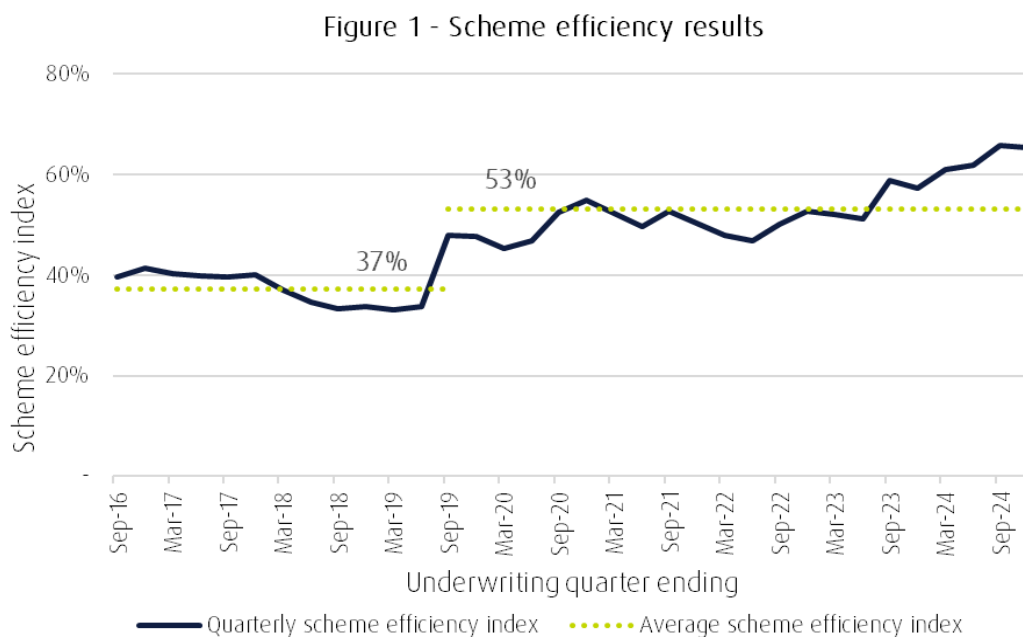
The ongoing oversight of claimant service helps the Regulator and insurers to better understand the experience of claimants within the Scheme and identify possible areas for improvement.

Scheme monitoring

Scheme efficiency review

Each year, the Regulator initiates an independent review of scheme efficiency to be conducted by the Scheme’s actuary. The latest results are published in the [CTP Scheme Efficiency Report as at 31 December 2024](#), available on the Regulator’s website: www.ctp.sa.gov.au.

The review examines the efficiency of the CTP Scheme by evaluating the proportion of customer premiums returned to injured people with CTP claims; this proportion is called the ‘scheme efficiency index’. The estimated scheme efficiency index increased from an average of 37% in the pre-competition period (1 July 2016 to 30 June 2019) to 53% since the introduction of competition (since 1 July 2019). It is expected that scheme efficiency will remain near recent levels as the Scheme stabilises.



Source: [CTP Scheme Efficiency Report as at 31 December 2024](#)

Scheme experience insights

Understanding claimant experience supports the Regulator to monitor the CTP Scheme and identify improvements. To gain this understanding, the Regulator continuously surveys injured people about their experience with the CTP Insurer managing their claim (see page 23 for more detail on the claimant service rating).

This regular surveying is periodically supplemented by research into different aspects of scheme experience. In 2024-25, the Regulator delved deeper into injured people's recovery experiences, learning more about which treatment providers were involved in their recovery and what that experience was like.

Two-thirds of respondents agreed the CTP Scheme is able to support injured people with their recovery and 80% felt their treatment providers had adequate knowledge of the Scheme. While these results are positive, there is room for improvement with injured people explaining that being given more information about recovery from treatment providers and having more time with providers would improve their recovery experience. Some other insights that injured people offered for improving their scheme experience included better communication and understanding from insurers and faster processes to help return them to usual life.

The Regulator also sought feedback from those working at CTP Insurers to coordinate the treatment, care and support of injured people. Insurer staff have a positive view of the Scheme, with almost 90% believing the Scheme is able to support injured people with their recovery. Insurer staff view a key strength of the Scheme is the focus on early access to treatment which helps injured people recover faster. Like injured people, insurer staff thought better communication and faster processes deliver a better scheme experience. Additional suggestions to benefit everyone interacting with the Scheme included raised awareness of the CTP Scheme, further supports to help injured people through the claim process and greater numbers of and access to treatment providers and medical assessors.

The feedback from injured people and insurer staff will be used to help inform the Regulator's initiatives for the coming year, which will focus on working with stakeholders to enhance the experience of the Scheme.

Enhancing use of scheme data

The Regulator explored opportunities to use scheme data to gain insights that would improve the oversight of insurers in the Scheme and promote improvements in claimant experience and outcomes.

This work aimed to:

- determine whether additional data could be gathered from insurers to be used for scheme monitoring in the area of injury recovery and early intervention.
- understand how injured people return to work over the life of their claim and how they are supported by the insurers and other stakeholders to do so.

- develop new metrics based on new or existing data to improve understanding of how treatment and care is being used in the Scheme and how it is changing over time.
- create predictive models of key claim outcomes such as claim duration.

Increased oversight of insurers' support of claimants to return to functional capacity (which may include returning to work) and oversight of insurer identification of injured people who may require additional supports will assist the Regulator to monitor and potentially uplift claimant outcomes in the Scheme.

Updated Allied Health Management Plans

The Regulator reviewed the Allied Health Management Plans to identify enhancements that would improve efficiencies in the Scheme, support injured people with receiving reasonable and necessary treatment sooner and with better outcomes.

Extensive consultation with allied health providers and CTP Insurers, alongside a review of similar plans nationally, guided the review. It was identified that there was an opportunity to enhance the quality and clarity of the information being provided to insurers to provide a more holistic view of the injured person's recovery and support timely funding decisions.

New management plans are now in place and are accessible on the CTP website ([Allied Health Management Plans | CTP Insurance Regulator](#)) in user-friendly formats. A guide has also been released to support allied health providers to provide the information required in the management plans.

Key changes to the plans include:

- restructuring to enhance usability
- expanding the funding request section to ensure treatment requests are clear
- adding new sections such as clinical examination findings, functional ability assessment, and estimated discharge date to provide additional information to support insurers to make well-informed and timely funding decisions.

These improvements support a more streamlined, holistic and evidence-based approach to supporting injury recovery through reasonable and necessary treatment.

Exploring opportunities in artificial intelligence

The Regulator developed an artificial intelligence (AI) based process to analyse claimant service rating survey responses to categorise unfavourable survey responses and create de-identified summaries of positive responses to support improvement of claims management in the Scheme.

This AI analysis was a success and is now being put into practice to support Regulator staff manually conducting this work. The results of this project will assist CTP Insurers in finding ways to improve their customer service and support the Regulator in recognising ways AI may further enhance efficiency and improve insights in the Scheme.

The Regulator's AI program is underpinned by robust governance processes to respect the feedback and protect the privacy of survey respondents. Protocols are in place to ensure responses remain confidential.

Prepare the Scheme for emerging technologies

The Regulator is involved in state and national conversations about developing a framework to support the deployment of automated vehicles (AVs). AVs have the potential to change road transport through enhancements in safety, increased access to transport and reducing traffic congestion.

Existing transport laws across Australia are designed for conventional vehicles with human drivers. Before AVs can be deployed, new laws will be required to effectively manage their safety and support integration into the existing road network.

On a national level, this work is being led by the National Transport Commission. At a state level, the Department for Infrastructure and Transport is leading work on the legislative framework to support the safe deployment and operation of AVs.

