

# Your support when someone dies

Help with funeral expenses  
Counselling and dependency benefits  
Accessing TAC support

Current from 1 July 2023



It's devastating to lose someone on the roads. We're here to help you through this difficult time with information, advice, and financial support.



1300 654 329



[www.tac.vic.gov.au](http://www.tac.vic.gov.au)



## How we can help

We can provide financial support for funeral costs, counselling and dependants. The types of benefits available, and the amounts, will depend on your family's circumstances.

We follow the *Transport Accident Act 1986* legislation to see which benefits you're eligible for. This brochure provides a summary and a guide to accessing these benefits.

## Accessing support

The first thing you'll need to do is complete a *Funeral and Dependency Benefits Claim Form*. This form asks for details about the person who has died and the accident. We'll then use this information to work out your benefits and the ways we can support you.



**For a copy of the form, contact our Customer Service Centre on 1300 654 329, or visit [tac.vic.gov.au/client-forms](http://tac.vic.gov.au/client-forms)**

## Getting help

Our TAC support coordinators are here to help you understand and access benefits. They'll help you complete the claim form and let you know exactly what to provide.

They can also give you more information and referrals for services not funded by the TAC.



**If you have any questions, call our Family Benefits Team on 03 5225 6200.**

A TAC support coordinator is available to help you understand and access TAC benefits.

### TAC benefits

Over the next few pages, we'll break down the types of benefits we can pay. The amounts are updated each year. These figures apply from 1 July 2023 to 30 June 2024.

 **For more information about a particular benefit, speak to your TAC support coordinator.**

### Funeral and monument expenses support

We can pay the reasonable costs for a funeral and monument up to \$18,170 (including GST).

### Family counselling support

We can pay up to \$19,280 in family counselling support.

If you're a spouse, partner, parent, grandparent, child or grandchild, brother or sister of the person who died, you can access this benefit provided the counselling is from a doctor, registered psychologist, or qualified social worker.

*If the death has caused you or a family member a mental injury, you may also be able to make your own TAC claim.*

 **To find out more about making your own TAC claim, please contact our Customer Service Centre on 1300 654 329.**



## Dependent spouse or partner support

If your spouse or domestic partner was contributing to your family's income or caring for your children, we can help you cope with financial support. A "domestic partner" is either in a registered relationship with the person or living with them as a couple (regardless of gender).

### Lump sum payment

We can pay a one-off lump sum benefit up to \$216,130.

This amount depends on the person's age, family circumstances and any previous impairment payments.

If you're a dependent partner, in addition to the lump sum payment, you may also receive a fortnightly benefit and/or support at home. It will depend on your partner's responsibilities before the accident.

### If your partner was employed and providing financial support

We can pay an ongoing, regular payment equal to 80% of your partner's earnings, up to a maximum of \$1,540 gross per week.

You may be eligible for this benefit even if you were working at the time of the accident. All you'll need to do is provide information about your partner's income.

## AND

### If your partner was caring for children or responsible for housework

We can contribute to the cost of employing a person to help with childcare and household tasks.

There are limits to how much we can pay, how many hours per week and for how long.



**If your partner was also in paid employment, please contact your TAC support coordinator to find out which benefits apply.**

## Dependent children support

*Please note: These benefits don't apply if the child's surviving parent is eligible for a benefit as a dependent spouse or domestic partner first.*

If both parents, a sole parent, or a supporting parent died in the accident, payments can be made for the dependent children. For accidents on or after 6 July 2022, if both of a child's parents die in the same transport accident, the child will receive the payments for each parent who died in the accident. These include:

### Lump sum payments

We can pay a one-off lump sum payment to the dependent children of up to \$216,130.

This amount will depend on the person who died and their family circumstances. The State Trustees will hold this money until the child is 18.

A dependent child is defined as being under 18 years, or aged 18 to 25 years if they are a full-time student or apprentice. It does not include a child who has a spouse or partner.

If there is more than one dependent child, this lump sum will be divided equally between the dependent children.

### Fortnightly payments

We can pay the guardian \$217 gross each week for each dependent child under 18 years of age.

### Education allowances

We can pay up to \$3,440 per year to the guardian for each full-time student up to 18 years of age.

### Your responsibilities

If a child is under 18 and eligible for dependency payments, the benefits will be paid to the most appropriate person who has day-to-day care of the child. This person is known as the 'responsible person'.

If the 'responsible person' stops having day-to-care of the child, they need to notify the TAC.

If another person starts to have day-to-day care of the child, they must also notify the TAC.



## Travel and accommodation expenses for funeral services

We can pay up to \$6,060 to cover the reasonable cost of travel and accommodation expenses within Australia for immediate family members to go to the funeral, burial, or cremation. To be eligible, the service needs to be held in Australia and the immediate family member needs to live over 100kms from where the service is held.

To learn more about this benefit, please speak to your TAC support coordinator.



## Contact us

### General Enquiries



#### Telephone

8.30am to 5.30pm, Monday to Friday

**1300 654 329** (local call from a landline)

**1800 332 556** (free call)

### Family Benefits Team



#### Telephone

8.30am to 5.30pm, Monday to Friday

**03 5225 6200**

#### Fax

**03 9656 9371**

#### Email

[familybenefits@tac.vic.gov.au](mailto:familybenefits@tac.vic.gov.au)



#### Address

60 Brougham Street

Geelong VIC 3220



#### Mailing address

TAC

GPO Box 2751

Melbourne VIC 3001



#### Website

[www.tac.vic.gov.au/familybenefits](http://www.tac.vic.gov.au/familybenefits)

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**For information about the TAC in your own language, please call 1300 139 075**