

2026 TAC Protocols Quick Reference Guide



This Quick Reference Guide (QRG) *should be read in conjunction with the Protocols Framework Agreement and the relevant TAC Protocol Document for completeness*. It is intended to provide you with quick access to relevant documents, forms, key timelines and information regarding the 2026 TAC Protocols.

The [TAC website](#) also has a dedicated TAC Protocols page with additional information and resources about the 2026 Protocols, price points and the latest news. It also houses the *2016 Protocols Documents* which apply for applications lodged prior to 30 March 2026.

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1. Protocols Framework Agreement

Key Documents and Resources

This table provides a link to the 2026 Protocols Framework Agreement and other relevant resources:

Document / Resource	Document Link
Protocols Framework Agreement Document	Protocols Framework Agreement 2026
Solicitor Contact Guide	Provider Dashboard: Legal professionals
Protocols Working Group (PWG) Terms of Reference	Protocols Working Group Terms of Reference - TAC - Transport Accident Commission
Protocol Legal Costs	Protocol Legal costs

Key Timelines

This table summarises the key timeframes specified in the Protocols Framework Agreement:

Heading	Trigger	Action	Timeframe	Responsible	Clause
3. PROTOCOLS GOVERNANCE	Upcoming end-of-year period	Issue agreed timeframe adjustments for the upcoming end-of-year period	By 30 September each year	PWG	Cl. 3.4
7. COURT APPROVALS	Settlement reached in principle at conference	Seek court approval application after receiving TAC's letter of consent	Within 28 days of the settlement date	Client's lawyer	Cl. 7.4

2. Joint Medical Examination Protocol

Key Documents and Resources

This table provides a link to the 2026 Joint Medical Examination Protocol and other relevant resources.

Document / Form	Document Link
2026 Joint Medical Examination Protocol	Digital - Joint Medical Examination Protocols
	PDF - Joint Medical Examination Protocols
JME Process Map	JME Process Map
Protocol Documentation Standards (Pg 3-5)	Protocol Documentation Standards
JME Request Form	JME Request Form
JME Reschedule Form	JME Reschedule Form
Joint Letters of Instruction Templates	Joint Letters of Instruction
TAC Medical Examiner Document Guide	TAC Medical Examiner Document Guide
JME Supplementary Report Request Form	JME Supplementary Report Request Form
JME Notice of Intention to Dispute Form	JME Notice of Intention to Dispute Form
JME Conditional Approval Documentation Submission Form	JME Conditional Approval Documentation Submission Form

Key Timelines

This table summarises the key timeframes specified in the Joint Medical Examination Protocol:

Heading	Trigger	Action	Timeframe	Responsible	Clause
3. LODGEMENT	Client's lawyer has arranged or proposes to arrange medical examinations	Notify TAC by submitting a JME request form before scheduled exam	At least 28 days before the scheduled examination date	Client's lawyer	Cl. 3.4
	TAC receives JME request form	Advise whether TAC agrees to the examination proceeding jointly	Within 21 days	TAC	Cl. 3.5
	TAC fails to respond to JME request	TAC deemed to have agreed to proceeding jointly in line with the JME Process Map	After 21 days	TAC	Cl. 3.6
	Proposed exam scheduled within 28 days	Submit JME request form and contact TAC to explain reason/s for late request	Within 28 days (exam timeframe)	Client's lawyer	Cl. 3.7
5. RESCHEDULING A JME	Change needed fewer than 28 days before exam	Contact TAC immediately for approval and submit JME reschedule form	Fewer than 28 days	Client's lawyer	Cl. 5.2
	Need to notify examiner of change	Notify examiner before appointment	As soon as possible, where practical, no later than 3 days before the appointment	Client's lawyer	Cl. 5.2.2
6. CONVERTING A TAC ARRANGED EXAM TO A JME	TAC has arranged IMEs before lawyer has notified the TAC they represent the client	Provide exam details and invite client's lawyer to convert the exams to JME's and submit any additional information / questions for the examiner	Within 21 days of notification	TAC	Cl. 6.1
	Lawyer notified of examinations arranged by TAC	Advise whether they agree to proceeding as JMEs	Within 14 days	Client's lawyer	Cl. 6.2

