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TAC 2020 STRATEGY

**TAC** Transport  
Accident  
Commission

## TAC 2020



TAC 2020 is a five year strategy that outlines the vision, mission, values and strategic objectives for the TAC.



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## Message from the CEO



### In 1986 the TAC was established and the Victorian Parliament set three key challenges:

- / Prevent the unacceptable level of trauma on our roads
- / Compensate people efficiently and equitably; and
- / Rehabilitate injured Victorians to help them recover.

Three decades on, these challenges remain as contemporary as ever.

TAC 2020 builds upon the service that we have provided to the community since we commenced. At its heart it is a people strategy. Whether it's through our ambition to achieve zero deaths and serious injuries on our roads or our commitment to helping injured Victorians, we exist to improve people's lives.

Our approach in developing this strategy was to harness the intellect and ideas of our people and channel it into a road map of success. Our people are responsible for its delivery and they were an integral part of its creation.

In TAC 2020 you will find our new vision, mission and values and the clear journey we are about to embark on.

We will work differently with our partners and more closely with the Victorian community. Everyone has a role to play in preventing road trauma, and we will enable Victorians to take ownership of road safety.

Every day we deal with people whose lives have been changed — some temporarily, some forever — and by listening to our clients, we know what we need to do to help injured Victorians get their lives back on track as quickly and efficiently as possible.

To better meet their individual needs our clients have indicated they want easier processes, simplicity and improved online services.

TAC 2020 outlines how we will broaden our engagement to deliver tailored support.

By directing our unwavering focus to improving the support we provide, we aim to become the world's leading social insurer.

By showing our absolute commitment to Towards Zero, we will join with our road safety partners and restore Victoria's status as a global leader in accident prevention.

The TAC is driven by people who are intelligent, ambitious and passionate about helping our clients. While TAC 2020 sets the bar higher than ever before, it is because of our people that I know we are ready for the challenge.

I am pleased to share TAC 2020 with you.

Joe Calafiore  
Chief Executive Officer



Meet Angela

**“After the accident, every day I would set little goals. I’d achieve them and think ‘I’m ready to go bigger and better’. Ride my bike. Swim in the creek. Get back on the tennis court. One day I’ll achieve it all.”**





## Our Vision



### Zero deaths and serious injuries on our roads.

Our new vision is crystal clear — people's life and health should never be the price we pay for using our roads.

That's why we're taking a bold new approach to road safety — one that will see an unprecedented investment in building a safer roads system. An approach that will change the way Victorians think about road safety.

We are going to eliminate serious road trauma in Victoria.





## Our Mission



### To be the world's leading social insurer.

Social insurers are responsible for prevention, compensation and rehabilitation, and we are striving to be the best in the world.

We identify as a social insurer because our outcomes are about people.

We want to ensure people are not hurt on our roads and help those who are to get their lives back on track and live a life of dignity.

Our clients deserve the best, so we aim to be nothing less.



Meet Sarah

**“There was a time I didn’t want to leave the house. I was embarrassed to be seen without a leg. Taking up sport was huge for me — I was surrounded by people who also have disabilities, but live their life like nothing’s wrong.”**



## Our Values



In creating TAC 2020, we decided to create a new set of values. Values guide our behaviour, our thinking and ultimately the service we provide injured Victorians.

Following workshops, focus groups and conversations with our employees and stakeholders, we have defined a new set of values that will form an important base of our culture. Our new values are set out below:

### We make every conversation count

We understand that trust is built and reinforced, one conversation at a time. We ensure every conversation with colleagues, clients, partners and our community is authentic, is heard and is acted on.

### We value life

We deliver world-class road safety initiatives to save lives.  
We value quality of life for our clients and treat them with care and respect to get their lives back on track.  
We value the wellbeing of our people.

### We will find a better way, today

We are bold and brave in seeking better ways to care for our clients and eliminate road trauma. Our people are empowered to achieve success for our clients through innovation and creativity.

### We make the complicated simple

We remove the barriers that get in the way of achieving the very best outcome for clients and in doing so, simplify processes and interactions — and not just for clients but our partners and the broader community.