The Regulator contributes to both state and national conversations to ensure CTP Scheme considerations are addressed. The CTP Regulator also engages in cross-jurisdictional discussions with other CTP and lifetime support schemes to promote a consistent approach to AVs where possible. The key principle guiding this work is to 'ensure no person is better or worse off, financially or procedurally, in the relevant jurisdiction, if they are injured by a vehicle whose ADS was engaged than if they were injured by a vehicle controlled by a human driver.'

For more information, see [Automated vehicle program | National Transport Commission](#).

Providing information about the Scheme

- Published updated data to the [Scheme Data Dashboard](#). The Dashboard provides an overview of the Scheme, including CTP claims and insurer premiums from 1 July 2016 up to 31 December 2024. The dashboard is updated annually.
- Published the annual [2025-26 SA CTP Market Briefing](#) prepared by the independent scheme actuary, which informs the premium setting process.

Increased collaboration with health providers

The Regulator has strengthened collaboration with allied health providers, who play a key role in claimant recovery and experience of the Scheme.

In November 2024, the Regulator hosted a Whiplash Education Forum, presented by internationally recognised researchers and clinicians, Professors Michele Sterling and Trudy Rebbeck. These world-class experts provided South Australian clinicians with the opportunity to enhance their skills in the assessment and management of whiplash-related injuries—a common injury type in the Scheme.

The forum, supported by ReturntoWorkSA, was attended by over 70 allied health providers, students, general practitioners and CTP Insurer claims/injury management specialists. Attendees were given an in-depth overview of the latest draft whiplash guidelines, emphasising evidence-based best practice in assessment and management. The forum also included a practical session which provided an opportunity to engage directly in case studies, apply clinical reasoning, and to practise assessment and management techniques.

The forum enabled the Regulator to engage with service providers who treat injured people within the Scheme and gain valuable insights into their experiences. This insight is crucial for identifying areas where the Scheme may be able to improve the experience of treatment providers and injured people, leading to better injury recovery outcomes.

To maximise the benefit from the forum and the presenters' knowledge, recordings from the forum have been made available on the Regulator's website: www.ctp.sa.gov.au.



Motor Accident Injury Accreditation Scheme (MAIAS)

In the CTP Scheme, an injured road user may be entitled to compensation for their injuries. Some types of compensation, including non-economic loss and compensation for gratuitous services, are subject to thresholds based on the Injury Scale Value (ISV) of the injuries.

The South Australian Motor Accident Injury Accreditation Scheme (MAIAS) accredits medical practitioners to undertake ISV medical assessments (Assessments) that assist in determining an injured person's entitlement to compensation.

The objective of the MAIAS is to create an independent system that provides consistent, objective and reliable Assessments. The MAIAS accredits medical practitioners (AMPs) to undertake Assessments which includes assigning ISV Item Numbers for each injury. The reports from these Assessments assist injured people and CTP Insurers in the claims settlement process.

The MAIAS Rules set out the regulatory and service standards that AMPs must meet to obtain and retain accreditation under MAIAS and to fulfill its purpose.

To be accredited under the MAIAS, medical practitioners must first be accredited as an Impairment Assessor in the ReturnToWorkSA (RTWSA) scheme. The MAIAS collaborates with RTWSA to maintain an integrated process for application, training and developing assessor capability and has an interest in RTWSA's Impairment Assessor Accreditation scheme more broadly.

MAIAS Quality Assurance program review

This past year, the team reviewed the existing MAIAS quality assurance (QA) process from start to end to identify opportunities for improved efficiencies and consistency for Regulator staff, MAIAS medical peer reviewers and AMPs. This included a review of the QA audit criteria to ensure an increased focus on areas that have a meaningful impact for the injured person.

Following the review, a new QA system was developed to standardise reviews and strengthen information security. It was also developed with the end-user in mind, to ensure that AMPs are provided with clear and meaningful feedback about their results.

The new system will be used to conduct the QA process during 2025-26.

Revised ISVMA Report templates

Regulation 23(2) of the *Civil Liability Regulations 2013* (CLR) requires Assessments to be reported using the prescribed Injury Scale Value Medical Assessment (ISVMA) report templates. These templates are approved by the Minister and published by the MAIAS Administrator in the MAIAS section of the Regulator website: www.ctp.sa.gov.au/maias.

The templates must be used as published and all questions must be answered in full in accordance with MAIAS Rule 7 and regulation 23 of the CLR.

On 24 June 2025, new Report templates were issued. The updated templates provide clearer instruction and guidance to support AMPs to provide consistent, quality reports. A [FAQ document](#) for AMPs addressing the changes in more detail is also available in the MAIAS section of the Regulator website.

Scheme statistics

Insured vehicles by type (Registrations as at 30 June 2025)

Type of vehicle	Vehicles	%
Private passenger	1,161,702	56.65%
Public passenger: no fare	648	0.03%
Taxis: metropolitan	964	0.05%
Taxis: country	234	0.01%
Hire cars	11,198	0.55%
Rideshare: country	5	0.00%
Rideshare: metropolitan	5,280	0.26%
Public passenger: small	760	0.04%
Public passenger: medium	1,097	0.05%
Public passenger: heavy	708	0.03%
Public passenger: omnibus	1,039	0.05%
Goods carrying: light	260,763	12.72%
Goods carrying: medium	16,876	0.82%
Goods carrying: heavy	11,786	0.57%
Goods carrying: primary producers	30,619	1.49%
Motorcycles: ultra light	2,935	0.14%
Motorcycles: light	7,917	0.39%
Motorcycles: medium	14,218	0.69%
Motorcycles: heavy	21,205	1.03%
Tractors	53,207	2.59%
Historic and left hand drive vehicles	50,871	2.48%
Special purpose vehicles	17,934	0.87%
Car carriers: light	3	0.00%
Car carriers: medium	17	0.00%
Car carriers: heavy	1	0.00%
Car carrier trailers	127	0.01%
Trailers	376,331	18.35%
Unregistered vehicle permits	90	0.00%
Motor trade plate	2,120	0.10%
Total	2,050,655	100.00%

Source: Department for Infrastructure and Transport policy data.

Ratio of class 1 premium⁽¹⁾ to South Australian average weekly earnings (AWE)⁽²⁾

	Annual premium ⁽¹⁾	State AWE ⁽²⁾	Ratio
2024-25	\$260.71	\$1,857	14%
2023-24	\$270.78	\$1,735	16%
2022-23	\$294.99	\$1,658	18%
2021-22	\$290.33	\$1,591	18%
2020-21	\$295.40	\$1,543	19%
2019-20	\$296.77	\$1,504	20%
2018-19	\$411.25	\$1,462	28%

⁽¹⁾ Note: Premium is the weighted average lowest priced Class 1 District 1 public passenger vehicle (private use, no input tax entitlement) on offer over the financial year.

⁽²⁾ Source: Australian Bureau of Statistics, 6302.0 Average Weekly Earnings, Australia. Earnings; Persons; Full Time; Adult; Ordinary time earnings; South Australia; Series Id: A84989336X, November (in given financial year).

Premium and fee collection

(1 July 2024 to 30 June 2025)

Description	\$'000
Insurers' premiums*	304,878
Stamp duty	41,754
Road safety	14,063
Emergency transport, hospital and forensic services	41,309
Customer support and transaction processing	11,598
CTP Scheme regulation and administration	6,269
Total insurance premiums collected	419,872

Note: *Includes GST.

