

From hospital to home

Support for people with
severe injuries after a
transport accident



Supporting you after a transport accident

If you or your loved one has sustained a severe injury from a transport accident, the TAC can provide a range of supports for you and your family.

Severe injuries include:

- spinal cord injuries, such as quadriplegia or paraplegia
- moderate or severe acquired brain injuries
- extensive burns
- vision impairment or blindness
- and/or amputations.

It is okay to feel overwhelmed during this time.

Your TAC claims manager will work with you, your support people and your healthcare team to support your journey.

This brochure outlines what to expect in the early stages of your recovery and rehabilitation, and how the TAC can support you from the hospital to home.



What is the TAC and what do we cover?

The TAC is a Victorian Government-owned organisation. If you are injured in a transport accident in Victoria and have an accepted TAC claim, we can help pay for the treatment and services you need, regardless of who was at fault.

The type and amount of support you receive and the length of time you need support, will depend on your circumstances.

Support from the TAC can include:

- ✓ Helping to pay for medical treatment, equipment and services including ambulance costs.
 - ✓ Support services to help you and your family.
 - ✓ Income support if you can't work because of your accident injuries.
 - ✓ Return to work support when the time is right.
 - ✓ A lump-sum payment if you are eligible for compensation.
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The TAC does not cover things such as:

- ✗ Damage to your car, motorbike, scooter, bicycle or other type of transport.
- ✗ Damage to non-medical personal items (motorcycle gear, clothes, mobile phones etc).
- ✗ Treatment or services that are not related to your transport accident or payable under our legislation.



Your TAC claims manager will provide more information about your eligibility and how to access treatments, services and benefits.

Support for family and loved ones

Your family and loved ones may also need support after your accident. The TAC can help pay for supports for your immediate family including:

- counselling for immediate family members
- travel and accommodation for immediate family to visit the hospital if you live more than 100 kilometres from the hospital
- loss of wages for parents of injured dependent children.

Your TAC claims manager can help with more information about accessing these services and benefits. Hospital social workers can also help you find the right support, and they may refer your family and friends to an appropriate provider or service.

If you're the parent or guardian of a minor injured in a transport accident, your child can have unique needs. Visit our [children, young people and families hub](#) on our website for more information.

Amber Community is a not-for-profit organisation that provides free, professional, face-to-face and telephone counselling and support to people affected by road trauma.

Find more on their website at



[ambercommunity.org.au](https://www.ambercommunity.org.au) or call



1300 367 797

Please note: the TAC cannot provide income support to your family and support people who take time off work to be with you. It is important that they talk to their employer about the type of leave that may be available to them.

Your TAC claims manager

Your claims manager will be your key contact at the TAC. They will explain what to expect next and what supports and benefits you are eligible for.

While you are in hospital, your claims manager will:

- ✓ meet with you, your support people and health professionals
- ✓ explain the role of the TAC and how we can help
- ✓ provide information about your eligibility for TAC benefits
- ✓ make decisions about what treatments and services we can pay for
- ✓ develop an understanding of your individual circumstances and needs
- ✓ find out what is important to you and your support people
- ✓ work closely with you, your support people and your healthcare team to ensure the right services and supports are in place when you return home.



If you have any questions about the TAC, contact your claims manager in the first instance.

Your TAC claims manager will change at key times throughout your recovery and rehabilitation. We will always let you know and make sure you have the right support in place through each stage.

Your TAC claim manager is

Name: _____

Email: _____

Phone number: _____

What to expect at each stage

Your journey from hospital to home will likely be in three stages. Every person's rehabilitation journey is different. The amount of time you spend at the emergency hospital and rehabilitation hospital will depend on your injuries and circumstances. The TAC will support you through each stage.

1 The emergency hospital

2 The rehabilitation hospital

3 Returning to day-to-day life

Stage 1: the emergency hospital



What happens when you leave hospital

- ✓ Doctors and other health professionals will provide the first stage of care. They will give you the best emergency treatment available.
- ✓ Your healthcare team will track your progress and talk to you about the steps you need to follow.
- ✓ A hospital staff member or your support person will lodge a TAC claim on your behalf. You will receive an email from the TAC once your claim has been lodged.

You can call the TAC on 1300 654 329 if you have any questions.



