



Annual Report 2022–23



Acknowledgement of Country

The Transport Accident Commission acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land. We pay respect to Elders past, present and future, and all Aboriginal and Torres Strait Islander people that call Victoria home today.

We recognise and respect their culture, beliefs, and connection to Country, with traditions and customs that have existed for over 60,000 years, and are privileged to share the lands we live on and operate in. We respect this land too – and our purpose is to care for the lives of everyone who travels on Victorian roads.

Cover: Having raced motorbikes from a young age, Stacey knows the importance of wearing the right protective gear on every ride. She shared her story as part of our motorcycle safety campaign, 'The Gear Box' (see page 35)

Inset: Artwork by Norm Stanley (2021), *The Roads that Keep Us Connected*

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Letter from the Chair to the Ministers

The Honourable Danny Pearson MP
Minister for WorkSafe and the TAC

Level 3, 1 Treasury Place
East Melbourne Vic 3002

The Honourable Melissa Horne MP
Minister for Roads and Road Safety

Level 20, 1 Spring Street
Melbourne Vic 3000

October 2023

Dear Ministers

I am pleased to submit the 37th Annual Report of the Transport Accident Commission for presentation to Parliament pursuant to Part 7 of the *Financial Management Act 1994*.



Greg Wilson
CHAIR

Board and Executive Management

Minister for WorkSafe and the TAC
The Hon Danny Pearson MP

Minister For Roads and Road Safety
The Hon Melissa Horne MP

Chair
Greg Wilson
Appointed March 2019
Reappointed November 2020

Chief Executive Officer
Joe Calafiore
(to 31 May 2023)

Tony Dudley
Acting Chief Executive Officer
(from 1 June 2023 to 30 June 2023)

Board Of Management
Jane Brockington
Appointed October 2017
Reappointed November 2020

Robert Cameron
Appointed October 2022

James Flintoft
Appointed July 2019
Reappointed July 2022

David Heath
Appointed February 2017
Reappointed February 2020
Reappointed February 2023
(for 12 months)

Catherine Jones
Appointed September 2022

Sharon McCrohan
Appointed December 2019
Reappointed December 2022
(for six months)
Reappointed June 2023

John Merritt
Appointed October 2018
Reappointed October 2021

Dr Samantha Smith
Appointed February 2017
Reappointed February 2020
Reappointed February 2023
(for 12 months)

Executive Leadership Team
Samantha Cockfield
Head of Road Safety

Nadia Coppe
Acting Chief Financial Officer and Acting Head of Business Enablement

Tony Dudley
Acting Head of Scheme Performance

Kylie Grzybek
Acting Head of Marketing and Communications

Andrew Holt
Acting Head of Information Technology Shared Solutions

Natalie McColl
Acting Head of Strategy, Sectors and Research

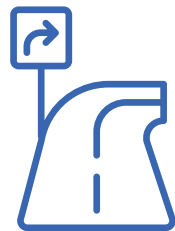
Damian Poel
Head of Complex Recovery and Serious Injury

Peter Thomas
Acting Head of People and Culture

Joanne Van Berkel
Acting Head of Rapid Recovery

Sharon Wilkes
Acting Chief Risk Officer

Highlights



\$42m

Invested in the Safer Roads Program



45,779

Clients supported with accident claims



75%

Staff engagement score in our annual Employee Opinion Survey



\$1.5m

Invested in ground-breaking new restorative justice program



73%

Accounts paid within 10 days



6,000

TAC clients with a personalised care plan



\$1.63b

Paid to get our clients' lives back on track



950

Seriously injured clients returned to work



1,172

Common law settlements under our world-leading legal protocols

From our Chair

The 2022–23 financial year was a period of significant transition and of rejuvenation for the TAC. We farewelled long-serving CEO Joe Calafiore and in July 2023 welcomed his successor, Tracey Slatter.

Together with the Honourable Danny Pearson, Minister for WorkSafe and the TAC, we also welcomed our new portfolio Minister: the Honourable Melissa Horne, Minister for Roads and Road Safety.

These new beginnings are both exciting and reinvigorating for our organisation. Having successfully navigated the challenges of the global pandemic, we emerged stronger. We work differently now, but no less effectively, and we have continued to deliver positive outcomes for our more than 45,000 clients and the broader Victorian community.

We have laid down the groundwork of our TAC 2025 Strategy and are well-placed to deliver on both our vision to be the safest place in the world to travel on roads, as well as our mission to champion road safety and help those who are injured get their lives back on track.