## Strategic Outcomes



### TOWARDS ZERO

**We are dedicated to eliminating road deaths and serious injuries.**

The fundamental principle of Towards Zero is that human health is paramount. We all make mistakes, but no one should die because of them.

With this in mind, we are building a system where Victorians are protected from death or serious injury if a mistake is made on the roads.

To achieve this, we will make safety improvements in four key areas:

- / Roads and roadsides
- / Vehicles
- / Travel speeds
- / People's behaviour

We are calling on Victorians to view road safety as a shared responsibility – to recognise that they have a role in keeping themselves and others safe.

In partnership with Victoria Police, VicRoads, the Department of Justice and Regulation and the Department of Health and Human Services, we will implement the Victorian Road Safety Strategy – the blueprint for road safety in our state until 2020.



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## CURRENTLY WE SEE



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## BY 2020 WE WILL



## Strategic Outcomes



### CLIENTS' LIVES BACK ON TRACK

**We are dedicated to assisting record numbers of Victorians to recover and rehabilitate from an accident.**

No one chooses to be a TAC client.

People become our clients when they are affected by road trauma. It's our job to make every part of their recovery as hassle free as possible.

Assisting more than 47,000 Victorians every year has helped us understand that a client's injury doesn't define them. Often, a transport related injury is just one factor in an already complex set of life circumstances.

We adopt a whole of life approach to every client, to identify exactly how much support they need from us.

Some can manage their own recovery with minimal support from the TAC. Other people have more complex needs and require more assistance from the TAC and the health and disability sector.

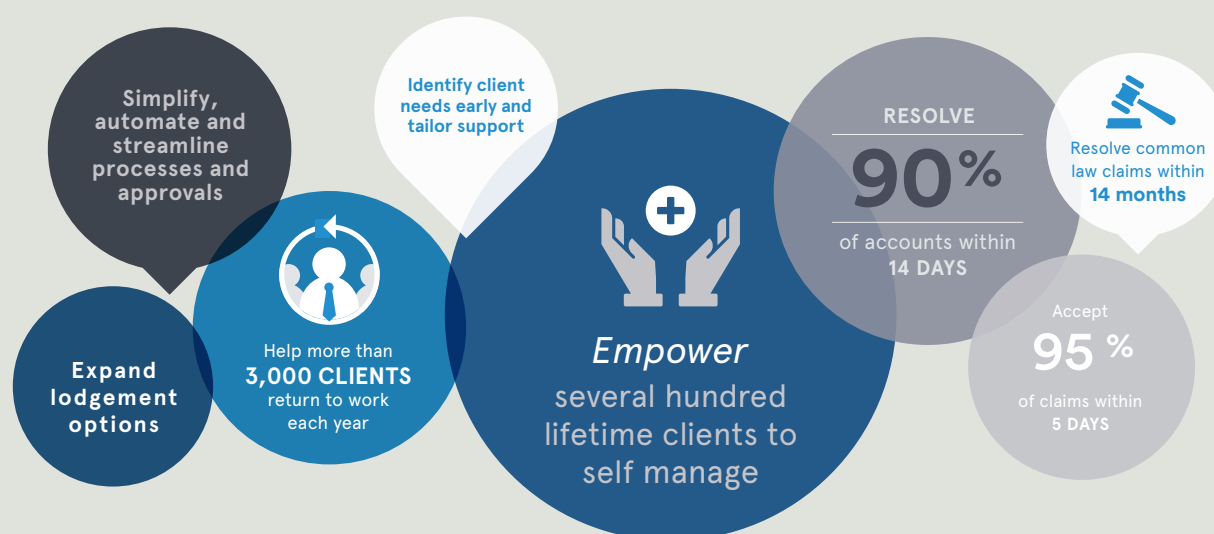
We will think differently about our clients and work differently with them so their individual needs are met.

We will ensure they can get their lives back on track as quickly as possible and feel supported and empowered at every step.