Market share of in-force premium

	AAMI	Allianz	NRMA	QBE	Youi [†]
30 June 2025	27%	15%	29%	23%	6%
30 June 2024	29%	21%	19%	26%	5%
30 June 2023	32%	7%	25%	29%	7%
30 June 2022	40%	9%	30%	21%	
30 June 2021	20%	18%	41%	21%	
30 June 2020	28%	27%	24%	21%	
30 June 2019*	30%	15%	20%	35%	

Note: *All insurers had contractually agreed market share for the first three years of the privately underwritten scheme - 2016 to 2019.

[†]Youi entered the scheme on 1 July 2022.

Number of changes to filed premiums 2024-25

Type of vehicle	District 1	District 2
Private passenger	3	1
Public passenger: no fare	2	2
Taxis: metropolitan	2	
Taxis: country	2	
Hire cars	3	3
Rideshare: country	2	
Rideshare: metropolitan	1	
Public passenger: small	2	2
Public passenger: medium	2	2
Public passenger: heavy	2	2
Public passenger: omnibus	2	
Goods carrying: light	1	1
Goods carrying: medium	3	4
Goods carrying: heavy	3	2
Goods carrying: primary producers	5	2
Motorcycles: ultra light	2	2
Motorcycles: light	2	2
Motorcycles: medium	2	2
Motorcycles: heavy	2	3
Tractors	3	3
Historic and left hand drive vehicles	3	3
Special purpose vehicles	4	4
Car carriers: light	1	1
Car carriers: medium	2	1
Car carriers: heavy	2	1
Car carrier trailers	2	1
Unregistered vehicle permits	1	1
Total	61	45

This is an indicator of premium price competition in the CTP scheme. Premium classes for taxis, rideshare and omnibuses do not depend on the district, but are counted with district 1 in the table.

Claimant service rating results

Publication month	AAMI	Allianz	NRMA	QBE	Youi†
June 2025	87	84	85	79	85
June 2024	82	81	80	83	79
June 2023	84	75	77	77	
June 2022	84	78	74	80	
June 2021	77	78	79	75	
June 2020	81	72	85	77	
June 2019	69	72	70	71	

Note: The score published each month is the average claimant service rating from claimants surveyed in the previous six months.

†Youi entered the scheme on 1 July 2022, but didn't have a published CSR score until they had had enough claimants who had been surveyed to give them a representative sample.

Number of accidents by region

(Accidents from 1 July 2024 to 30 June 2025)

Region	Accidents	%
Adelaide City / Suburbs	1,462	87.0%
Outer Adelaide	96	5.7%
Murraylands	32	1.9%
South	23	1.4%
Northern	10	0.6%
Eyre	12	0.7%
Interstate	45	2.7%
Total	1,680	100.0%

Note: The recent accident years' data is immature due to accidents where a claim is yet to be reported.

Claim lodgement by development year

(All claims for accidents from 1 July 2016 to 30 June 2025)

Accident year	Development year						Total
	1	2	3	4	5	6+	
2016-17	2,377	630	49	29	16	7	3,108
2017-18	2,115	470	56	21	5	10	2,677
2018-19	1,934	427	45	18	15	11	2,450
2019-20	1,556	342	52	31	18	22	2,021
2020-21	1,727	436	29	31	5		2,228
2021-22	1,536	368	50	22			1,976
2022-23	1,593	355	59				2,007
2023-24	1,864	392					2,256
2024-25	1,923						1,923
Total							20,646

Note: Development year 1 means claims lodged in the accident year (year means financial year), development year 2 means claims lodged in the next year after the accident year, etc.

Claims by current status

(All claims for accidents from 1 July 2016 to 30 June 2025)

Accident year	Claims lodged	Claims open	Claims closed	% closed
2024-25	1,923	1,407	516	27%
2023-24	2,256	983	1,273	56%
2022-23	2,007	539	1,468	73%
2021-22	1,976	317	1,659	84%
2020-21	2,228	201	2,027	91%
2019-20	2,021	115	1,906	94%
2018-19	2,450	57	2,393	98%
2017-18	2,677	41	2,636	98%
2016-17	3,108	26	3,082	99%

Claimants by demographic

(All claims for accidents from 1 July 2016 to 30 June 2025)

Age group	Males	Females	Total	%
16 years and under	468	503	976	5%
17 to 24 years	1,064	1,435	2,513	12%
25 to 34 years	1,766	2,229	4,005	19%
35 to 44 years	1,690	2,063	3,768	18%
45 to 54 years	1,775	2,002	3,788	18%
55 to 64 years	1,469	1,526	3,005	15%
65 years and over	1,102	1,475	2,586	13%
Unspecified	3	2	5	0%
Total	9,337	11,235	20,646	100%

Claimants by accident role

(All claims for accidents from 1 July 2016 to 30 June 2025)

Role	Claims	%
Driver	13,075	63%
Passenger	4,421	21%
Bicyclist	1,441	7%
Pedestrian	1,375	7%
Other	334	2%
Total	20,646	100%

Claims by severity

(Closed claims for accidents from 1 July 2016 to 30 June 2025)

AIS* severity	Claims	%
Minor	10,985	64.8%
Moderate	2,261	13.3%
Serious	882	5.2%
Severe	85	0.5%
Critical	35	0.2%
Maximum	264	1.6%
Admin only	2,448	14.4%
Total	16,960	100.0%

Note:

*Injury severity based on injuries coded under the Abbreviated Injury Scale (AIS) 2005 and the Update 2008 Manual.

“Minor” category includes claims where a region-specific injury code was reported with a severity of 9 (“not further specified”).

“Maximum” injury severity usually indicates a fatality.

“Admin” means there were no physical injuries caused by the accident or there was no medical evidence available for injury coding.

Claims by dominant injury body region

(Closed claims for accidents from 1 July 2016 to 30 June 2025 excluding claims without a dominant injury recorded)

Body region	Claims	%
Cervical spine	3,957	25%
Shoulder	3,341	21%
Thoracic spine or lumbar spine	2,047	13%
Other	1,571	10%
Pelvis or hip	1,210	8%
Other lower limb	825	5%
Pure mental harm	765	5%
Knee	733	5%
Central nervous system and head	627	4%
Wrist	434	3%
Chest	433	3%
Total	15,943	100%

Rates of legal representation

(Accidents from 1 July 2016 to 30 June 2025)

Accident year	Claims	% Legal rep	% Litigated	% Trial
2024-25	1,923	22%	0%	0.00%
2023-24	2,256	31%	0%	0.00%
2022-23	2,007	35%	1%	0.00%
2021-22	1,976	36%	9%	0.00%
2020-21	2,228	39%	17%	0.04%
2019-20	2,021	40%	17%	0.00%
2018-19	2,450	35%	15%	0.00%
2017-18	2,677	41%	17%	0.04%
2016-17	3,108	41%	20%	0.03%

Note: The recent accident years' data is immature due to the long tail nature of CTP claims.

Legal costs

(All legal cost payments for accidents from 1 July 2016 to 30 June 2025)

Accident year	Solicitor client costs	Plaintiff - Legal (\$'000)	Defendant - Legal (\$'000)	Grand total (\$'000)
2024-25	Unknown	5	85	90
2023-24	Unknown	590	356	946
2022-23	Unknown	3,204	1,192	4,395
2021-22	Unknown	6,917	2,817	9,733
2020-21	Unknown	11,325	6,230	17,555
2019-20	Unknown	13,194	6,455	19,649
2018-19	Unknown	14,908	7,762	22,671
2017-18	Unknown	20,185	10,527	30,712
2016-17	Unknown	21,108	12,860	33,969
Total		91,436	48,284	139,720

Note: Solicitor client costs are unknown because there is no legal requirement for solicitors to provide their solicitor client costs to the managing insurer of a claim and so they are not reported to the CTP Regulator.