This Annual Report highlights our many achievements to date and, in doing so, reflects a modern and resilient organisation that is willing to embrace and positively exploit change.

In 2022–23, the TAC recorded a \$1.657 billion operating surplus and our Performance from Insurance Operations (PFIO) was \$1.895 billion. I am personally proud of these results. Through responsible decision-making, and in partnership with key stakeholders, our scheme is well-placed to continue to deliver industry-leading supports and services now and into the future.

ROAD SAFETY

We are devastated by the increase in fatalities over recent months and we offer our heartfelt sympathy to the loved ones of the 241 people who died on Victorian roads in 2022 – seven more than the previous year. A further 135 lives were lost in the first six months of 2023, which is the worst start to a year we’ve had since 2011.

The TAC shares the frustrations of our road safety partners at this unacceptable and avoidable loss of life. It compels us to work harder to find solutions and reinforces our determination to play our part in delivering on the ambitious goals of the Victorian Road Strategy 2021–2030 – chiefly, to halve fatalities by 2030 and eliminate death from our roads by 2050.

Our statistics show regional roads remain a significant concern and far too many drivers continue to speed and drive under the influence of drugs and alcohol, or while tired or distracted.

Inexplicably, 27 per cent of people who died in a vehicle in 2022 were not wearing a seatbelt.

Earlier this year, in collaboration with the Victorian Government, the TAC launched our ‘Phones Down, Buckle Up campaign’. Delivered in three phases, the campaign aimed to prepare the public for the introduction of new camera technology capable of detecting drivers using mobile phones or not wearing seatbelts.

We feel confident this technology will act as a deterrent and save lives.

With the final three reports of our landmark Enhanced Crash Investigation Study (ECIS) presented in December 2022, we are now armed with an unprecedented level of knowledge about how and why accidents occur and how we might prevent them. Overseen by the Monash University Accident Research Centre, the eight year-long ECIS collected data and information from hundreds of serious injury crashes and injured drivers between mid-2014 and the end of 2016. We are proud to have supported this incredibly important study that will help guide road safety investment and decision-making.

More broadly, and in keeping with our proud tradition of road safety leadership, in 2022–23 we delivered new thought-provoking media campaigns, innovative education initiatives and important new partnerships all aimed at driving down trauma.

OUR CLIENTS

There has been a lot of good work to reflect on over the past 12 months in the insurance arm of our business.

In 2022–23, we provided a record \$1.63 billion in supports to help those directly impacted by road trauma recover and get their lives back on track.

Through our TAC 2025 Strategy, we have taken important steps towards building a Next Generation Claims Model – one that delivers a more contemporary approach to disability and healthcare decision-making and service outcomes. In adopting value-based healthcare principles, we introduced new and improved services that better meet the individual needs of clients and, at the same time, provide value for money, giving all Victorians certainty that we are responsibly managing their scheme.

Each of our clients has their own personal story to tell and, through the introduction of our MyPlan initiative, we now have an even better understanding of who they are and how we can support them. This important information-gathering tool gives better insights about the accident and associated impacts, as well as the client’s

rehabilitation and care preferences, and their life back on track goals. At the end of the financial year, more than 6,000 MyPlans had been created.

Of course there are many people impacted by road trauma who have justice needs beyond what is provided through our scheme. For this reason, after a successful two-year pilot, the TAC formalised a \$1.5 million agreement with RMIT University’s Centre for Innovative Justice to deliver ongoing restorative justice services to those directly or indirectly affected by road trauma.

In 2022–23, we also further strengthened our world-leading TAC Protocols. Developed together with the Law Institute of Victoria (LIV) and the Australian Lawyers Alliance (ALA) in 2005, the original protocols are designed to make legal processes faster, simpler and fairer for our clients. The two new protocols added in the past financial year address time limit restraints for those seeking compensation and commit the TAC to promoting greater diversity and inclusion in the legal profession.

OUR PEOPLE

Every day, our people come to work with the twin aims of saving lives on roads and helping those who experience road trauma get their lives back on track. This can be immensely challenging, but also incredibly rewarding, and I thank them for their continuing empathy, resilience and determination to make a positive difference.

A healthy and engaged workforce is crucial if we are to achieve our corporate vision and mission, and it is incumbent on us to provide environments that are safe and conducive to staff performing their roles. We do this by fostering a culture that promotes collaboration, innovative thinking, and personal learning and development.

We are an organisation that also champions inclusion and diversity and the TAC launched its first Inclusion and Diversity Framework and four-year Gender Equality Action Plan in 2022–23. These two initiatives, together with other important work being undertaken within our organisation, will ensure our people, and those they come into contact with, will feel included, supported and empowered to speak up.