## CURRENTLY WE SEE



## BY 2020 WE WILL

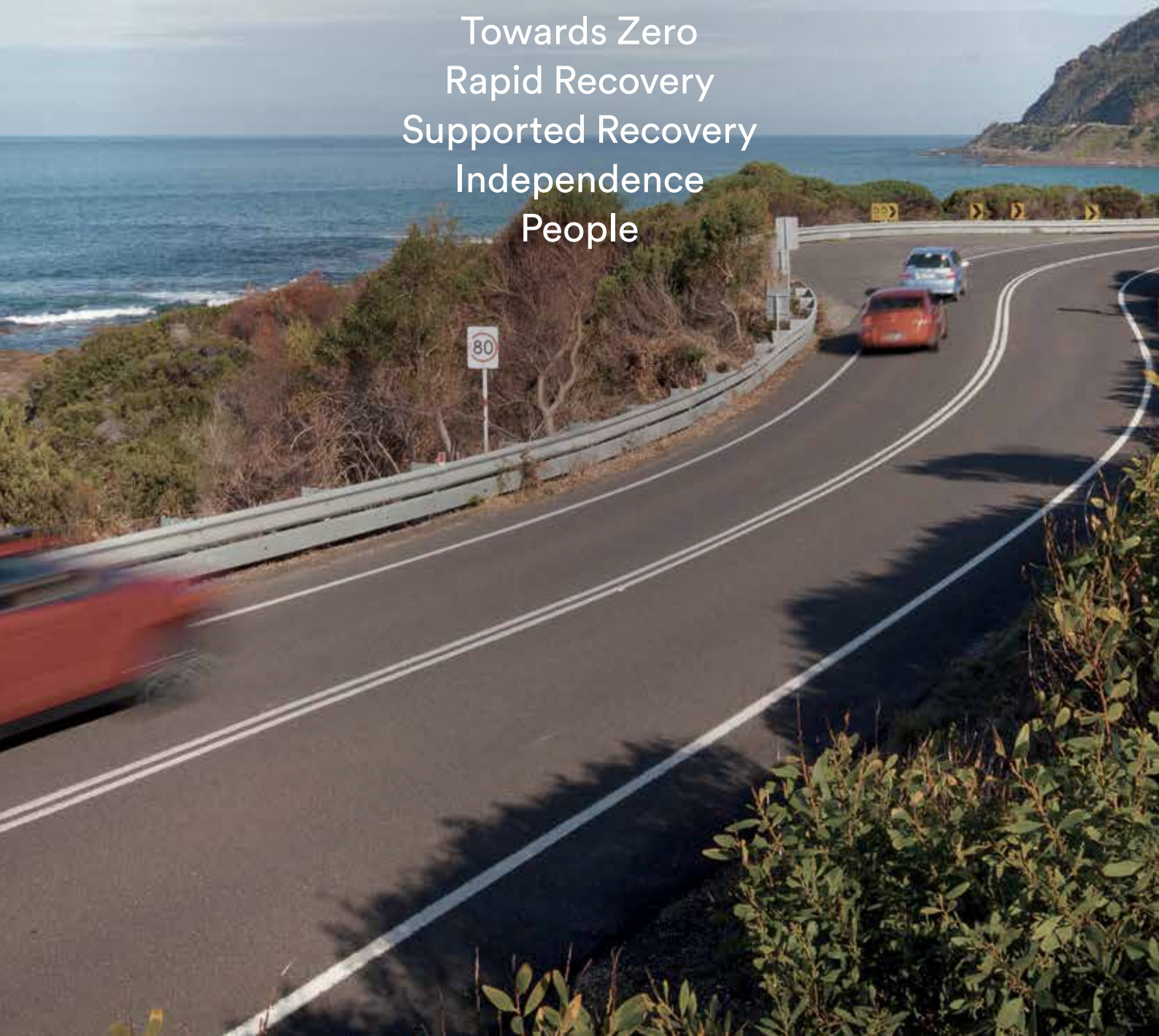


## Key Pillars

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To achieve our strategic outcomes —  
Towards Zero, and our Clients' Lives Back on  
Track — we will focus on five key pillars:

Towards Zero  
Rapid Recovery  
Supported Recovery  
Independence  
People



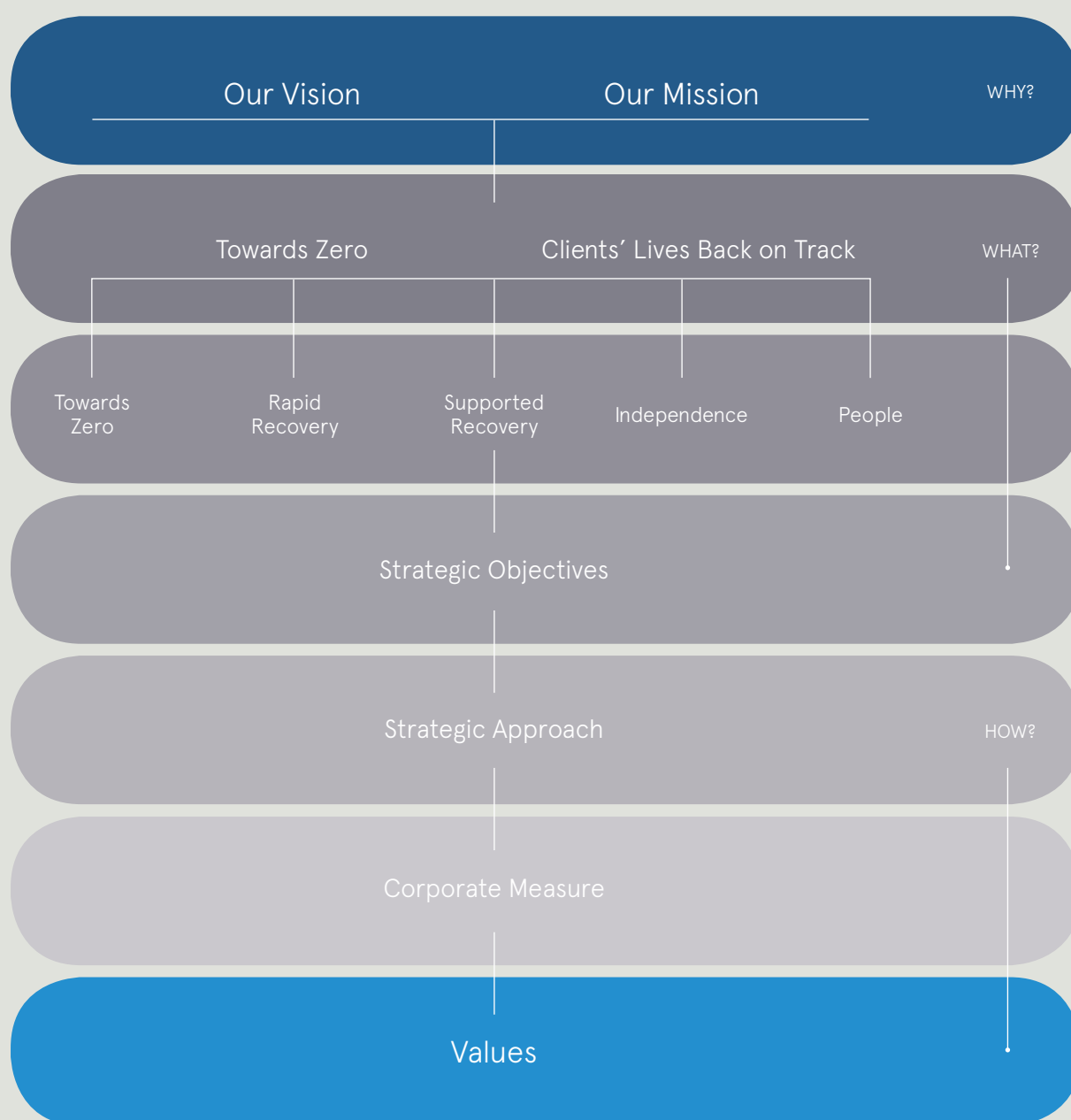


Towards Zero encompasses all of the initiatives that the TAC, in conjunction with our road safety partners, will undertake in implementing Victoria's new Road Safety Strategy.

Our client pillars are titled Rapid Recovery, Supported Recovery and Independence. The TAC appreciates that injured Victorians are individuals, with their own unique set of circumstances and needs. In creating three distinct pillars, we have listened to the needs of our clients, and will be better able to provide the support that different clients require.

Initiatives in every key pillar are concentrated on people — working with people, meeting their needs, and striving for better community outcomes.