Claim duration by CTP Insurer

(Closed claims for accidents from 1 July 2016 to 30 June 2025 where relevant data is available)

Timeframe	AAMI	Allianz	NRMA	QBE	Average
Notification date to liability decision date	3.9	3.2	3.7	3.8	3.7
Notification date to closure date	17.6	20.2	17.2	19.7	18.4

Note: Timeframe is average months. Youi's claim portfolio is currently underdeveloped to compare with the rest of industry.

Breakdown by heads of damage

(Closed claims from 1 July 2023 to 30 June 2025 for accidents from 1 July 2016 to 30 June 2025)

Heads of damage	Closed claims	Total (\$'000)	% Closed payments
Economic Loss	996	\$96,845	47.9%
Non Customer Benefits	1,852	\$40,824	20.2%
Treatment	2,127	\$28,491	14.1%
Care	946	\$22,432	11.1%
Non-Economic Loss	438	\$11,756	5.8%
Other Customer Benefits	735	\$1,897	0.9%
Total	2,294	\$202,245	100.0%

Note:

“Care” category includes payments for past and future care and home services, care-related travel and voluntary services.

“Non-customer benefits” category includes investigation costs, the costs of medical reports from treating medical providers and ISV medical assessors, and plaintiff and defendant legal costs.

“Other customer benefits” category includes claimant travel expenses and reasonable funeral costs.

“Treatment” category includes payments for past and future medical, allied health and hospital services, excluding public hospital services funded from the administrative fee component of CTP premiums.

Nil claims (zero payments) have been excluded from the data.

Nominal defendant claims received by accident year

(Accidents from 1 July 2016 to 30 June 2025)

Year of accident	Unidentified vehicles	Unregistered vehicles	Total
2024-25	67	16	83
2023-24	76	12	88
2022-23	56	13	69
2021-22	61	12	73
2020-21	70	12	82
2019-20	60	11	71
2018-19	71	10	81
2017-18	78	14	92
2016-17	95	11	106

Note: The recent accident years’ data is immature due to accidents where a claim is yet to be reported. Data has changed slightly for previous years since last year’s annual report due to data cleanup.

Communications

Number of public complaints reported in 2024-25

Type	Number of instances
Complaints about CTP Insurers	17
Complaints about the Scheme	0
Complaints about the Motor Accident Injury Accreditation Scheme (MAIAS)	0
Complaints about the Regulator	0
Total	17

Total enquiries to the Regulator's public facing enquiries line in 2024-25 by source

Enquirer source	Number of enquiries
General public	1,885
CTP Insurer	460
Medical	299
Legal	129
Government Department	76
Other	26
Total	2,875

Average response times in 2024-25

Type	Average time taken to be resolved (in business days)
Enquiries and feedback	0.4
Complaints	7

Enquiries from the general public in 2024-25 by enquiry category

Enquiry category	Number of enquiries
Claims	913
CTP Scheme	131
Non-CTP-related enquiries*	210
Operations	185
Suspected fraud, scamming or deception	58
Nominal Defendant	159
Complaints	39
MAIAS	13
Total	1,708

Note: *Enquiries about topics outside of the Regulator's scope, for example, comprehensive vehicle insurance, vehicle registration, or road safety.

The number for 'complaints' does not match the number of complaints listed in the public complaints section of this annual report because each complaint can involve multiple interactions. This category also includes questions about the complaints process that do not result in a formal complaint being lodged with the Regulator.

Service Improvements

In line with Premier and Cabinet Circular 39 - *Complaint Management in the South Australian Public Sector*, the Regulator has reviewed its Complaint Management System during 2024-25. This review resulted in improvements including the re-introduction of a quality assurance program on a quarterly basis that reviews a subset of standard enquiries and all non-standard enquiries and complaints.

Compliance Statement

The CTP Regulator is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector.	Y
The CTP Regulator has communicated the content of PC 039 and the agency's related complaints policies and procedures to employees.	Y

Appendix: Audited financial statements 2024-25

INDEPENDENT AUDITOR'S REPORT



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To the Chief Executive and CTP Regulator CTP Regulator

Opinion

I have audited the financial report of the Compulsory Third Party Insurance Regulator (CTP Regulator) for the financial year ended 30 June 2025.

In my opinion, the accompanying financial report gives a true and fair view of the financial position of the CTP Regulator as at 30 June 2025, its financial performance and its cash flows for the year then ended in accordance with relevant Treasurer's Instructions issued under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards.

The financial report comprises:

- a Statement of Comprehensive Income for the year ended 30 June 2025
- a Statement of Financial Position as at 30 June 2025
- a Statement of Changes in Equity for the year ended 30 June 2025
- a Statement of Cash Flows for the year ended 30 June 2025
- notes, comprising material accounting policy information and other explanatory information
- a Certificate from the Chief Executive and CTP Regulator and the Director, Analytics and Performance.

Basis for opinion

I conducted the audit in accordance with the *Public Finance and Audit Act 1987* and Australian Auditing Standards. My responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial report' section of my report. I am independent of the CTP Regulator. The *Public Finance and Audit Act 1987* establishes the independence of the Auditor-General. In conducting the audit, the relevant ethical requirements of APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* have been met.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the Chief Executive and CTP Regulator for the financial report

The Chief Executive and CTP Regulator is responsible for the preparation of the financial report that gives a true and fair view in accordance with relevant Treasurer's Instructions issued under the provisions of the *Public Finance and Audit Act 1987* and the Australian Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Chief Executive and CTP Regulator is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial report

As required by section 31(1)(b) of the *Public Finance and Audit Act 1987*, I have audited the financial report of the CTP Regulator for the financial year ended 30 June 2025.

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

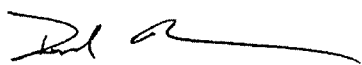
As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the CTP Regulator's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Chief Executive and CTP Regulator

- conclude on the appropriateness of the Chief Executive and CTP Regulator’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity’s ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the opinion. My conclusion is based on the audit evidence obtained up to the date of the auditor’s report. However, future events or conditions may cause an entity to cease to continue as a going concern
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

My report refers only to the financial report described above and does not provide assurance over the integrity of electronic publication by the entity on any website nor does it provide an opinion on other information which may have been hyperlinked to/from the report.

I communicate with the Chief Executive and CTP Regulator about, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during the audit.



Daniel O'Donohue
Deputy Auditor-General

24 September 2025

**Compulsory Third Party Insurance Regulator
(CTP Regulator)**

Financial Statements

For the year ended 30 June 2025

CTP Regulator
Statement of Certification
For the year ended 30 June 2025

We certify that the:

- financial statements of the CTP Regulator:
 - are in accordance with the account and records of the CTP Regulator;
 - comply with relevant Treasurer's Instructions;
 - comply with relevant accounting standards; and
 - present a true and fair view of the financial position of the CTP Regulator at the end of the financial year and the result of its operation and cash flows for the financial year.
- internal controls employed by the CTP Regulator for the financial year over its financial reporting and its preparation of financial statements have been effective.



David Price

Chief Executive & CTP Regulator

23 September 2025



Ivan Lebedev

Director, Analytics and Performance

23 September 2025

CTP Regulator
Statement of Comprehensive Income
For the year ended 30 June 2025

	Note	2025 \$'000	2024 \$'000
Income			
Administration premium component collections	3.1	73 239	69 942
Interest	5.2	2 281	2 332
Resources received free of charge	3.2	11	10
Other income	3.3	431	2 159
Total income		75 962	74 443
Expenses			
Employee related expenses	2.1, 4.1	3 262	3 129
Supplies and services	4.2	1 713	1 822
Administration premium component distributions	4.4	67 171	61 316
Administration premium component refunds	4.5	1 141	1 056
Other expenses	4.6	3	-
Depreciation and amortisation	5.4, 5.5, 5.6	51	46
Total expenses		73 341	67 369
Net result		2 621	7 074
Total comprehensive result		2 621	7 074

The accompanying notes form part of these financial statements. The net result and total comprehensive result are attributable to the SA Government as owner.