Moving forward, our organisation is energised and well-positioned to take the next important steps in delivering on our corporate strategy commitments. Our focus is firmly fixed on initiating new and better ways to support our clients and, together with our road safety partners, doing everything within our power to stem the unnecessary loss of lives on our roads.

I would like to extend my appreciation to Joe Calafiore and all TAC employees for their contribution to our important goals for the 2022–23 financial year.



Greg Wilson

CHAIR

Impact on profit	2018–19 \$M	2019–20 \$M	2020–21 \$M	2021–22 \$M	2022–23 \$M
Performance for insurance operations	(1,538)	744	990	942	1,895
Impact on profit from external factors:					
Difference between actual investment returns and long-term expected returns	18	(973)	1,331	(1,554)	338
Change in inflation assumptions and discount rates	(3,576)	459	1,204	3,294	92
Repayment of capital	(255)	-	-	(400)	-
Tax	1,549	(51)	(1,049)	(774)	(668)
Net profit/(loss) after tax	(3,802)	179	2,476	1,508	1,657
Insurance Funding Ratio ¹	137.7%	137.1%	161.7%	148.6%	160.1%

¹ Insurance funding ratio from 2022–23 uses a long term investment return of 7.5%.

“What I love about the TAC is, no matter what role you are in, there’s a huge focus around supporting our people, clients, and community.”

Kristen – TAC Customer Service Officer

About us

Since its inception 36 years ago, the TAC has played a pivotal role in saving lives on Victoria’s roads and providing a safety net for those who have been injured as a result of an accident.

In 1986, the Victorian Parliament passed the *Transport Accident Act 1986* (the Act), establishing the Transport Accident Commission (TAC).

When the organisation officially commenced on 1 January 1987, its primary aims were to provide an industry-leading compensation scheme for those impacted by road trauma and play a lead role in saving lives. In that same year, 705 lives were lost on Victorian roads.

As a result of the machinery of government changes announced on 5 December 2022 and effective from 1 January 2023, the TAC reports to the Victorian Department of Treasury and Finance (DTF) as its portfolio department.

Providing a safety net of support

The TAC is a Victorian Government-owned agency, established under the Act and funded through a compulsory charge on vehicle registrations, administered by VicRoads.

Our ‘no-fault’ scheme provides all Victorians with the peace of mind that, should they be injured in a vehicle accident, their medical and rehabilitation costs will be covered – regardless of who is at fault.

Furthermore, in the event that fault can be proved, our scheme – through a set of world-leading legal protocols – provides proactive common law benefits.

We cover the costs of injuries which are the direct result of driving of a car, motorcycle, bus, train or tram. Our support services are provided for people injured as a driver, passenger, pedestrian, motorcyclist, and, in many cases, cyclist.

Compensation can vary from income support during the period of recovery, to the payment of a lump sum in the event of serious and lasting impairment and injury.

We are committed to delivering these supports in a caring, efficient and financially responsible way so as to ensure the long-term sustainability of our scheme.

A LEADING ROAD SAFETY VOICE

The TAC does not accept that death and serious injury on Victorian roads are inevitable and is working towards a future where every journey is a safe one.

Through the Victorian Road Safety Strategy 2021–2030, the TAC and our road safety partners have committed to halving the number of lives lost and serious injuries by 2030, and eliminating deaths from our roads by 2050.

As an advocate of the Safe System approach, we believe these ambitious goals can be achieved by focusing on safer roads, vehicles, speeds and road users.

The key principles underpinning this approach are that:

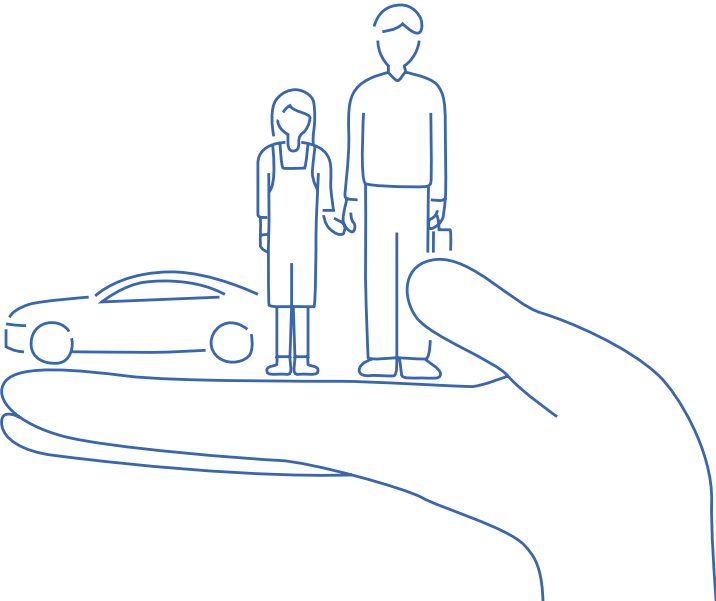
1. People make mistakes.
2. People have a limited tolerance to injuries.
3. Safety is a shared responsibility.

