

# Motor Accident Injuries (Authorised IME Provider) Guidelines 2025 (No 1)\*

Disallowable instrument DI2025-256

made under the

Motor Accident Injuries Act 2019, section 487 (MAI guidelines)

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## 1 Name of instrument

This instrument is the *Motor Accident Injuries (Authorised IME Provider) Guidelines 2025 (No 1)*.

## 2 Commencement

This instrument commences on the day after its notification.

## 3 Guidelines

I make the Authorised IME Provider Guidelines attached to this instrument.

## 4 Revocation

The *Motor Accident Injuries (Authorised IME Provider) Guidelines 2020* (DI2020-25) is revoked.

Nicola Clark  
MAI Commissioner  
MAI Commission

24 September 2025

\*Name amended under Legislation Act, s 60

# Authorised IME Provider Guidelines

## 1. INTRODUCTION

The Authorised Independent Medical Examiner (IME) Provider guidelines (guidelines) are part of the Motor Accident Injuries guidelines made under section 487 of the *Motor Accident Injuries Act 2019* (MAI Act). The purpose of the guidelines is to set out requirements for authorising entities as IME providers for the purposes of the Act.

The Guidelines make provision under subsection 15(3) of the MAI Act for the criteria for authorising an entity to be an IME provider, operational requirements to be imposed on an authorised IME provider, and fees that may be charged by an authorised IME provider for the provision of services for Whole Person Impairment (WPI) assessments and Significant Occupational Impact (SOI) assessments.

## 2. STATUTORY FRAMEWORK

Section 15 of the MAI Act requires the MAI Commission to authorise entities to be IME providers for the Act. To qualify to be authorised, the Commission must be satisfied that the entity has expertise in arranging medical examinations for WPI assessments and SOI assessments and meets the criteria set out in the MAI guidelines.

An authorised IME provider will be authorised to accept a referral from an MAI insurer to arrange a WPI assessment under Division 2.6.3 of the MAI Act or a SOI assessment under Part 3.2 of the MAI Act. The WPI assessment is to be conducted by an independent medical examiner (IME) and the SOI assessment by an independent assessor (SOI assessor) as defined in the MAI Act. The entity must also enter a deed of services with the Commission.

The MAI Commission is a prescribed Territory entity within the meaning of the *Government Procurement Act 2001*, which means the MAI Commission undertakes a procurement process prior to authorisation of an IME provider. An open tender is required to be undertaken and the MAI Commission may appoint more than one provider.

The legislative framework for WPI and SOI Assessments include:

- the MAI Act and associated regulations;
- the WPI Assessment Guidelines;
- the Quality of Life Benefit Guidelines;
- the SOI Assessment Guidelines;
- the SOI Referral Guidelines; and
- these guidelines.

### **3. GUIDELINES – Criteria for authorising an entity.**

An IME provider must be a business that arranges permanent impairment and occupational impact assessments and is not owned or controlled by a law practice or insurance company (including a licensed MAI insurer), or any associated entity or related party. The entity must satisfy the MAI Commission that no conflict of interest will arise or is likely to arise in the performance of any services or other requirements under a deed of services with the MAI Commission.

The IME provider must satisfy the MAI Commission they have sufficient resources, capacity and infrastructure to arrange WPI assessments and SOI assessments. The assessments are to be arranged on a value for money basis and with the IME or SOI assessor selected independently of the referring MAI insurer or the injured person.

An IME provider must demonstrate they can engage and monitor suitably qualified, experienced and trained medical specialists to provide WPI assessments for all body systems in the WPI Assessment Guidelines. An IME provider is to also demonstrate they can engage and monitor suitably qualified, experienced and trained SOI assessors to conduct SOI assessments.

An IME provider must have access to facilities in the ACT suitable for the conduct of assessments.

The provider is to also have information management systems with appropriate security, compliance with privacy legislation and quality assurance processes relevant to their business.

### **4. GUIDELINES – Operational requirements**

An IME provider must agree to enter into a deed of services with the MAI Commission. The deed of services will provide for the appointment of the entity, operational requirements, and fees that may be charged by the entity for the provision of services for WPI assessments and SOI assessments.

Operational requirements include:

- Arranging and ensuring the conduct of WPI Assessments by suitably qualified, experienced and trained IMEs in accordance with the Quality of Life Benefits Guidelines and the WPI Assessment Guidelines.
- Arranging and ensuring the conduct of SOI Assessments by suitably qualified, experienced and trained SOI assessors in accordance with the SOI Referral Guidelines and the SOI Assessment Guidelines.
- Providing or facilitating training in the WPI Assessment and the SOI Assessment guidelines as appropriate;
- Having access to facilities in the ACT suitable for the conduct of assessments;
- Arranging assessments so that they occur in a timely manner and advising of any potential delays;

- Managing the timeframes for IMEs or SOI assessors to complete WPI reports or SOI reports, and ensuring these timeframes are met;
- Providing for special needs (e.g., interpreting and translation services, disability access or cultural sensitivities);
- Maintaining all relevant insurances, including public liability and professional indemnity, and ensuring IMEs and SOI assessors also have relevant insurances;
- Entering into contracts with individual IMEs and SOI assessors with mandatory terms dealing with the conduct and capacity of the IME or SOI assessor;
- Undertaking quality assurance activities;
- Receiving no other payments for assessments or services;
- Reporting to the MAI Commission on a routine basis, as specified in the deed of services, and advising the MAI Commission if there is a material change in operations.

## **5. GUIDELINES – Fees that may be charged for the provision of services for WPI and SOI assessments**

A Service Fee payable by the MAI Commission is for the costs of the authorised IME provider appointing and monitoring IMEs and SOI assessors, complaint management and reporting to the MAI Commission. The Service Fee is a set amount agreed between the authorised IME provider and the MAI Commission.

The IME provider may charge fees for their services to an MAI insurer, in accordance with the deed of services. The fees charged to an MAI insurer for WPI assessments and SOI assessments as per the MAI Act include:

- File preparation for the IME or SOI assessor, conducting the assessment , preparing and reviewing the report
- Booking, cancellation and non-attendance fees for an assessment
- Review of a first WPI report on request from an MAI insurer in response to a second WPI report
- Interpretation and translation services (if applicable)
- IME or SOI assessor travel expenses directly attributable to the assessment.

The fee charged to the MAI insurer must not include any amount that is included in the Service Fee to be paid by the MAI Commission. The MAI Commission may publish on its website a range of the fees associated with the MAI Insurer referred WPI assessment and SOI assessment.

An authorised IME Provider may act in its private capacity as a business to arrange WPI assessments for members of the public, including legal representatives. Only an MAI Insurer may request an SOI assessment. The MAI Commission has no authority over the fees of the provider acting in their private capacity.