CTP Regulator
Statement of Financial Position
As at 30 June 2025

	Note	2025 \$'000	2024 \$'000
Current assets			
Cash and cash equivalents	5.2	54 927	53 571
Receivables	5.3	1 215	1 820
Total current assets		56 142	55 391
Non-current assets			
Property plant and equipment	5.4	38	52
Intangible assets	5.5	145	182
Receivables	5.3	1	1
Total non-current assets		184	235
Total assets		56 326	55 626
Current liabilities			
Payables	6.1	7 922	9 888
Employee related liabilities	6.2	360	342
Provisions	6.3	14	14
Total current liabilities		8 296	10 244
Non-current liabilities			
Employee related liabilities	6.2	514	486
Provisions	6.3	39	40
Total non-current liabilities		553	526
Total liabilities		8 849	10 770
Net assets		47 477	44 856
Equity			
Retained earnings		47 477	44 856
Total equity		47 477	44 856

The accompanying notes form part of these financial statements. The total equity is attributable to the SA Government as owner.

CTP Regulator
Statement of Changes in Equity
For the year ended 30 June 2025

	Retained earnings \$'000	Total equity \$'000
Balance at 1 July 2023	37 782	37 782
Net result for 2023-24	7 074	7 074
Total comprehensive result for 2023-24	7 074	7 074
Balance at 30 June 2024	44 856	44 856
Net result for 2024-25	2 621	2 621
Total comprehensive result for 2024-25	2 621	2 621
Balance at 30 June 2025	47 477	47 477

The accompanying notes form part of these financial statements. All changes in equity are attributable to the SA Government as owner.

CTP Regulator
Statement of Cash Flows
For the year ended 30 June 2025

		2025	2024
	Note	\$'000	\$'000
<u>Cash flows from operating activities</u>			
<i>Cash inflows</i>			
Receipts from administration fees		73 219	69 597
Interest received		2 303	2 298
GST recovered		3 448	2 379
Other receipts		431	2 158
<i>Cash outflows</i>			
Employee related payments		(3 217)	(3 032)
Payments to suppliers and services		(1 956)	(1 816)
Payments for administration fees		(72 857)	(64 783)
Net cash from operating activities	7.1	1 371	6 801
<u>Cash flows from investing activities</u>			
<i>Cash outflows</i>			
Purchase of property, plant and equipment		(15)	(39)
Purchase of intangibles		-	(65)
Net cash used in investing activities		(15)	(104)
Net increase in cash and cash equivalents		1 356	6 697
Cash and cash equivalents at the beginning of the period		53 571	46 874
Cash and cash equivalents at the end of the period	5.2	54 927	53 571

The accompanying notes form part of these financial statements.

CTP Regulator

Notes to and forming part of the financial statements

For the year ended 30 June 2025

1. About the CTP Regulator

The CTP Regulator (the Regulator) is an instrumentality of the Crown and a not-for-profit statutory authority of the South Australian government.

The financial statements and accompanying notes include all the controlled activities of the Regulator. Transactions and balances relating to administered resources are not recognised as Regulator income, expenses, assets or liabilities.

Administered items are disclosed separately in the schedule of administered items in Note 8.3 except as otherwise disclosed. Administered items are accounted for on the same basis and using the same accounting policies as for the Regulator transactions. The administered activities include the receipt and payment of stamp duty on CTP premiums.

1.1. Basis of preparation

The financial statements are general purpose financial statements prepared in accordance with:

- section 23 of the *Public Finance and Audit Act 1987*
- Treasurer's Instructions and accounting policy statements issued by the Treasurer under the *Public Finance and Audit Act 1987*, and
- relevant Australian Accounting Standards.

For the purposes of preparing the financial statements, the Regulator is a not-for-profit entity. The financial statements have been prepared based on a 12-month period and presented in Australian currency. The historical cost convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured.

All amounts in the financial statements and accompanying notes are rounded to the nearest thousand dollars (\$'000).

Income, expenses and assets are recognised net of the amount of GST except:

- when the GST incurred on a purchase of goods or services is not recoverable from the Australian Taxation Office (ATO), in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item applicable, and
- receivables and payables, which are stated with the amount of GST included.

Assets that are to be sold, consumed or realised as part of the normal operating cycle have been classified as current assets. Liabilities that are due to be settled within 12 months after the end of the reporting period or for which the Regulator has no right to defer the settlement for at least 12 months after the end of the reporting period are classified as current liabilities. All other assets and liabilities are classified as non-current.

The Regulator is grouped with the Department of Treasury and Finance (DTF) for GST purposes and accordingly DTF prepares the Business Activity Statement on behalf of the Regulator via the grouping provisions of the GST legislation. Notwithstanding the use of these grouping provisions, intercompany cash alignment occurs to ensure the Regulator either recovers the net amount of GST recoverable from or disburses the amount payable to the ATO from DTF.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis, and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the ATO is classified as part of operating cash flows.

CTP Regulator

Notes to and forming part of the financial statements

For the year ended 30 June 2025

1.2. Objectives and programs

The Regulator is an independent statutory authority established under the *Compulsory Third Party Insurance Regulation Act 2016* (CTPIR Act).

The Regulator is responsible for an efficient, competitive, and viable CTP insurance industry in South Australia, and the oversight, monitoring and reporting of CTP Insurer activities.

From 1 July 2016, private CTP Insurers have underwritten the insurer premium component of the total premium in South Australia. Motorists actively choose their own CTP Insurer for each registration renewal period.

The total CTP premium (premium) is made up of:

- the insurer premium component
- the administration premium component
- GST and stamp duty.

The full stamp duty payable on the premium is disbursed by the Regulator to RevenueSA. This occurs under a specific arrangement with the Commissioner of State Taxation under section 35 of the *Taxation Administration Act 1996* that is detailed in a Memorandum of Administered Arrangement (MoAA) between the Regulator and Commissioner of State Taxation.

All premiums are collected by the Department for Infrastructure and Transport (DIT), through the motor vehicle registration process using the Transport Regulation User Management Processing System.

DIT disburses the insurer premium component of the premium and the associated GST to CTP Insurers and the stamp duty and administration premium component of the premium to the Regulator on a net basis, that is, after the deduction of customer refunds.

The administrative premium component of the premium is managed by the Regulator and funds:

- health and emergency services provided by SA Public Local Health Networks, SA Ambulance (including the State Rescue Helicopter services), and the Attorney-General's Department for Forensic Science SA services as a result of motor vehicle trauma
- road safety services provided by DIT and SA Police designed to reduce the incidence or impact of road accidents and injuries
- customer support and transaction services provided by DIT for the collection, recording and processing of premiums
- CTP Scheme regulation and administration services provided by the Regulator, including the operations of the Motor Accident Injury Accreditation Scheme.