To achieve our goals, however, the broader community must work together and our world-leading road safety education programs and campaigns, partnerships, and government engagements are all aimed at achieving greater awareness and support for this.

OUR PARTNERS

Safety is a shared responsibility. The TAC, our government agency partners and emergency and health care providers share the same vision of no deaths or serious injuries on our roads. Our key partners include:

- Department of Transport and Planning
- Department of Justice and Community Safety
- VicRoads
- Victoria Police
- Ambulance Victoria
- the Victorian hospital network
- Amber Community
- Victoria State Emergency Service
- Department of Health
- Monash University Accident Research Centre.



Our purpose, vision and mission

Our purpose

To care for the lives of everyone who travels on Victoria’s roads

We care about every single person who travels on Victoria’s roads and we have their best interests at heart. It’s why we’re pushing the envelope to prevent road trauma. And it’s why we’re always looking for new and improved ways to support those who experience it.

Our vision

To be the safest place in the world for road travel

Since 1986, our unwavering aim has been to eliminate deaths and serious trauma on Victorian roads. Put simply, the loss of life or health should never be the price to pay for using our roads.

“It is important to feel accepted and embraced for the person I am and what I have to give.”

Sarah – TAC Performance and Coaching Lead who proudly identifies as neuro-divergent

Our mission

To champion road safety and help those injured get their lives back on track

We put people at the centre of our decision-making. We aim to protect them from harm on our roads, and help those injured move their lives forward with dignity and independence.

Our values

Developed by our own people, our values underpin every aspect of our organisation. They guide what we do, how we think and, importantly, the way we respond to and support Victorians impacted by road trauma.



We value life

We value all lives and are committed to delivering a road safety system that protects all users from harm.

Through quality, respectful and timely supports and services, we help our clients get their lives back on track as quickly as possible.

Our value for life also extends to our own people. We know that prioritising their wellbeing leads to a healthier workplace and better outcomes.



We make every conversation count

We know that trust is built and reinforced one conversation at a time. We ensure the conversations we have with colleagues, clients, partners and our community are authentic, heard, and acted upon.



We will find a better way, today

Our people are empowered to be innovative and creative, and to always seek better ways to care for our clients and to prevent road trauma.



We make the complicated simple

We break down barriers that get in the way of achieving success. We simplify the way we do things and the interactions we have – for our clients, our partners and our broader community.

Our performance

Our corporate scorecard is central to how we manage and monitor our performance against our TAC 2025 strategy goals. It comprises measures aligned to our mission of saving lives on roads and getting lives back on track.

The scorecard also includes important financial sustainability and employee wellbeing targets. In 2022–23, we met 10 of our 17 targets. These outcomes reflect areas of success and opportunities for improvement.

While we are pleased that the number of people seriously injured on Victorian roads was lower than the projected target in 2022–23, we are devastated that lives lost in this same time period increased. Together with our road safety partners, we are aiming to halve road deaths by 2030, which will put us on the path to eliminating all road deaths by 2050. Our scorecard tells us we still have considerable work to do.

Returning to meaningful work is one of the most important ways our clients can get their lives back on track post-accident. In the past year, we have assisted 950 of our most seriously injured and complex clients back into jobs.

We are also proud of how we have managed our scheme over the past 12 months. Despite the economic challenges associated with the lingering effects of the COVID-19 pandemic, we have continued to provide high levels of service and support and, at the same time, have delivered positive and sustainable financial outcomes.

Of course, good corporate results cannot be achieved without our people. Our scorecard reflects positively on our efforts to prioritise the health and safety of our staff, especially through the transition to a new hybrid model of work post-pandemic.

Looking forward, the TAC will continue to set ourselves high benchmarks. Using new projects and initiatives already underway, we will take what we have learnt from our 2022–23 results to achieve even better outcomes in the future.