Heading	Trigger	Action	Timeframe	Responsible	Clause
	Lawyer provides alternative proposal for examinations	TAC must respond to proposal	Within 21 days	TAC	Cl. 6.4
7. JMEs AND OTHER TAC PROTOCOLS	Lawyer requests JME in a Dispute Resolution Application	TAC must respond to request	Within 28 days	TAC	Cl. 7.4
9. INFORMATION ABOUT EXAMINATIONS	Scheduled exam approaching	Provide finalised joint letter of instruction and supporting documentation to examiner	No later than 14 days before the scheduled examination date	Initiating party	Cl. 9.1.3
	Changes to client's travel/accommodation/equipment needs	Provide notice to TAC	Minimum 14 days' notice from exam	Client's lawyer	Cl. 9.3.3
	Changes required fewer than 14 days before exam	Lawyer responsible for arranging and paying for required changes	Fewer than 14 days before exam	Client's lawyer	Cl. 9.3.4
	Client non-attendance, cancellation, or reschedule of an exam appointment	Advise TAC and examiner in writing	As soon as practicable, and no later than 48 hours after becoming aware	Client's lawyer	Cl. 9.6.3
	Report not received after exam	Contact examiner	21 days after the examination date	Initiating party	Cl. 9.7.3(a)
	Report still outstanding after first follow-up	Follow up again with examiner	7 days after initial contact	Initiating party	Cl. 9.7.3(b)

Heading	Trigger	Action	Timeframe	Responsible	Clause
	Report still not received after second follow-up	Escalate using method described in chapter 8 of the Protocols Framework Agreement and issue formal letter requesting report within 7 days.	If report not received within 7 days after second follow up	TAC	Cl. 9.7.3(c)
	Non-initiating party receives supplementary report request	Advise if they wish to add further questions and/or material or if they do not agree with the request	Within 14 days	Non-initiating party	Cl. 9.8.6
	Non-initiating party fails to respond to supplementary report request	Request deemed approved	After 14 days	Non-initiating party	Cl. 9.8.8
	TAC receives report/s and valid tax invoice for agreed or deemed agreed JME's	Pay examiner	Within 14 days	TAC	Cl. 9.9.2
10. DISPUTE PROCESS	TAC denies JME request	May submit Notice of Intention to Lodge a Dispute form (prior to lodging a DR application)	Within 90 days	Client's lawyer	Cl. 10.2
	TAC receives Notice of Intention to Dispute	Advise whether decision is overturned or affirmed	Within 30 working days	TAC	Cl. 10.5

3. Common Law Protocol

Key Documents and Resources

This table provides a link to the 2026 Common Law Protocol and other relevant resources.

Document / Form	Document Link
2026 Common Law Protocol	Digital - 2026 Common Law Protocol
	PDF - 2026 Common Law Protocol
Common Law Protocol Process Map	Common Law Protocol Process Map
Protocol Documentation Standards (Pg 8-16)	Protocol Documentation Standards
Serious Injury Application Form	Serious Injury Application Form
Serious Injury Application Additional Information Form	SI Additional Information Form
Common Law Application Form	Common Law Application Form
Common Law Time Limit Application Form	Common Law Time Limit Application Form
Preliminary Liability Request Form	Preliminary Liability Request Form
S96 Notification Form	S96 Notification Form

Key Timelines

This table summarises the key timeframes specified in the Common Law Protocol:

Heading	Trigger	Action	Timeframe	Responsible	Clause
3. SERIOUS INJURY FAST TRACK APPLICATIONS	TAC receives the Serious Injury Fast Track application	Advise the client's lawyer whether a serious injury certificate is granted or whether a full serious injury application is required	Within 14 days	TAC	Cl. 3.10