These arrangements, with the exception of the services provided by the Regulator, are detailed in funding agreements between the Regulator and the individual South Australian (SA) government agencies.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

1.2. Objectives and programs (continued)

The Regulator has the following functions under the CTPIR Act:

- to regulate approved insurers and perform any other function relating to approved insurers conferred on the Regulator under the *Motor Vehicles Act 1959*
- to determine premium amounts payable in respect of CTP insurance policies
- to determine the minimum terms and conditions of CTP insurance policies
- to monitor, audit and review the operation and efficiency of the CTP insurance business
- to provide or facilitate the provision of information to consumers about the CTP insurance business and approved insurers
- to make, monitor the operation of, and review, from time to time, rules with which approved insurers must comply, and guidelines for approved insurers relating to:
 - the determination of premiums
 - the management of claims
 - dispute resolution
 - the provision of information to consumers
 - any other relevant matter
- to make recommendations to the Treasurer in relation to:
 - eligibility criteria for insurers seeking approval under Part 4 of the *Motor Vehicles Act 1959*
 - the terms and conditions of any undertaking, agreement or contract entered into between the Minister and an approved insurer relating to the provision of CTP insurance
 - the assessment of an application from an insurer for approval or withdrawal of approval under Part 4 of the *Motor Vehicles Act 1959*
- to approve the novation of CTP insurance policies between approved insurers
- to regulate such other insurance business as may be prescribed by the regulations
- to administer the CTPIR Act
- to exercise any other function conferred on the Regulator by or under the CTPIR Act or any other Act.

Nominal Defendant

A Nominal Defendant claim arises where an at-fault vehicle is either uninsured or unidentified, as described in Part 4 of the *Motor Vehicles Act 1959*.

From 1 July 2016, the Regulator allocated Nominal Defendant claims to CTP Insurers and assumed full responsibility for these claims from 1 January 2017.

The Motor Accident Injury Accreditation Scheme (MAIAS)

The South Australian MAIAS was established by the Attorney-General under section 76 of the *Civil Liability Act 1936* to accredit health professionals to undertake Injury Scale Value (ISV) medical assessments.

An ISV medical assessment is used to assist in determining an injured person's eligibility for compensation under the CTP Scheme.

On 20 February 2019, the Attorney-General appointed the Regulator as administrator for the MAIAS.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

1.3. Significant transactions with government related entities

Significant transactions with the SA Government are identifiable throughout this financial report. In 2024-25, these transactions are comprised of the Regulator's payments to SA government agencies.

2. Committees and employees

2.1. Key management personnel

Key management personnel of the Regulator include the Chief Executive and the two members of the executive team who have responsibility for the strategic direction and management of the Regulator.

	2025	2024
	\$'000	\$'000
<u>Compensation</u>		
Salaries and other short-term employee benefits	692	500
Other long-term employment benefits	70	-
Post-employment benefits	92	338
Total compensation	854	838

Transactions with key management personnel and other related parties

No significant transactions were identified between key management personnel and other related parties during the reporting period.

3. Income

3.1. Administration premium component of the premium collections

	2025	2024
	\$'000	\$'000
Hospital and emergency fees	41 309	38 105
Road safety fees	14 063	14 050
Customer support and transaction fees	11 598	11 292
CTP Scheme regulation and administration fees	6 269	6 495
Total administration premium component of the premium collections	73 239	69 942

The stamp duty and administration premium component of the premium collections are recognised as earned on the date of receipt in DIT's Transport Regulation User Management Processing System. The stamp duty component of the total premium is shown under note 8.3 Administered Items. Refer to note 1.2 for details about the nature of this income. Refunds are recognised on receipt on a gross basis in accordance with AASB 101 para 32.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

3.2. Resources received free of charge

	2025	2024
	\$'000	\$'000
Services received free of charge-other entities	11	10
Total resources received free of charge	11	10

Services received from other entities

Contributions of services are recognised only when a fair value can be reliably determined.

The Regulator receives accounting services from Shared Services SA and ICT services from DTF free of charge.

A corresponding expense is recognised in the financial statements, refer to note 4.2.

3.3. Other income

	2025	2024
	\$'000	\$'000
Other income	431	2 159
Total other income	431	2 159

Current year other income mainly comprises hospital expense recoveries relating to payments made in prior years.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

4. Expenses

4.1. Employee related expenses

	2025	2024
	\$'000	\$'000
Salaries and wages	2 421	2 092
Superannuation	328	543
Long service leave	105	99
Annual leave	233	219
Skills and experience retention leave	13	8
Other employee related expenses	162	168
Total employee related expenses	3 262	3 129

Employment expenses

The Regulator's employees (excluding the Regulator) are employed under Part 7 of the *Public Sector Act*. The Regulator is appointed by the Governor on the recommendation of the Minister under section 8 of the *Compulsory Third Party Insurance Regulation Act 2016*.

Superannuation

The superannuation expense represents the Regulator's contributions to superannuation plans in respect of current employees.

Employee remuneration

The number of employees whose remuneration received or receivable falls within the following bands:

	2025	2024
	No.	No.
The number of employees whose remuneration received or receivable falls within the following bands:		
\$171 001 - \$191 000	1	-
\$211 001 - \$231 000	1	2
\$351 001 - \$371 000	1	-
\$391 001 - \$411 000	-	1
Total	3	3

The total remuneration received by those employees for the year was \$765 000 (2024: \$838 000)

The table includes all employees whose normal remuneration was equal to or greater than the base executive remuneration level during the year. Remuneration of employees reflects all costs of employment including salaries and wages, payments in lieu of leave, superannuation contributions, salary sacrifice benefits and any related fringe benefits tax paid.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

4.2. Supplies and services

	2025	2024
	\$'000	\$'000
Consultants	455	590
Service level agreement fees	343	369
Accommodation	293	317
Contractors and other outsourced services	228	189
Information technology expenses	195	139
Other*	79	69
Training and development	62	53
General administration and consumables	38	72
Legal costs	13	17
Minor works maintenance and equipment	7	7
Total supplies and services	1 713	1 822

*Includes audit fees paid/payable to the Audit Office of South Australia relating to work performed under the *Public Finance Audit Act 1987* of \$28 000 (2024: \$27 000).

Accommodation

The Regulator's accommodation is provided by DTF under a MoAA issued in accordance with Government wide accommodation policies between DTF and DIT. These accommodation costs are recognised as expenses as they become due, as the arrangements do not meet the definition of a lease set out in AASB16.

4.3. Expenditure – SA Business and Non-SA Business

The following table includes all expenditure in relation to contracts above \$55 000 (GST inclusive) resulting from a procurement as defined in *Treasurer's Instructions 18 – Procurement (TI 18)*. Arrangements between public authorities and arrangements with other government are not included.

Expenditure is inclusive of non-recoverable GST.

	2025	Proportion SA and non-SA
	\$'000	businesses
Expenditure summary		
Total expenditure on South Australian businesses	186	30%
Total expenditure on non-South Australian businesses	444	70%
Total expenditure - SA Business and Non-SA Business	630	100%

Classification as SA business or non-SA business is generally based on circumstances as at the time of entering into a contract. For contracts where such evidence of prior assessment is not available and for all other contracts, classification is based on the definition of an SA business provided in TI 18.

TI 18 defines a business as being South Australian where it operates in South Australia and more than 50% of the workforce delivering the contract resulting from the procurement on behalf of the business are South Australian residents.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

4.3 Expenditure – SA Business and Non-SA Business (continued)

The disclosure for expenditure with SA businesses reflects the total spent on contracts within the TI 18 definition and in some instances includes the cost of goods sourced from outside South Australia.

In many cases, the determination has been made on the basis of representations made by suppliers at a point in time which has not been subject to independent verification.

4.4. Administration premium component of the premium distributions

	2025	2024
	\$'000	\$'000
Hospital and emergency services	42 165	36 153
Road safety services	13 484	13 922
Customer support and transaction services	11 522	11 241
Total administration premium component of the premium distributions	67 171	61 316

The administration premium component of the premium distributions fund the costs of a range of government services associated with the CTP Scheme. Refer to note 1.2 for details about the nature of these distributions.