This section includes more detail about each key pillar and outlines their objectives — what we want to achieve, along with our approach — how we will achieve it.



## 1/ Towards Zero



### WHAT WE WANT TO ACHIEVE

**A future where no one is killed or seriously injured on Victorian roads.**

This will be achieved through ensuring the community understands the role they have to play in Towards Zero. This includes building the safest roads, creating a safe environment for cyclists, motorcyclists and pedestrians, and by encouraging drivers to embrace the latest vehicle safety technology.

### BY 2020 WE WILL:

/ Invest over \$1 billion in implementing the Victorian Road Safety Strategy. Key components include:

- \$340 million directly towards safer infrastructure improvements on rural and regional roads
- \$380 million on improvements to the road network across Victoria under the Safe System Infrastructure Program
- \$100 million on improved infrastructure for pedestrians and cyclists
- \$146 million to implement the Government's Young Driver Safety Package
- \$18 million for 10 new booze and drug buses
- \$80 million to establish the world's first Road Safety Education Complex
- Use the findings of the Enhanced Crash Investigation Study to continually learn and better target future prevention investment

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### TOWARDS ZERO IS WHAT WE CALL A SAFE SYSTEM APPROACH:



## 2 / Our clients: Rapid Recovery



### WHAT WE WANT TO ACHIEVE

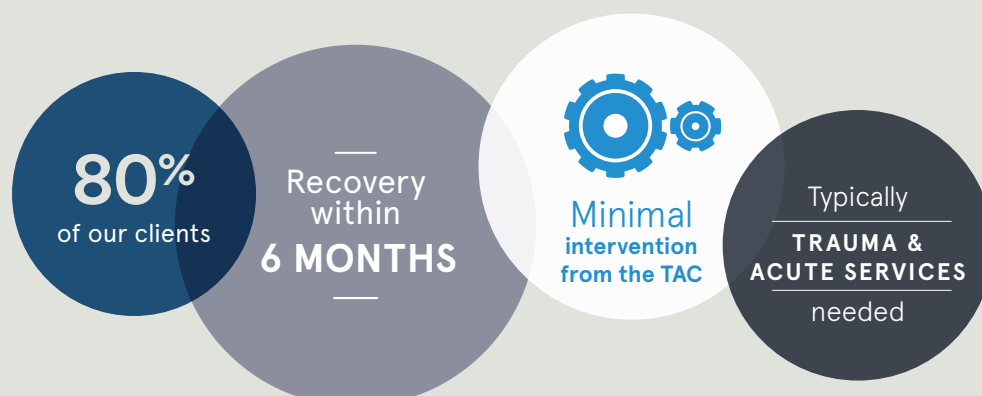
With minimal intervention, Rapid Recovery clients will get the support they need to get their lives back on track within six months.

### BY 2020 WE WILL:

- / Work with our emergency services partners to automate lodgment and acceptance of claims
- / Give our clients the tools they need to navigate the health system
- / Ensure our clients understand the treatment and services that are right for them
- / Give our clients and their providers the ability to interact and transact with us online
- / Automate service and treatment approvals
- / Allow clients to direct and control how they receive services
- / Allow benefits to be paid at the time of receipt
- / Inform the community of their rights and entitlements to receive support from the TAC

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### WHAT RAPID RECOVERY LOOKS LIKE:



Meet Susie & Chelsea

**“Chelsea was hit by a four-wheel drive and suffered a severe brain injury. They didn’t know if she would survive. Now, she walks fully unaided, ran in her school sports, does swimming and singing. We’re so proud of her and I know it’s going to continue.”**