Heading	Trigger	Action	Timeframe	Responsible	Clause
	TAC makes a determination granting a serious injury certificate (Cl. 3.10.1)	Provide details of the TAC person responsible for the conduct of the Common Law claim and all information listed in Clauses 6.1.2 to 6.1.4	Within 10 days	TAC	Cl. 3.13
	Client's lawyer receives TAC's correspondence under Clause 3.13	Contact the TAC person responsible for the Common Law claim to discuss future claim progress and matters outlined in clause 10.11	Within 28 days	Client's lawyer	Cl. 3.14
5. LODGEMENT OF A SERIOUS INJURY APPLICATION	TAC receives the serious injury application form	Acknowledge receipt, including date received and contact details of assigned TAC employee	Within 14 days	TAC	Cl. 5.3
5. ADDITIONAL PROVISIONS FOR TRANSPORT ACCIDENTS ARISING IN THE COURSE OF EMPLOYMENT	TAC receives the application under Clause 5.5	Request the worker's compensation file from WorkSafe and provide the client's lawyer with a TAC claim number	Within 14 days	TAC	Cl. 5.7
		Advise whether injuries are accepted as arising from a transport accident or whether investigations are required	Within 28 days	TAC	Cl. 5.8
	No TA decision made after TAC receives application under Clause 5.5	Client's lawyer may seek resolution under Chapter 9 of the Protocols Framework Agreement	After 90 days	Client's lawyer	Cl. 5.8

Heading	Trigger	Action	Timeframe	Responsible	Clause
6. SERIOUS INJURY DECISION MAKING PROCESS	TAC receives a serious injury application form	Review application for required information in accordance with Protocols Documentation Standards; exchange information relating to liability; provide preliminary view on liability; provide list and copies of medical reports	Within 45 days	TAC	Cl. 6.1
	TAC receives a serious injury application form with sufficient supporting information	Provide a serious injury certificate, or notice of intention to deny, or arrange a conference, or request additional information listed in Clauses 6.2.4.1 to 6.2.4.5	Within 45 days	TAC	Cl. 6.2
	Client's lawyer receives TAC request for additional information	Confirm sought information and steps taken to obtain, or provide signed authority for the TAC to obtain the information, or explain why the request is unreasonable and suggest an alternative	Within 21 days	Client's lawyer	Cl. 6.3
	Client's lawyer believes all requested information has been provided pursuant to Cl 6.2.4	Advise the TAC and detail the documents or material submitted in response and confirm no further information is outstanding	Determination within 28 days (triggered by lawyer's notice)	TAC	Cl. 6.4

Heading	Trigger	Action	Timeframe	Responsible	Clause
	TAC receives lawyer notification under Cl. 6.4 or receives IME report(s), whichever is later	Provide a serious injury certificate, or request further information, or provide intention to deny notice, or request reasonable IME(s), or arrange a serious injury conference	Within 28 days	TAC	Cl. 6.5
	Lawyer receives TAC request for further additional material under Cl. 6.5.2	Respond in accordance with Cl. 6.3 requirements	Within 21 days	Client's lawyer	Cl. 6.7
	Lawyer receives TAC's proposed denial letter and requests an informal meeting	Hold informal meeting	Within 14 days of the TAC's proposed denial correspondence	Client's lawyer & TAC	Cl. 6.8.1
	Lawyer does not request meeting within 14 days, or no agreement reached at meeting	TAC proceeds to make serious injury decision	After 14 days	TAC	Cl. 6.8.4
	TAC arranges IMEs or requests additional information after new issues raised post-denial	Parties comply with Cl. 6.6 and 6.7 timeframes	As per agreed timeframe or 21-day response rule	TAC & Client's lawyer	Cl. 6.9

