

CTP Innovation Series



State Insurance Regulation Authority



BACKGROUND

NSW CTP insurance scheme indemnifies vehicle owners and drivers liable for personal injury caused to other parties in the event of a motor vehicle accident.

A new CTP scheme was rolled out in December 2017, reflecting reform to better support people injured on NSW roads, and reducing cost of Green Slips to vehicle owners.

QUESTION

SIRA wanted to optimise the use of data to create the best possible outcomes from the CTP Reform process.

The DAC was engaged to run a CTP Innovation Series to engage with industry to explore ideas that could improve the CTP Reform process for the benefit of the people of NSW.

OUR SOLUTION

Ideation 'hackathon' comprising mixed teams from companies of varied sizes and specialties

Four full-day sessions over the course of a month. Each week teams were challenged to innovate and present at the end of the day

After each round, members of eliminated teams joined other teams, allowing for continuous refinement and new perspectives on ideas

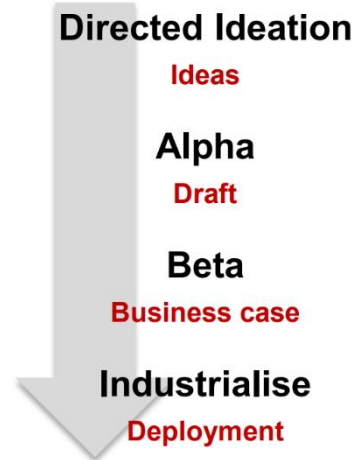
During the final session, the two winning ideas were announced, to progress to an Alpha phase

The Innovation Series was successfully completed and two ideas have been taken forward for potential development

IMPACT

The hackathon created unprecedented idea generation and development, as well as encouraging government and non-government collaboration across industries and organisations.

Progressing an idea through Directed Ideation Series, Alpha and Beta development phases prevents excess financial investment in unsuccessful ideas by providing an opportunity to reevaluate at each stage of the process. This in turn minimises the risk of investing in innovation and testing new ideas. Furthermore, this project was the first use of the Procurement Innovation Directive, assisting in the creation of a new pathway for industry to engage with NSW Government.



"I've never actually done anything like this before. It's been really great... getting exposure to other organisations' approaches and collaborating; using our different ways of working to come up with an innovative solution for SIRA"

Emily White, Customer Experience Company

WHAT NEXT?

The two winning ideas will soon complete Alpha phase and potentially move to Beta development phase, pending evaluation. Contracts may then be awarded to successful candidates at the end of the process.