4.5. Administration premium component refunds

	2025	2024
	\$'000	\$'000
Hospital and emergency fees	678	610
Road safety fees	204	197
DIT premium collection fees	167	158
CTP Scheme regulation and administration fees	92	91
Total administration premium component refunds	1 141	1 056

4.6. Other expenses

	2025	2024
	\$'000	\$'000
Other expenses	3	-
Total other expenses	3	-

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

5. Assets

5.1. Financial assets

	2025	2024
	Carrying	Carrying
	amount	amount
	\$'000	\$'000
Financial assets measured at amortised cost		
Cash and cash equivalents	54 927	53 571
Total financial assets	54 927	53 571

All financial assets are measured at amortised cost.

5.2. Cash and cash equivalents

	2025	2024
	\$'000	\$'000
Deposits with the Treasurer (Special deposit account)	54 927	53 571
Total cash and cash equivalents in the Statement of Financial Position	54 927	53 571
Total cash and cash equivalents in the Statement of Cash Flows	54 927	53 571

Deposits with the Treasurer

The CTP Regulator's cash balance is held within the DTF's Operating Bank Account.

The CTP Regulator's Deposit Account earns a floating interest rate based on the Reserve Bank of Australia cash rate less an administration fee of 15 basis points, applied to the average daily balance for each month.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

5.3. Receivables

	2025	2024
	\$'000	\$'000
<u>Current receivables</u>		
Contractual receivables		
Accrued revenue	882	862
Accrued interest revenue	174	196
Total contractual receivables	<u>1 056</u>	<u>1 058</u>
Statutory receivables		
GST receivable	109	712
Total statutory receivables	<u>109</u>	<u>712</u>
Prepayments	50	50
Total current receivables	<u>1 215</u>	<u>1 820</u>
<u>Non-current receivables</u>		
Statutory receivables		
Workers compensation recoveries	1	1
Total statutory receivables	<u>1</u>	<u>1</u>
Total non-current receivables	<u>1</u>	<u>1</u>
Total receivables	<u><u>1 216</u></u>	<u><u>1 821</u></u>

Contractual receivables

Accrued revenues are recognised for the administration premium component of the total premium collection and interest earnings up to and including 30 June 2025 but not yet received.

Refer to note 9.1 for further information on risk management.

Statutory receivables

Statutory receivables do not arise from contracts with customers. They are related to taxes and equivalents as well as statutory fees and charges. Statutory receivables are recognised and measured similarly to contractual receivables. Statutory receivables are not financial assets.

Workers compensation recoveries are related to the interim benefits receivable from employees pursuant to section 32(3) of *Return to Work Act 2014*. This receivable is recognised when the relevant employees' claims are rejected.

The net amount of GST receivable is included as a part of statutory receivables.

No impairment loss was recognised in relation to statutory receivables.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

5.4. Property, plant and equipment

Property, plant and equipment with a value equal to or in excess of \$10 000 is capitalised, otherwise it is expensed.

Property, plant and equipment is recorded at fair value.

Impairment

Property, plant and equipment have not been assessed for impairment as they are non-cash generating assets. These assets are specialised in nature, held for continual use of their service capacity and are subject to regular revaluation.

Reconciliation 2024-25	IT equipment	Furniture	Total
	\$'000	\$'000	\$'000
Carrying amount at the beginning of the period	37	15	52
Depreciation	(11)	(3)	(14)
Carrying amount at the end of the period	26	12	38
<hr/>			
Gross carrying amount	39	15	54
Accumulated depreciation	(13)	(3)	(16)
Carrying amount	26	12	38

Reconciliation 2023-24	IT equipment	Furniture	Work in progress	Total
	\$'000	\$'000	\$'000	\$'000
Carrying amount at the beginning of the period	7	-	-	7
Additions	-	15	39	54
Capital Transfers from work in progress	39	-	(39)	-
Depreciation	(9)	-	-	(9)
Carrying amount at the end of the period	37	15	-	52
<hr/>				
Gross carrying amount	56	15	-	71
Accumulated depreciation	(19)	-	-	(19)
Carrying amount	37	15	-	52

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

5.5. Intangible assets

Intangible assets are initially measured at cost and are tested for indications of impairment at each reporting date. Following initial recognition, intangible assets are carried at cost less accumulated amortisation and any accumulated impairment losses.

The acquisition of or internal development of software is capitalised only when the expenditure meets the definition and recognition criteria and when the amount of expenditure is greater than or equal to \$10 000.

Reconciliation 2024-25	Externally purchased software		Total
		\$'000	\$'000
Carrying amount at the beginning of the period		182	182
Amortisation		(37)	(37)
Carrying amount at the end of the period		145	145
<hr/>			
Gross carrying amount		253	253
Accumulated depreciation		(108)	(108)
Carrying amount		145	145

Reconciliation 2023-24	Externally purchased software	Externally developed software in progress	Total
	\$'000	\$'000	\$'000
Carrying amount at the beginning of the period	149	18	167
Additions	-	52	52
Capital work in progress transfers	70	(70)	-
Amortisation	(37)	-	(37)
Carrying amount at the end of the period	182	-	182
<hr/>			
Gross carrying amount	253	-	253
Accumulated depreciation	(71)	-	(71)
Carrying amount	182	-	182

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

5.6. Depreciation and amortisation

All non-current assets, having a limited useful life, are systematically depreciated over their useful lives in a manner that reflects the consumption of their service potential.

Review of accounting estimates

Assets' residual values, useful lives and amortisation methods are reviewed and adjusted, if appropriate, on an annual basis. No adjustments were made during the reporting period.

Useful life

Depreciation is calculated on a straight-line basis over the estimated useful life of the following classes of assets as follows:

	Useful life (years)
Furniture and IT equipment	5
Externally purchased software	5

6. Liabilities

6.1. Payables

	2025	2024
	\$'000	\$'000
Current		
Accrued expenses	7 922	9 888
Total current payables	7 922	9 888
Total payables	7 922	9 888

Payables and accrued expenses are recognised for all amounts owing but unpaid. All payables are non-interest bearing.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

6.2. Employee related liabilities

	2025	2024
	\$'000	\$'000
<u>Current</u>		
Accrued salaries and wages	10	-
Annual leave	230	239
Long service leave	39	30
Skills and experience retention leave	29	24
Employment on-costs	52	49
Total current employee related liabilities	360	342
<u>Non-current</u>		
Long service leave	466	441
Employment on-costs	48	45
Total non-current employee related liabilities	514	486
Total employee related liabilities	874	828

Employee related liabilities are accrued as a result of services provided up to the reporting date that remain unpaid. Apart from long service leave liability, employee related liabilities are measured at nominal amounts. Refer below for further information on the long service leave liability.

Salaries and wages, annual leave, skills and experience retention leave (SERL) and sick leave

The liability for salary and wages is measured as the amount unpaid at the reporting date at current remuneration rates at the reporting date.

The annual leave liability and the SERL liability are expected to be paid within 12 months and are measured at the undiscounted amounts expected to be paid.

No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees is estimated to be less than the annual entitlement for sick leave.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

6.2. Employee related liabilities (continued)

Long service leave

The liability for long service leave is measured as the present value of expected future payments to be made in respect of services provided by employees up to the end of the reporting period using the projected unit credit method.

The expected timing and amount of long service leave payments is determined through whole-of-government actuarial calculations, which are based on actuarial assumptions on expected future salary and wage levels, experience of employee departure and periods of service.

The discount rate used in measuring the liability is reflective of the yield on long-term Commonwealth Government bonds as the discount rate in the measurement of the long service leave liability. The yield on long-term Commonwealth Government bonds remained at 4.25% for both 2024 and 2025.