Heading	Trigger	Action	Timeframe	Responsible	Clause
	TAC fails to make a serious injury decision within required period	Application may be considered denied (before further steps are taken, both parties are expected to attempt resolution through the process outlined in chapter 9 of the Protocols Framework Agreement)	After 45 days or after receipt of additional information / IME reports (whichever is the latter)	TAC	Cl. 6.10
7. DISAGREEMENT REGARDING RELEVANCE OF INFORMATION	TAC receives an explanation from the client's lawyer under Clause 6.3.3 (unnecessary or unreasonable request for information)	Make a proposal to modify the request for additional information or maintain the original request	Within 21 days	TAC	Cl. 7.2
8. SERIOUS INJURY CONFERENCE	Either party requests a serious injury conference	Hold the serious injury conference	Within 60 days	TAC or Client's lawyer	Cl. 8.4
	Serious injury conference has been held	Arrange IMEs or make an additional request for information (if agreed by parties)	Within 7 days	TAC	Cl. 8.11
10. PROACTIVE COMMON LAW ELIGIBILITY DECISIONS & PROCESS - CLIENTS WITH LEGAL REPRESENTATION	TAC proactively grants a serious injury certificate or determines impairment $\geq 30\%$	Provide details of responsible TAC person and preliminary liability view and all information pursuant to Cl 6.1.2 and 6.1.4	Within 10 days	TAC	Cl. 10.4

Heading	Trigger	Action	Timeframe	Responsible	Clause
10. PROACTIVE COMMON LAW ELIGIBILITY DECISIONS & PROCESS - WHEN AN ELIGIBLE CLIENT SUBSEQUENTLY ENGAGES A LAWYER	Lawyer receives instructions from a client who became eligible to pursue Common Law via a proactive process	Confirm they act and seek details of responsible TAC person	Within 14 days	Client's lawyer	Cl. 10.8
	TAC is contacted by the lawyer under Clause 10.8	Provide details of TAC person and preliminary liability view and all information	Within 10 days of the client's lawyer contacting the TAC to advise they act	TAC	Cl. 10.9
10. PROACTIVE COMMON LAW ELIGIBILITY DECISIONS & PROCESS - DISCUSSION TO FACILITATE PROGRESS OF COMMON LAW CLAIM FOLLOWING PROACTIVE	Lawyer receives TAC correspondence under Clause 10.4 or 10.9	Contact TAC person to discuss future progress of the claim	Within 28 days	Client's lawyer	Cl. 10.10
12. EXCHANGE OF INFORMATION IN SECTION 93 DAMAGES CLAIMS	Client becomes entitled to bring proceedings	Advise the client's lawyer of the name of the TAC person responsible for conducting the common law protocol conference	Within 10 days	TAC	Cl. 12.1

Heading	Trigger	Action	Timeframe	Responsible	Clause
	Client becomes entitled to bring proceedings	Contact with the TAC and provide information in described in CL 12.2.1 to 12.2.4	Within 28 days	Client's lawyer	Cl. 12.2
	TAC receives request for a common law conference	Provide additional liability information and documents described in CL 12.3.1 to 12.3.7	Within 28 days	TAC	Cl. 12.3
13. COMMON LAW DAMAGES CONFERENCE	Pecuniary loss greater than \$200,000 is to be claimed	Provide Particulars of Loss prior to the conference	At least 7 days prior	Client's lawyer	Cl. 13.3
14. DAMAGES CLAIMS "ARISING OUT OF THE USE OF" PURSUANT TO SECTION 94(1) OF THE TAA	TAC receives the notification letter under Clause 14.2	Acknowledge receipt, provide claim reference number, and details of TAC person responsible	Within 14 days	TAC	Cl. 14.3
	TAC issues acknowledgement under Clause 14.3	Provide additional response advising indemnity position, TA acceptance, and whether further enquiries or information is required	Within a further 14 days	TAC	Cl. 14.4
	TAC confirms indemnity in writing under Clause 14.5	Client's lawyer contacts TAC to arrange a common law conference and provide supporting information	Within 60 days	Client's lawyer	Cl. 14.6

