



# Helping you feel safe and get better after an accident

## Information for children and young people

Being in an accident can be tough, but there are lots of people ready to help you. The TAC can help you get the support you need to recover from your accident and return to school and life. If you have questions about what happens next, you can speak to your parent, the TAC or your doctor.

### Your rights as a child or young person



- You can have your say about things that impact you.
- You should always feel safe and cared for.
- You should feel listened to.
- No one should hurt you or make you feel uncomfortable.
- It's OK to say no to treatment or services at any time.

### If there is a problem

If you feel unsafe or worried about something, you can:

- Tell someone you trust like your parent, a teacher or a doctor.

### If they don't help, find someone else to talk to:

- Call the TAC on 1300 654 329
- Email the TAC at [complaints@tac.vic.gov.au](mailto:complaints@tac.vic.gov.au)
- Call the Kids Helpline on 1800 551 800

### The TAC is here to help you

- We will always take what you say seriously.
- We will try as hard as we can to help you.



**Nothing you say will stop the TAC supporting you or your family, and we can help you find other options.**

# Supporting your child after an accident

## Information for parents, carers and guardians

If your child has been impacted by a transport accident, it can be an emotional and challenging time for them and for your family.

Children and young people can have unique needs that are different to adults. This information is to help you support your child after an accident.

We must all keep children and young people safe. If you are concerned about your child's safety and wellbeing at any time, please contact the TAC.

### What we can help pay for

The TAC is a Victorian government organisation that supports people who have been injured on our roads. We can help pay for treatments and services to help children, young people and their families get life back on track after an accident.

### Some common supports we can pay for:

- Doctors appointments.
- Health services such as physiotherapy, occupational therapy and psychology.
- Support to return children to school, education and work.
- Support for family members while a child is in hospital such as time off work payments, travel and accommodation.

Our goal is to help your child lead as normal a life as possible and ensure fun is part of their childhood.

The TAC will work with you, your child's school and community-based providers to help your child achieve their goals.

Find out more at: [tac.vic.gov.au/families](https://tac.vic.gov.au/families) or via the QR code.

