



# TAC CEO Opening Statement

## Parliamentary Inquiry Hearing

Chair and Members of the Committee,

Thank you for the opportunity to appear today and contribute to this Inquiry.

Today, I am joined by:

- Katherine Gobbi, who leads our client services
- Lauren McKirdy, who oversees compensation and dispute resolution.
- And Adam Cunningham, who is responsible for the scheme's financial sustainability, governance, and integrity.

I lead a very passionate and dedicated group of people at the TAC. Together, we support the recovery and rehabilitation of our clients in accordance with the Transport Accident Act, with a shared commitment to achieve the best possible outcomes.

We welcome this Inquiry as another opportunity to listen, learn, and continue to evolve.

The people we support have been impacted by a transport accident they did not choose.

For many, recovery is relatively quick. Around 72% of our clients recover within 12 months and no longer need TAC support, an example of how, for the majority of people, the TAC is working as intended.

All clients have access to expert claims managers and our customer service team – those who require support over longer periods can face greater challenges, so dedicated case management is prioritised for those with complex and active needs. These clients may require additional treatments, surgery and other supports; they may have chronic pain, financial pressure, psychological trauma, and may have pre-existing or new health conditions unrelated to their transport accident. This requires well-considered service decisions that support rehabilitation in line with the Act.

The TAC operates at significant scale. Since 1987, we have supported over 620,000 Victorians, and support over 43,000 people each year - balancing timely, individualised rehabilitation support with the responsible use of public funds.

Last year we funded nearly \$1.9 billion in treatment, rehabilitation, benefits, and compensation.

Over 100,000 treatment requests were assessed, with 95% approved.

While the TAC has strong foundations, we continue to evolve, with the lived experiences of those we support at the centre of everything we do.



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We know that people who rely on us rightly expect timely decisions, clear communication, and to be treated with empathy and respect.

While most clients have a positive experience with the TAC, this Inquiry has heard from people who have, at times, faced delays, disputes, and difficulties accessing treatment or navigating the system.

We thank everyone who has shared their experiences. We take the issues raised very seriously and they reinforce the need for us to continually improve to achieve the best possible outcomes for all our clients.

For those who have not had a supportive experience, we are sorry and we will do better.

The insights shared with this Committee reflect the feedback that shaped our *Make Every Day Matter* strategy - focused on ensuring every interaction and every day in recovery counts.

Launched in late 2024, the six-year reform program is already delivering improvements, including, reduced wait and decision times, faster dispute resolution, and better client experiences.

Further enhancements, including a new Claims Management System, will support a more consistent, transparent and client-centred experience, improve the way we communicate and provide real-time, accessible information for clients, providers and our people.

Chair, the TAC is building on 40 years of successful operation. We may never be perfect, but we can always be better. We are committed to listening, learning, and improving, guided by client experience, evidence, and processes such as this Inquiry.

I am dedicated to the TAC achieving the best possible outcomes for all Victorians impacted by road trauma.

Thank you.