Following the actuarial assessment performed by DTF, the salary inflation rate has remained at 3.5% for both 2024 and 2025 for long service leave.

The net financial effect of the changes to actuarial assumptions in the current financial year is immaterial. The impact on future periods is impracticable to estimate as the long service leave liability is calculated using a number of demographical and financial assumptions – including the long-term discount rate.

The current portion of employee related liabilities reflects the amount for which the CTP Regulator does not have right to defer settlement for at least 12 months after reporting date. For long service leave, the amount relates to leave approved before year end that will be taken within 12 months and expected amount of leave to be paid on termination to eligible employees within 12 months.

Employment on-costs liabilities

Employment on-costs liabilities include payroll tax, Fringe Benefits Tax, Pay As You Go Withholding, ReturnTo WorkSA levies and superannuation contributions. They are settled when the respective employee benefits that they relate to are discharged. These on-costs liabilities primarily relate to the balance of leave owing to employees. To the estimated proportion of long service leave to be taken as leave, rather than to be paid on termination, affects the amount of on-costs liabilities recognised as a consequence of long service leave liabilities.

The CTP Regulator contributes to several State Government and externally managed superannuation schemes. These contributions are treated as an expense when they occur. There is no liability for payments to beneficiaries as they have been assumed by the respective superannuation schemes. The only liability outstanding at reporting date relates to any contributions due but not yet paid to respective superannuation schemes.

As a result of an actuarial assessment performed by DTF, the proportion of long service leave taken as leave has remained at 44% both 2024 and 2025. The average factor for the calculation of employer superannuation cost on-costs has increased from 11.5% in 2024 to 12% in 2025. These rates are used in the employment on-cost calculation. The net financial effect of the change on employment on-cost and employee benefit expense are immaterial.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

6.3. Provisions

All provisions represent workers compensation.

	2025	2024
	\$'000	\$'000
Movement in provisions		
Carrying amount at the beginning of the period	54	37
Decrease resulting from re-measurement	(1)	-
Additional provisions recognised	-	17
Carrying amount at the end of the period	53	54

The Regulator is an exempt employer under the *Return to Work Act 2014*. Under a scheme arrangement, the Regulator is responsible for the management of workers rehabilitation and compensation and is directly responsible for meeting the cost of workers' compensation claims and the implementation and funding of preventative programs.

Accordingly, a liability has been reported to reflect unsettled workers compensation claims (statutory and additional compensation schemes).

The workers compensation provision is based on an actuarial assessment of the outstanding liability as at 30 June 2025 provided by a consulting actuary engaged through the Office of the Commissioner for Public Sector Employment.

The additional compensation scheme provides continuing benefits to workers who have suffered eligible work-related injuries and whose entitlements have ceased under the statutory workers compensation scheme. Eligible injuries are nonserious injuries sustained in circumstances which involved, or appeared to involve, the commission of a criminal offence, or which arose from a dangerous situation.

There is a significant degree of uncertainty associated with estimating future claim and expense payments and also around the timing of future payments due to the variety of factors involved. The liability is impacted by agency claim experience relative to other agencies, average claim sizes and other economic and actuarial assumptions.

In addition to these uncertainties, the additional compensation scheme is impacted by the limited claims history and the evolving nature of the interpretation of, and evidence required to meeting, eligibility criteria. Given these uncertainties, the actual cost of additional compensation claims may differ materially from the estimate.

CTP Regulator
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For the year ended 30 June 2025

7. Other disclosures

7.1. Cash flow

	2025	2024
	\$'000	\$'000
Reconciliation of net cash provided by operating activities to net result		
Net cash provided by operating activities	1 371	6 801
Add/(less) non-cash items		
Depreciation and amortisation expense	(51)	(46)
Debt write-off	(3)	-
Movement in assets and liabilities		
(Decrease)/increase in receivables	(605)	190
Decrease in payables	1 951	227
(Increase) in employee related liabilities	(43)	(81)
Decrease/(increase) in provisions	1	(17)
Net result	2 621	7 074

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

8. Outlook

8.1. Unrecognised commitments

Commitments include expenditure and other contractual commitments arising from contractual sources and are disclosed at their nominal value. As at 30 June 2025, the Regulator has contractual commitments for the provision of CTP Scheme actuarial and claimant survey services and internal audit functions as reported.

Other contractual commitments

	2025	2024
	\$'000	\$'000
Within one year	798	795
Later than one year but not longer than five years	391	417
Total other contractual commitments	1 189	1 212

8.2. Impact of standards not yet effective

The Regulator has assessed the impact of new and changed Australian Accounting Standards and Interpretations not yet effective and does not expect these to have a material impact on the Regulator's statements when they become effective.

No Australian Accounting Standards have been early adopted.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

8.3. Administered items

Statement of Comprehensive Income for the year ended 30 June 2025	2025	2024
	\$'000	\$'000
Administered income		
Stamp duty collected	41 754	42 340
Total administered income	41 754	42 340
Administered expenses		
Stamp duty expenses	41 054	41 635
Stamp duty refunds	700	705
Total administered expenses	41 754	42 340
Net result	-	-
Statement of Financial Position as at 30 June 2025	2025	2024
	\$'000	\$'000
Administered assets		
Receivables	507	512
Cash and cash equivalents	3 467	3 251
Total administered assets	3 974	3 763
Administered liabilities		
Payables	3 974	3 763
Total administered liabilities	3 974	3 763
Net administered assets	-	-
Statement of Cash Flows for the year ended 30 June 2025	2025	2024
	\$'000	\$'000
Cash flows from operating activities		
Cash inflows		
Taxation receipts	41 759	42 163
Cash generated from operating activities	41 759	42 163
Cash outflows		
Taxation payments	(41 543)	(43 992)
Cash used in operations	(41 543)	(43 992)
Net cash from / (used in) operating activities	216	(1 829)
Net increase / (decrease) in cash and cash equivalents	216	(1 829)
Cash and cash equivalents at the beginning of the period	3 251	5 080
Cash and cash equivalents at the end of the period	3 467	3 251

Refer to Note 1.2 for details on administered items.

CTP Regulator
Notes to and forming part of the financial statements
For the year ended 30 June 2025

8.4. Contingent assets and liabilities

The Regulator is not aware of any contingent assets or liabilities as at 30 June 2025.

8.5. Events after the reporting period

No circumstance has arisen that has affected or may significantly affect the Regulator's operations since 30 June 2025.

9. Measurement and risk

9.1. Financial instruments

Financial risk management

The Regulator's risk management policies are in accordance with the *SA Government Risk Management Framework* and the principles established in the *Risk Management Standard ISO 31000:2018 Risk Management Guidelines*.

The Regulator's exposure to financial risk (liquidity risk, credit risk and market risk) is low due to the nature of the financial instruments held.

Liquidity risk

The Regulator is funded from the administrative premium component of the total premiums. The Regulator notifies DTF of the cash flows associated with its legislated functions and ensures funding is available to meet the expected cash flows.

Impairment of financial assets

The Regulator considers that its cash and cash equivalents have low credit risk based on the external credit ratings of the counterparties and therefore the expected credit loss is nil.

Market risk

The Regulator does not trade in foreign currency, nor enter into transactions for speculative purposes.

The Regulator does not undertake any hedging in relation to interest or foreign currency risk and manages its risk as per the government's risk management strategy articulated in *TI 23 Management of Foreign Currency Exposures*.

Categorisation of financial instruments

Details of the material accounting policies and methods adopted including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised with respect to each class of financial asset, financial liability and equity instrument are disclosed in the respective financial asset / financial liability note.

Classification of financial instruments

The Regulator measures all financial instruments at amortised cost.