Heading	Trigger	Action	Timeframe	Responsible	Clause
	TAC receives client's material under Clause 14.6 or information requested under Clause 14.7 (whichever is the latter)	Provide any relevant information or liability documents that the TAC has in its possession	Within 28 days	TAC	Cl. 14.8
15. DAMAGES CLAIMS PURSUANT TO PART III OF THE WRONGS ACT AND SECTIONS 93(8) AND (9) OF THE TAA	TAC receives the notification letter under Clause 15.2	Acknowledge receipt and provide details of the TAC person responsible for the conduct of the damages claim	Within 14 days	TAC	Cl. 15.3
	TAC issues acknowledgement under Clause 15.3	Provide additional response advising indemnity position and whether further enquiries or information is required	Within a further 14 days	TAC	Cl. 15.4
	TAC confirms indemnity in writing under Clause 15.5	Client's lawyer contacts TAC to arrange a common law conference and provide supporting information	Within 60 days	Client's lawyer	Cl. 15.6
	TAC receives client's material under Clause 15.6 or information requested under Clause 15.7 (whichever is the latter)	Provide any relevant information or liability documents that the TAC has in its possession	Within 28 days	TAC	Cl. 15.8
16A) SERIOUS INJURY APPLICATIONS LODGED WITHIN	Confirmation of TAC's denial of serious injury under Chapter 9	File and serve an Originating Motion	Within 28 days	Client	Cl. 16.3.3

Heading	Trigger	Action	Timeframe	Responsible	Clause
THE 6 YEAR LIMITATION PERIOD	Receipt of certification that the Common Law Protocol has concluded under Cl. 13.6	File and serve a Writ	Within 28 days	Client	Cl. 16.3.4
16B) NOTIFICATION WITHIN THE 6 YEAR LIMITATION PERIOD	TAC receives notification of intention to lodge late serious injury application (within 6-year period)	Confirm acceptance of notification or advise form is incomplete and cannot be accepted until the prescribed form has been completed in full.	Within 21 days	TAC	Cl. 16.5
	Lawyer seeks extension of time to lodge serious injury application	Request extension and reasons for delay before date provided pursuant to Cl 16.10 and advise new date (≤ 9 months after notification)	Before expiry	Client's lawyer	Cl. 16.8.1–16.8.2
16C) NOTIFICATION OUTSIDE THE 6 YEAR LIMITATION PERIOD	TAC receives notification of intention to lodge late serious injury application (outside 6-year period)	Confirm acceptance of notification or advise prescribed form incomplete	Within 21 days	TAC	Cl. 16.11
	Lawyer seeks extension to lodge serious injury application	Request extension before estimated expiry date; advise new date (≤ 9 months after notification)	Before expiry	Client's lawyer	Cl. 16.14.1–16.14.2
16D) SERIOUS INJURY APPLICATION LODGED OUTSIDE THE LIMITATION PERIOD	TAC responds under Clause 6.1.3 and does not admit liability	Provide a draft Statement of Claim	Within 28 days	Client's lawyer	Cl. 16.21

Heading	Trigger	Action	Timeframe	Responsible	Clause
17. INTERIM COMMON LAW PAYMENTS	TAC's Agreement for an Interim Common Law Payment has been offered and accepted	Return the client's signed Agreement to the TAC	Within 28 days	Client's lawyer	Cl. 17.9
18. PARTIAL COMMON LAW SETTLEMENT	TAC's Release for a Partial Common Law Settlement has been offered	Return the client's signed Release to the TAC	Within 28 days	Client's lawyer	Cl. 18.7
19. LEGAL COSTS AND DISBURSEMENTS	TAC receives the client's lawyer's letter outlining claimed legal costs and attaching invoices/documentation	Pay the agreed legal costs and disbursements to the client's lawyer	Within 14 days	TAC	Cl. 19.4

4. Impairment Assessment Protocol

Key Documents and Resources

This table provides a link to the 2026 Impairment Assessment Protocol and other relevant resources.