	Area	Measure (2022–23)	Actual	Target	Result
Road Safety	Road safety	Lives lost (#) (2022 calendar year)	241	190–210	◆
		Serious injuries – TAC hospitalised claims MAIS 3+ (#)	1,189	1,223–1,273	■
		Community sentiment (%)	48.4	50.0	◆
Clients' Lives Back on Track	Client reported	Client outcomes score (/10)	6.73	7.00 (6.85–7.15)	◆
		Client experience score (/10)	6.63	6.90 (6.75–7.05)	◆
	Client outcomes	Back to work achieved – rapid recovery (%)	69.9	71.0	◆
		Back to work achieved – complex recovery and serious injury (#)	950	850	■
		Independent of scheme (%)	70.6	74.0	◆
	Client service	Quality measure: decision quality – ERCO* (%)	91.3	87.5	■
		Quality measure: call quality – TSHC^ (%)	83.6	78.0	■
		Common law resolution timeline (mths) – accident to settlement	53.7	54.0	■
		Sustainable engagement (%)	75.0	80.0	◆
Sustainability	People				
		Health safety and wellbeing	Advanced (4 levers advanced)	Established (2 levers advanced)	■
	Financial	Economic insurance result (\$m)	1389.8	576.6	■
		Performance from insurance operations (\$m)	1895.4	26.2	■
		Administrative ratio (%)	10.4	11.1	■
		Insurance funding ratio (%)	160.1	143.9	■

* ERCO: entitled, reasonable, clinically justified, outcome-focused
^ TSHC: telephone service health check

◆ = needs improvement
■ = on track

Our corporate responsibilities

We recognise that our impact goes far beyond our employees, clients and Victoria’s roads. Through our business decision-making and our actions, we are determined to deliver a more inclusive, equitable and environmentally sustainable Victoria.

Below are some of the ways we continued to meet our environmental, social and governance responsibilities in 2022–23.

SOCIAL

Gender Equality Action Plan

In September 2022, we launched our first Gender Equality Action Plan (GEAP) – a four-year blueprint for achieving gender equality. This plan will move us closer to becoming a workplace where women, men and gender diverse people have equal access to opportunities, and feel safe and respected. More broadly, it will help us deliver services that are fair, respectful and inclusive.

Playing our part in reconciliation

In 2022–23, we implemented second year actions from our Reflect Reconciliation Action Plan, which included partnering with, and supporting, Aboriginal and Torres Strait Islander-owned businesses, delivering knowledge building and cultural awareness training to employees, and recognising important cultural days and events of significance (see page 66 for more information).

Diversity in the legal profession

We continued to address the systemic barriers women face in the legal profession by diversifying our Preferred Barristers List in 2023. This initiative has helped us advocate more strongly, brief more widely and generally encourage the promotion of women in the legal profession.

Gaining a better understanding of our clients

We introduced new processes for capturing and recording client pronouns, ethnicity and preferred language. By giving clients the option to disclose this information, it will help us deliver more tailored supports and help them better connect with the TAC.

Better support for CALD communities

One of the major achievements of the Culturally and Linguistically Diverse (CALD) Working Group in the last twelve months was the translation of key information on the TAC website into 13 different languages.

ENVIRONMENTAL

Reducing our carbon footprint

In 2022–23, we added three zero-emissions vehicles to our TAC fleet, which was an important next step in transitioning away from harmful petrol-fuelled cars and helping the Victorian Government achieve its aims of halving emissions by 2030, and reaching net zero emissions by 2050.

Furthermore, after purchasing almost 30% green power in our most recent reporting period (2021–21), we started working on a greenhouse gas emissions reduction strategy that we expect to complete in 2023–24.

Digital statements

Since launching our Digital Remittances Project, almost 100% of the remittances sent to our clients and health care providers have been accessible through digital devices. It is estimated this change has reduced the number of paper remittances we send each month by 20,000 and reduced printing across the organisation by 15%.

GOVERNANCE

A more contemporary scheme

Guided by the TAC 2025 Strategy, we have continued to implement initiatives that will improve our efficiency and financial sustainability while keeping clients firmly at the centre of our decision-making process. These initiatives include:

- Value Based Health Care – will give clients a greater say in their own recovery with more efficient, high-quality and cost-effective care, while also delivering a more financially responsible scheme.
- Next Generation Claims Model – will help clients move from claim to compensation in the most efficient and effective way possible using improved insights and analytics.
- Unlocking our business data potential – an enterprise-wide approach to better management, governance and translation of more than three decades’ of invaluable business data will help us deliver greater efficiencies, as well as stronger security and privacy protections.

