How to make a TAC claim

If you have been injured in a transport accident, follow the steps below to make a claim

We understand that you’ll be shocked and upset at this time, and may not feel like doing any paperwork. Save as many details about your accident as you can, as this will help with your claim and help us to help you.

If you’ve been injured in a transport accident please follow the steps below.

Step 1 - Collect the following information

- Accident details - the location, circumstances and injuries
- Details of the vehicles involved, including registration numbers and names of occupants
- Details of any persons who witnessed the accident
- Details of police attendance or date reported to police including officer names and station
- For public transport accidents, please provide:
  - Name of the public transport operator
  - Name of the person at the public transport operator that the accident was reported to
  - Name of the public transport driver
  - Accident details including vehicle number, location, route of travel, date and time of travel
- The name of the health professional you have seen for the injuries you got in your accident
- Employment/income details if you have had more than five days off work due to the accident
- Your bank details

Step 2 - Make a TAC claim

Call the TAC on 1300 654 329, the TAC will record the details you collected in step 1. This information will be used to assess your claim. You will be sent a Claim for Compensation Summary which contains the information you have provided to the TAC.

You will also be given a claim number to refer to when you deal with the TAC.

Step 3 - Review information and return signed forms

Check that the information in the Claim for Compensation Summary is correct. Call the TAC if any of the information is incorrect. You do not need to send the summary back to the TAC.

Complete the Authority to Release information form. This authority allows the TAC to obtain any records or information that may affect your claim. Without this information, the TAC may be unable to determine your entitlements and may not be able to approve benefits and treatment.

Once your claim is assessed, the TAC will write to you and let you know if your claim has been accepted.

Things to note:

- You have 12 months to lodge a claim from the date of your accident, or the date an injury from your accident first becomes evident. More information, including exceptions to the 12 month time frame, is available in our Making a claim for compensation policy.
- If the police did not come to the accident, you must report your transport accident to the police before you can lodge your
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- If your accident was on public transport, you must report the accident to the public transport operator (e.g. Yarra Trams, Metro Trains or the relevant bus company).

Generated: 20th Jun 2019 8:17am