Document / Form	Document Link
2026 Impairment Assessment Protocol	Digital - 2026 Impairment Assessment Protocol
	PDF - 2026 Impairment Assessment Protocol
Impairment Assessment Protocol Process Map	Impairment Assessment Protocol Process Map
Protocol Documentation Standards (Pg 6-7)	Protocol Documentation Standards
Impairment Application Form	Impairment Application Form
Interim Impairment Benefit Request Form	Interim Impairment Benefit Request Form

Key Timelines

This table summarises the key timeframes specified in the Impairment Assessment Protocol:

Heading	Trigger	Action	Timeframe	Responsible	Clause
4. INTERIM IMPAIRMENT BENEFIT	TAC receives an Interim Impairment Benefit Request that includes the suggested interim WPI % and AMA Guides references	Respond to the Interim Impairment Benefit request	Within 28 days	TAC	Cl. 4.3.1

Heading	Trigger	Action	Timeframe	Responsible	Clause
5. COMMENCEMENT OF IMPAIRMENT ASSESSMENT	TAC receives a complete Impairment application	Provide the client's lawyer with all information TAC will consider in the assessment of a client's impairment (excluding material previously provided)	Within 28 days	TAC	Cl. 5.4
	TAC receives a complete Impairment application	Provide impairment proposal or notice requiring additional information, JME supplementary report, or IME	Within 28 days	TAC	Cl. 7.1
7. EVALUATION AND ASSESSMENT	Client's lawyer receives TAC's request for additional information	Confirm information has been sought, direct TAC to obtain it, or provide explanation	Within 14 days	Client's lawyer	Cl. 7.2
	TAC receives lawyer's explanation that request is unreasonable pursuant to clause 7.2.3	Modify or maintain request for additional information	Within 14 days	TAC	Cl. 7.3
	TAC is unable to provide impairment proposal within 28 days due to liability issue	Notify lawyer that liability requires clarification	Within 28 days	TAC	Cl. 7.8.1
	Complete Impairment application form received and liability requires clarification	Provide an impairment proposal including or excluding the injury in question	Within 60 days	TAC	Cl. 7.8.2
	28 days lapse since last JME report and no Impairment application lodged	Send reminder letter requesting lodgement	After 28 days	TAC	Cl. 8.1
8. NON-LODGEMENT OF IMPAIRMENT APPLICATION FORM FOLLOWING JME REPORTS	Lawyer receives TAC reminder letter	Lodge form or provide reason and alternative lodgement date	Within 14 days	Client's lawyer	Cl. 8.2

Heading	Trigger	Action	Timeframe	Responsible	Clause
	TAC sends reminder letter and no response or lodgement received	Make impairment determination without proposal	After 35 days	TAC	Cl. 8.3
9. PROPOSAL AND NEGOTIATION	TAC receives complete Impairment application form or additional information / IME report (whichever last occurs)	Provide impairment proposal	Within 28 days	TAC	Cl. 9.2
	Lawyer receives TAC's impairment proposal	Advise whether client accepts with release, accepts without release, or proposes alternative impairment determination	Within 28 days	Client's lawyer	Cl. 9.4
	TAC receives an alternative proposal from client's lawyer	Advise whether accepted or negotiate toward agreement of an appropriate impairment determination	Within 14 days	TAC	Cl. 9.5
	TAC makes impairment determination ($\geq 11\%$) without a release being signed (agreement unable to be reached by way of negotiation)	Pay legal costs to a client's lawyer in accordance with cl. 10.1.2 (Impairment price point with no release) at the price point applicable at the time of decision.	Within 14 days	TAC	Cl. 9.6 & 9.7
	Lawyer fails to respond to TAC's impairment proposal within 28 days				
10. LEGAL COSTS AND DISBURSEMENTS	TAC pays an impairment benefit	Pay legal costs to client's lawyer in accordance with clauses 10.1.1 – 10.1.3 at the price point applicable at the time of the decision.	Within 14 days	TAC	Cl. 10.1

5. No-Fault Dispute Resolution Protocol

Key Documents and Resources

This table provides a link to the 2026 No-Fault Dispute Resolution Protocol and other relevant resources.