Preventing road trauma

We cannot accept that anyone should lose their life, or have it permanently changed, as a result of using Victorian roads, and our hearts go out to the families and loved ones of the 241 people who died in 2022.

Sadly, this is seven more than in 2021. While this was the fourth lowest number of lives lost on Victorian roads since the TAC started keeping records, it is nevertheless an unacceptable figure.

It also serves as an important reminder that there is much to do if we are going to meet the ambitious targets set by the Victorian Road Safety Strategy – to halve deaths and serious injuries by 2030, and to eliminate all road fatalities by 2050. To achieve this, we all have a role to play.



A proud history of saving lives on roads

Victoria has a proud history of being a world leader in road safety, and the TAC has been at the forefront of many pivotal policy and program innovations.

We were the first jurisdiction in the world to introduce mandatory seatbelts, the first in Australia to implement random breath testing, and our multi-award-winning TAC campaigns have educated generations of drivers and triggered many important conversations. These and other important initiatives have helped save countless lives.

1970 1,061 Lives lost Victoria becomes the first jurisdiction in the world to introduce mandatory seatbelts	1976 938 Lives lost Victoria becomes the first state in Australia to introduce random breath testing, a critical move in changing Victoria's drink-driving culture	1983 664 Lives lost Red-light cameras are introduced, reducing injury crashes by up to 47% at Victorian intersections	1986 669 Lives lost The TAC is established to provide a no-fault compensation scheme for Victorians injured in road accidents and to be a leading road safety voice	1989 776 Lives lost Our first television campaign introduces the iconic 'If you drink then drive, you're a bloody idiot' message	1997 377 Lives lost Our TAC Speed campaign demonstrates how travelling just 10 km/h slower could be the difference between life and death
2001 444 Lives lost Statewide default 50 km/h speed limits are introduced in built-up areas to reduce the incidence and severity of crashes involving pedestrians and cyclists	2004 343 Lives lost Random drug tests and 40 km/h school speed zones are introduced	2008 303 Lives lost A mandatory minimum of 120 hours driving for learner drivers is introduced to promote safer and more confident drivers of the future	2011 287 Lives lost Electronic Stability Controls are made mandatory in all new vehicles	2015 252 Lives lost The TAC 'Man on the Street' campaign challenges Victorians to consider human life as paramount	2016 290 Lives lost The Victorian Government commits a record \$1 billion over five years to drive down road fatalities as part of the Towards Zero 2020 Road Safety Strategy
2020 211 Lives lost A record low number of lives are lost on Victorian roads	2021 234 Lives lost Launch of the Victorian Road Safety Strategy 2021–2030, putting the state on a strong path to eliminate all road deaths by 2050	2023 New mobile phone and seatbelt camera technology is introduced to reduce distractions and encourage drivers and passengers to buckle up			

Saving lives on roads is a shared responsibility

There were 241 lives lost in 2022 on Victoria's roads. This is the second consecutive annual increase since 2020 and, while there have been some positive trends, the below statistics demonstrate there is still much work to be done.

As with previous years, it's often hard to identify one reason why there has been an increase in fatalities. We do know, however, that most of these deaths were avoidable and each one has resulted in an enduring sense of loss for loved ones.	DRIVERS 101 died in 2022 13 fewer than 2021 (–11%) 112 5-year average	PASSENGERS 27 died in 2022 8 fewer than 2021 (–23%) 39 5-year average
Positive trends we observed in 2022 included a decline in vehicle occupant deaths and deaths on metropolitan roads. There was also 11 fewer people who died not wearing a seat belt (from 32 to 21 people) and 28 fewer fatalities in vehicles more than 10 years old (down to 66 people).	CYCLISTS 12 died in 2022 Equal to 2021 11 5-year average	MOTORCYCLISTS 57 died in 2022 14 more than 2021 (+33%) 39 5-year average
Worryingly, there was also an increase in deaths among our most vulnerable road users – in particular, pedestrians (from 29 to 44 people) and motorcyclists (from 43 to 57 people). Lives lost in rural areas also increased from 120 to 135 people.	PEDESTRIANS 44 died in 2022 15 more than 2021 (+52%) 35 5-year average	MALES 179 died in 2022 9 more than 2021 (+5%) 174 5-year average
This strengthens our resolve to work closely with our road safety partners to implement proven strategies that we know can help us reach the Victorian Road Safety Strategy targets.	FEMALES 61 died in 2022 3 fewer than 2021 (–5%) 62 5-year average	MELBOURNE 106 died in 2022 8 less than 2021 (–7%) 105 5-year average
	RURAL 135 died in 2022 15 more than 2021 (+13%) 131 5-year average	

Our road safety campaigns

The TAC has a history of developing world-leading behaviour change campaigns, which have helped drive down the road toll in Victoria. We continue to work with road safety partners to create effective campaigns with the ambition of reducing trauma on Victorian roads.

