

10 October 2025

Our ref: HS/ACTL

Confidential

Mr David Vincent
General Manager
Motor Accident Insurance Commission

By email: [REDACTED]

Dear David

Non-contentious claim reform

Thank you for the opportunity to provide feedback on proposed reform to the *Motor Accident Insurance Act 1994 (MAIA)* and *Motor Accident Insurance Regulation 2018*. The Queensland Law Society (QLS) appreciates being consulted on this important matter.

In the experience of our members, the CTP scheme is working very well and requires few changes. This response regarding minor amendments has been compiled by our Accident Compensation and Tort Law Committee, which has substantial relevant expertise.

Addressing medical certificate delays

QLS supports allowing claimants to obtain medical certificates via video-link telehealth and expanding the list of authorised professionals to include nurse practitioners. Including nurse practitioners would align with the workers' compensation scheme (see s131(5) of the *Workers' Compensation and Rehabilitation Act 2003*).

Simplifying Notice of Accident Claim Form

QLS supports the questions currently found in the claimant certificate being incorporated into the Notice of Accident Claim form.

We have not reached a settled view regarding the removal of the requirement that the NOAC be verified by statutory declaration and the requirement to certify identity documents. We agree that removal of these requirements would streamline the process for claimants but consider that these steps play a role in fraud minimisation.

Non-contentious claim reform

Amending police report requirements

QLS supports removal of the requirement to provide a police report number for all accidents. The current requirement causes delays and utilises police resources, very often without adding value to the claim process, given police do not attend many accidents that result in less serious injuries. However, consideration would need to be given to whether any amendments would need to be made to ensure that at fault drivers provide information to their insurer regarding the circumstances of the accident, including drug and alcohol use leading up to the accident. The duty of the insurer to provide information that 'can be found out from the insured person' under s47 MAIA does not necessarily guarantee that the insured person will provide all information to the insurer.

Independent Medical Examinations

QLS agrees that difficulties in obtaining IMEs are a significant problem in all personal injury claims. Much of this relates to lack of availability of the necessary specialists. There may be scope to make better use of the available specialists by encouraging further cooperation between claimants/practitioners acting for claimants and insurers to avoid unnecessary lost time between IMEs arranged by each party.

We look forward to participating in the proposed stakeholder meeting to further discuss this matter.

If you have any queries regarding the contents of this letter, please do not hesitate to contact our Legal Policy team via policy@qls.com.au or by phone on [REDACTED] [REDACTED]

Yours faithfully

[REDACTED]
Genevieve Dee
President