Document / Form	Document Link
2026 No-Fault Dispute Resolution Protocol	Digital - 2026 No-Fault Dispute Resolution Protocol
	PDF - 2026 No-Fault Dispute Resolution Protocol
No-Fault Dispute Resolution Protocol Process Map	No-Fault Dispute Resolution Protocol Process Map
Gap Rate Enquiry Form	Gap Rate Enquiry Form - TAC - Transport Accident Commission
Protocol Documentation Standards (Pg 17-28)	Protocol Documentation Standards
Dispute Resolution Application Form	Dispute Resolution Application Form

Key Timelines

This table summarises the key timeframes specified in the No-Fault Dispute Resolution Protocol:

Heading	Trigger	Action	Timeframe	Responsible	Clause
2. OPERATION	TAC receives a request under 2.8.1 for consideration of higher claimed rate	Consider request and respond to the enquiry	Within 45 days	TAC	Cl. 2.8.2
3. LODGEMENT	Client becomes aware of the Decision	Lodge a Dispute Resolution application	Within 12 months	Client (via lawyer)	Cl. 3.1
	Relevant information as described in Protocol Documentation Standard, is not yet available at time of lodgement	Must provide a proposed timetable regarding collection of additional information	At DR submission	Client's lawyer	Cl. 3.7.4

Heading	Trigger	Action	Timeframe	Responsible	Clause
4. EXCHANGE AND ASSESSMENT OF INFORMATION	DR application lodged	May request a video conference with client's lawyer to narrow issues	Within 28 days	TAC	Cl. 4.1
	TAC has received all information pursuant to clauses 3.2–3.6	Provide list and copies of relevant information the TAC has considered in making the decision	Within 28 days	TAC	Cl. 4.2
	TAC receives proposed timetable for collection of additional information detailed in clause 3.7	Take actions outlined in clauses 4.3.1 – 4.3.6	Within 28 days	TAC	Cl. 4.3
	TAC requests info/amended timetable under 4.3	Respond to TAC's request	14 days (or alternative timeframe if agreed by both parties)	Client's lawyer	Cl. 4.4
	DR application has not progressed, and TAC has not received an update from client's lawyer	TAC may affirm the Decision after written notice	3 months from lodgement	TAC	Cl. 4.7
	TAC fails to meet requirements described in clauses 4.2 and 4.3	Notify TAC that matter is deemed affirmed	No timeframe stated — but event triggers obligation	Client's lawyer	Cl. 4.8
5. CONFERENCE	TAC proposes at least three dates for DR conference	Agree and confirm date, time, modality in writing	Within 14 days	TAC & Client's lawyer	Cl. 5.3
	Either party requests a conference	Hold the DR conference	Within 28 days	TAC & Client's lawyer	Cl. 5.4
6. OUTCOME	Dispute resolves prior to DR conference	Conclude the DR application	Within 14 days of agreed date of resolution	TAC	Cl. 6.1.1

Heading	Trigger	Action	Timeframe	Responsible	Clause
	DR conference concludes	Conclude the DR application or seek to extend timeframe by providing reasons and obtaining agreement	Within 14 days (unless otherwise agreed)	TAC	Cl. 6.1.2
	Notification letter sent affirming the Decision	Lodge review at VCAT	3 months from Notification letter or 12 months from the Decision (whichever is later)	Client	Cl. 6.3.2
	TAC fails requirements described in clauses 4.2 and 4.3 or fails to send Notification letter; lawyer writes to TAC with client's intention to lodge an application at VCAT	Provide Notification letter	Within 7 days	TAC	Cl. 6.5
8. LEGAL COSTS – PAYMENT OF LEGAL COSTS	TAC receives lawyer's letter and invoices for costs	Pay agreed legal costs and disbursements to client's lawyer	Within 14 days	TAC	Cl. 8.2