THE LUCKY ONES GET CAUGHT

‘The Lucky Ones Get Caught’ is a thought-provoking campaign, highlighting the tragic reality of dangerous driving, as well as the critical role police play in preventing road trauma.

Re-launched in 2023, the campaign’s powerful television advertisement depicts a young family in a car with the driver intermittently speeding. After narrowly avoiding being caught by police, the driver becomes distracted, loses control and they roll down an embankment. Had the driver been detected and pulled aside for his speeding, the accident is unlikely to have occurred – hence the tagline ‘The Lucky Ones Get Caught.’

The campaign encouraged people to reflect on their own driving behaviour, consider the impact to themselves and others and be respectful of the enforcement efforts of our road safety partner, Victoria Police.

As the first graphic TAC campaign of this type for many years, our hope was that it would be impactful and memorable, and ultimately reduce the number of crashes on Victorian roads.

Behind the scenes – recreating a realistic crash scene

Over the 2022–23 holiday break, and as part of ‘The Lucky Ones Get Caught’ campaign, the TAC carefully recreated a crash scene to highlight the tragic reality of dangerous driving,

and the critical role police play in preventing road trauma.

Located on the St Kilda foreshore, before moving to Ballarat, this confronting display featured the wreckage from the accompanying television commercial. Visitors were encouraged to scan a QR code to watch an alternative scenario play out in virtual reality on their phone.

More than 3,880 people visited the activation and, supported by extensive media coverage, it reached upwards of 3.8 million people.

MOBILE PHONE AND SEATBELT DETECTION CAMERAS ARE NOW OPERATING

Around one in four drivers and passengers killed on Victorian roads each year were not wearing a seatbelt and our TAC research tells us drivers are 10 times more at risk of crashing if they are texting, browsing or emailing on their mobile phone.

In the lead-up to Victoria’s first mobile phone and seatbelt detection cameras going live, we ran a campaign to raise awareness of the dangers of flouting the law, and of the hefty penalties that apply. The campaign, entitled ‘Phone Down. Buckle Up’, commenced with a three-month warning period.

PROTECT YOUR ENTIRE BODY ON EVERY RIDE

Despite making up just four per cent of registered vehicle owners, motorcyclists remain one of our most vulnerable user groups. TAC figures show they account for 16% of annual deaths and 20% of serious injuries. Their risk of death and serious injury is 38% higher than car drivers and passengers.

Our motorcycle safety campaign ‘Only protected for a moment’ implored riders to “protect their body on every ride” by wearing approved safety gear every time they head out on the road.

The campaign graphically demonstrated the shocking reality of what occurs when a motorcyclist comes off their bike at high speed. By doing this, the campaign identified wearing the best protective clothing and

equipment possible, in the form of jacket, pants, boots, gloves and of course helmet, as an important way of mitigating risks.

A key element of the campaign was ‘The Gear Box’, a platform on our Spokes website that shared real life stories of riders who survived a road accident because of the gear they were wearing at the time.

FIND A SAFER CAR FOR ANY BUDGET

This campaign showcased widely available vehicle safety features that buyers should consider as a way of improving their safety when driving, including:

- auto-emergency braking (AEB)
- lane-keep assist (LKA)
- blind spot monitoring
- electronic stability control and
- front, side, and curtain airbags.

Research shows that if everyone drove the safest vehicle in its class, deaths and serious injuries would be reduced by up to a third. Unfortunately, many older cars do not have the lifesaving technologies of modern vehicles. AEB alone has been estimated to reduce rear-end crashes resulting in fatal and serious injuries by 27%, while LKA is estimated to reduce run-off-road and head-on crashes resulting in fatality or serious injury by 22%.

New and used vehicles at similar price points can have varying levels of safety technology included as standard. Our campaign encouraged people to visit the TAC’s How Safe Is Your Car website to search the safety rating of vehicles by budget or registration number.

ENCOURAGING NIGHT DRIVING PRACTICE TO SAVE YOUNG LIVES

In their first year on the roads, a P-plate driver is around seven times more likely to be killed or injured while driving at night, compared to a fully licensed driver. In addition, on average 31 of the approximately 50,000 new drivers who take to Victoria’s roads each year will be killed or seriously injured at night.