What the TAC will do

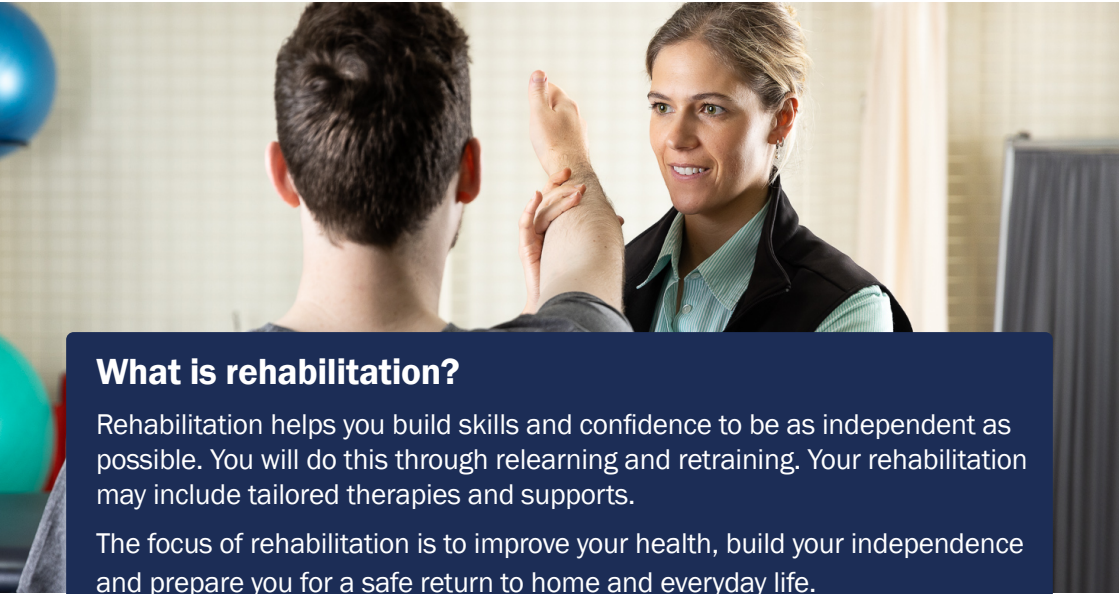
- ✓ send you a TAC claim acceptance pack
- ✓ pay your ambulance and hospital bills
- ✓ assign you a TAC claims manager who will meet with you and your support people in the hospital and explain more about how we can help you.



What you and your support people can do

- ✓ Take an active part in your recovery and ask questions. This will help you understand as much as possible about your injuries and the journey ahead.
- ✓ Keep receipts for any payments related to your accident injuries. The TAC may be able to reimburse you.
- ✓ Discuss support options with a hospital social worker or your TAC claims manager.
- ✓ If any aspect of your care causes confusion, speak to a social worker, nurse or the leading doctor.
- ✓ Consider your options for a rehabilitation hospital (see stage 2).

Stage 2: The rehabilitation hospital



What is rehabilitation?

Rehabilitation helps you build skills and confidence to be as independent as possible. You will do this through relearning and retraining. Your rehabilitation may include tailored therapies and supports.

The focus of rehabilitation is to improve your health, build your independence and prepare you for a safe return to home and everyday life.



What happens at the hospital

Health professionals will work with you to understand your strengths, needs and goals. This could include:

- ✓ rehabilitation physicians or doctors
- ✓ physiotherapists
- ✓ occupational therapists
- ✓ speech therapist
- ✓ social workers and, other roles

They will assess how your injuries affect your day-to-day activities. This will include developing a tailored rehabilitation program.



What the TAC will do

We will:

- ✓ continue to pay appropriate rehabilitation and support services

- ✓ support you to maximise your independence

- ✓ work with you, your support people and treating team to start planning your return home. This is called a hospital discharge plan

- ✓ start to develop your MyPlan. This outlines your goals, and the supports you need to achieve them.



What you and your support people can do

- ✓ Discuss your injuries and treatment with the hospital to understand the process of rehabilitation

- ✓ Take an active part in planning your rehabilitation and recovery goals.

- ✓ Participate in your rehabilitation program.

- ✓ Discuss your progress with your treating team and TAC claims manager

- ✓ Talk with your claims manager and healthcare team about a discharge plan and the support you may need at home.

Stage 3: Returning to day-to-day life

Returning home after a serious injury can be a significant change. You may face challenges along the way. Support from your family, friends, healthcare team and peer support networks are important. They can help you build confidence and independence and help you work towards your goals.



What happens when you leave hospital

- ✓ You move back to day-to-day life with the right treatment and services in place to support you.



What the TAC will do

We will:

- ✓ continue to pay for appropriate treatment and services and provide options that suit your needs and goals.
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- ✓ review your MyPlan regularly to ensure you have the right services and supports in place.



What you and your support people can do

- ✓ take charge of your recovery to maximise your independence and focus on what matters most to you.
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- ✓ talk to your healthcare team and your TAC claims manager if you have questions about your progress, or if your support needs change.

Your right to be safe

We have zero tolerance for abuse, neglect or violence.

This includes towards our clients, their support people, providers and our employees.

At the TAC, we have a strong commitment to quality and safeguarding. We work closely with providers and TAC employees to make sure you receive the best possible care while recovering from a transport accident.

It's important that as a client, you:

- feel empowered to express your preferences and make choices about your treatment
- feel supported to speak up if you feel unsafe
- know how to raise a concern or make a complaint.



More information about your rights, and what to do if you have concerns is on our website: tac.vic.gov.au/yourcare

Getting more information

The TAC website has a lot of information to help you understand what to expect from us. You'll find useful information to help you manage your claim and support your recovery.

Visit  tac.vic.gov.au/clients





Contact

 1300 654 329  tac.vic.gov.au

For information in a different language
call 1300 139 075 or visit tac.vic.gov.au/languages.

