

Release of information to CTP Insurers

The *Statement giving authority to obtain information* provides an injured person's consent for the CTP Insurer managing their claim to obtain documentary information relevant to processing and assessing their CTP insurance claim.

What information does this prescribed authority apply to?

The consent applies to information held by people and organisations listed on the prescribed authority, including:

- health practitioners
- ambulance or other emergency services
- hospitals
- professional providers of rehabilitation services
- the claimant's employer or previous employer
- police, government departments, agencies and instrumentalities

The prescribed authority helps in progressing a person's claim and enabling sound and timely decisions.

What is the prescribed authority?

The prescribed authority is required to be completed under section 126A(2)(d) of the *Motor Vehicles Act 1959* for a person to make a CTP claim.

The prescribed authority is provided in a form determined by the CTP Regulator in accordance with regulation 6 of the *Motor Vehicles (Third Party Insurance) Regulations 2013*.

The prescribed authority is valid for the duration of a person's claim.

Requirements on CTP Insurers

Insurers are required to protect claimants' privacy and information.

Regulator Rule 7.2.2 requires insurers to disclose to the claimant and/or, where applicable, their representative when the prescribed authority is being used and for what purposes, at least seven business days before each use.

In accordance with section 126A(4) of the *Motor Vehicles Act 1959*, an insurer must provide the claimant, or their legal representative, with a copy of any information obtained using the prescribed authority within 21 days of receiving the information.

Regulator Rule 6.4.1 requires insurers to take all reasonable steps to ensure data collected using the prescribed authority will remain protected and only be used and disclosed for the purposes of a function conferred on them to provide CTP insurance business or to comply with a legal obligation.

Where can I get more information?

If you have any questions about the prescribed authority, please contact the CTP Insurer requesting information.

You may also contact the CTP Regulator on 1300 303 558 or via ctp@sa.gov.au