### 3 / Our clients: Supported Recovery



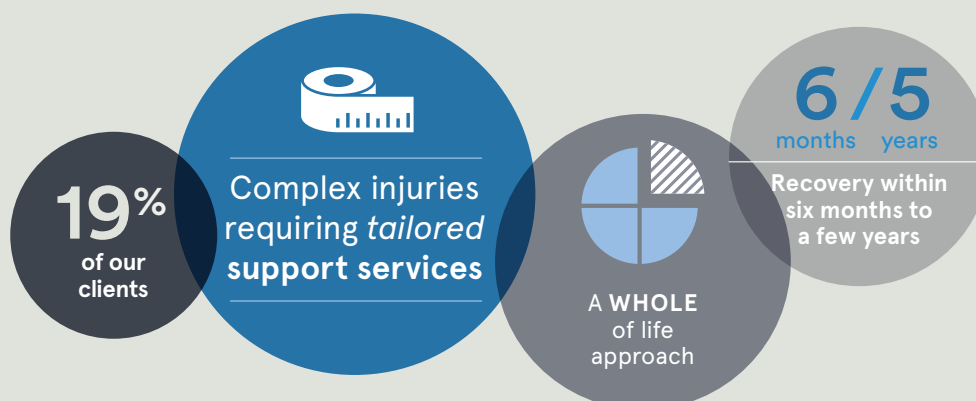
#### WHAT WE WANT TO ACHIEVE

Supported Recovery clients will have their individual needs identified early, and the very best tailored care options and intensive support made available to them.

#### BY 2020 WE WILL:

- / Better identify clients with the greatest need
- / Develop and deliver services that provide the right level and timing of tailored support
- / Work closely with clients, including face-to-face meetings
- / Enhance the range and effectiveness of services to clients
- / Work closely with the health sector to create better discharge pathways, enhance rehabilitation options and coordinate services
- / Work with the plaintiff community, peak legal bodies and the Courts to resolve common law cases more efficiently
- / Listen to our clients and work with our stakeholders to examine any legislative or policy initiatives to better support recovery
- / Partner with Barwon Health, the Geelong Football Club and Deakin University to establish a new model of rehabilitation service

#### WHAT SUPPORTED RECOVERY LOOKS LIKE:



## 4 / Our clients: Independence



### WHAT WE WANT TO ACHIEVE

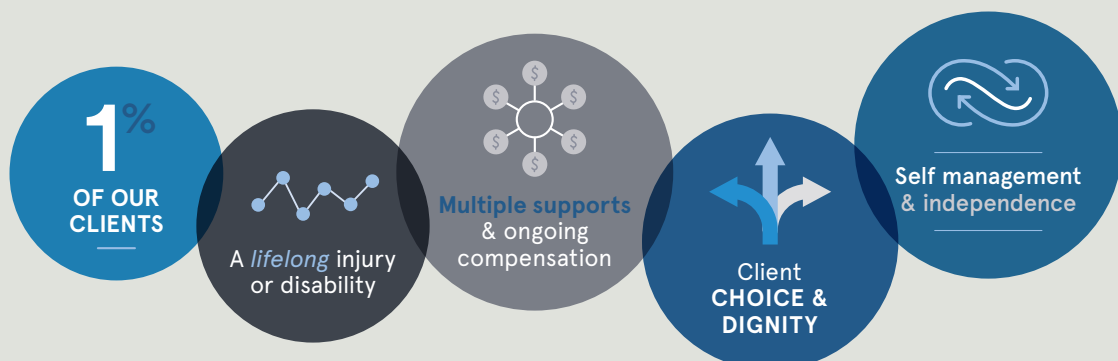
Independence clients will be empowered to take ownership of their independence goals.

#### BY 2020 WE WILL:

- / Invest in specialised accommodation options for those clients most in need
- / Work with the National Disability Insurance Agency to share learnings and insight to improve our service to long term clients
- / Participate in the policy debate regarding a future National Injury Insurance Scheme
- / Build new partnerships within the health and disability sector
- / Work with the health sector to coordinate services
- / Encourage clients to create their independence goals and manage their plan for attaining them
- / Encourage clients to take up innovative technology to support their independence

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### WHAT INDEPENDENCE LOOKS LIKE:



## 5 / People



### WHAT WE WANT TO ACHIEVE

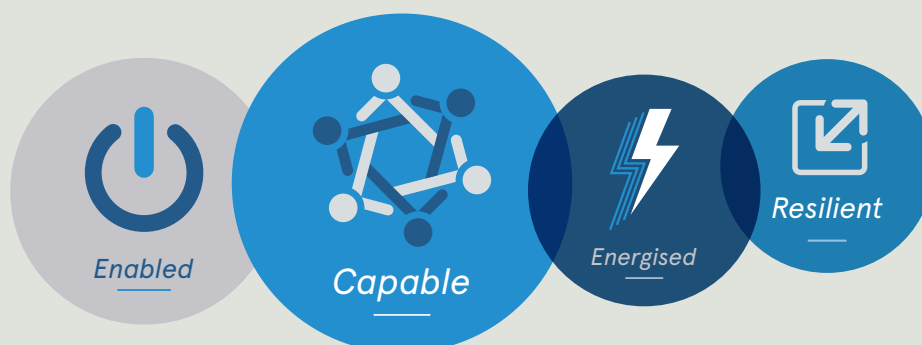
Our people will feel enabled, capable and energised to deliver our strategy and vision.

### BY 2020 WE WILL:

- / Develop our culture, values and leadership to connect, energise and enable our people
- / Develop capability in our people to be ready to deliver TAC 2020
- / Improve and promote the wellbeing of our people
- / Shape our culture, processes and capabilities to enable experimentation and innovation

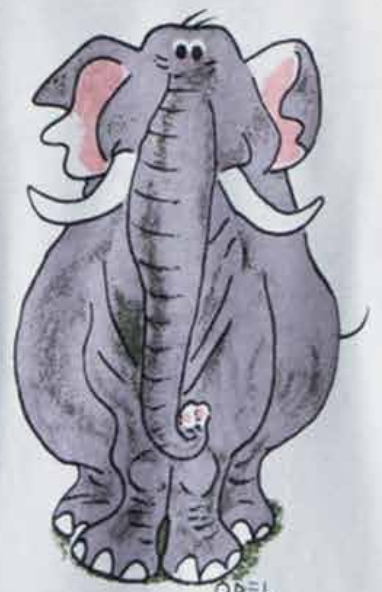
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### OUR PEOPLE WILL BE:



Meet James

“Riding my bike home from Uni, a speeding car hit me. I wake up every day with no idea what day it is. I found artwork at my parents’ house and was like ‘my god, I did that’. I have no recollection – so I put it on the wall. To remind me of myself, I guess.”





## The Critical Enablers of TAC 2020



In order to achieve TAC 2020, we will focus on three key enablers.

### DIGITAL

This is the digital era and we will embrace technology to make it easier for our clients and service providers to access services. This will enable faster and more nimble delivery methods so we can better respond to client needs.

### INSIGHT

We have a proud history of embracing evidence-based research, data and analytics. We will establish an enterprise-wide approach to translating data. This will allow research and data to be shared across the organisation which will provide insight and inform decision making. We will capitalise on this insight to drive better outcomes for the Victorian community.

We will continue to invest in ground breaking research that can be translated and applied to improving the lives of our clients.

### PARTNERS

We cannot deliver TAC 2020 without the support of our key stakeholders. We will work closely with our road safety partners, the legal profession and the health and disability sector. We are committed to building a genuine connection with our partners which will deliver high quality, efficient and effective services to the Victorian community.

By 2020, our sister organisation WorkSafe will be firmly established in Geelong. We look forward to learning from their expertise in prevention and supporting injured workers, and will share knowledge as to how we can collectively improve the impact we have on clients.

## Measures of Success



### Performance matters. So we will measure what makes a difference in improving people's lives.

As custodians of the TAC, we are accountable to the community we serve and look forward to meeting the commitments in this strategy. We will deliver the outcomes for people who need our support.

With a clear focus on our statutory obligations, we will be able to deliver better outcomes for our clients and reduce the administrative cost for the business, delivering greater value for money for all Victorian premium payers.

TAC 2020 contains a comprehensive measurement framework that will allow us to assess our effectiveness as a social insurer.

In Towards Zero, the key outcomes will be measured by a reduction in deaths and serious injuries on our roads.

For our clients, the key outcomes will be a combination of client reported measures and scheme metrics such as return to work and life area objectives realised.

By preventing road trauma and helping our clients recover, TAC 2020 ensures the TAC remains financially sustainable, and that future generations will be able to rely on the TAC to provide the services they are entitled to.

Further information about the Corporate Measurement Framework will be made available on the TAC website.