Our TAC ‘Parental Control’ campaign urged parents, guardians and supervisors to educate learner drivers about the hazards that come with night-time driving by supporting them to get at least 20 hours of supervised driving experience after dark. This supports requirements under the Victorian Government’s Graduated Licensing System for all learner drivers to gain 120 hours of supervised experience before gaining their probationary licence.

This campaign was delivered as part of a broader range of initiatives – including the Victorian Government’s \$146 million Young Driver Safety package – aimed at reducing road trauma among young drivers.



Pictured: Our ‘Anywhere. Anytime. Anyone.’ road safety campaign aimed to deter road users from engaging in unsafe behaviours by reminding them that they will get caught if they take risks on the road

Enhanced Crash Investigation Study

The Enhanced Crash Investigation Study (ECIS) is one of Victoria’s most important and comprehensive road safety studies, providing unprecedented insights into how and why crashes occur, and how they might be prevented.

In 2014, we committed \$8 million to the ECIS as part of our strategy to reduce lives lost by 30% by 2022. The final three reports of the eight-year-long study were published in December 2022. The first report was published in November 2020.

Overseen by the Monash University Accident Research Centre (MUARC), this study meticulously investigated 400 serious injury crashes that occurred across Victoria between August 2014 and December 2016. The ECIS team also collected insights from injured drivers admitted to The Alfred Hospital and The Royal Melbourne Hospital, as well as their families.

The ECIS had two aims:

1. To provide the TAC with some insight into how serious injury crashes occur.
2. To identify crash prevention measures and methods that would be effective in preventing occupants of vehicles from being seriously injured once a crash occurs.

We are proud to have supported this ground-breaking study, which brought together leading Australian and international road safety experts.

We are extremely grateful to the individuals and families who participated in the study. Despite the trauma, grief and hardship many had experienced, there was a 67% consent rate from those approached.

As part of the ECIS:

400 drivers (or family) aged between 18 and 93 years were interviewed

- over 5,000 pieces of information were collected
- the study showed crashes in regional Victoria were especially severe.

In sharing the findings from the ECIS, we hope that it will guide and support efforts to address serious road trauma and act as an evidence-base for future decision-making and investments. Most importantly, we are confident it will ultimately save lives.

THE IMPACT OF CRASHES ON OTHERS

One of the many sobering findings of the ECIS was the costs of road trauma – not only for those directly involved, but also to health sectors, the TAC and the broader community.

The mean number of days the 400 participating drivers spent in hospital was 8.6 days, with half being admitted for more than six days. Sixteen per cent were hospitalised for longer than 14 days and more than 39% were discharged to specialist acute care or rehabilitation hospitals for ongoing treatment.

For the TAC – which means the Victorian taxpayer – the direct financial cost was \$190,000 per driver and much higher (\$330,000) for those with injuries rated 3 or higher on the Abbreviated Injury Scale.

The total cost of the 400 crashes was estimated to be \$96.8 million, while the broader costs to the community were estimated around \$420.6 million.

Dear Driver,

As an SES volunteer, trust me when I tell you, using your phone while driving could lead to severe consequences. One of the worst things I’ve seen was an incident involving a driver who wasn’t speeding, or drunk - he was doing around 60 kilometres an hour.

His mistake was using his phone illegally while driving - he took his eyes off the road, veered off, and hit a reinforced concrete fence. That small moment of distraction cost him his life.

I want to tell you more about his story, so if you scan the QR code below, you’ll be able to access a short video message from me. You will also be asked to make a personal commitment to driving safely, for everyone. I urge you to consider it - it could save a life.

Sincerely,

Mark D.
Unit Controller
Victoria State Emergency Service



Scan this QR code to listen to Mark’s story



DEAR DRIVER

The TAC ‘Dear Driver’ campaign is designed to incorporate personalised messages from those directly impacted by trauma, including survivors and first responders, with the recipients of the 7000 to 8000 infringements issued across Victoria every day.

Developed with our road safety partners as an initiative of the Victorian Road Safety Strategy,

the ‘Dear Driver’ messages focus on speed, distractions and running a red light.

The campaign was launched onto the Fines Victoria page in March 2023, appearing to anyone logging in to pay a fine. The next phase of the program will involve adding ‘Dear Driver’ messages to infringement notices, which will provide an ideal vehicle for targeting road users whose

behaviour puts their own life and the safety of others at risk.

Advisory letters, issued to those detected by Victoria’s newly-installed mobile phone cameras, were also developed as part of the campaign and carried the story of Mark, an SES volunteer who was first on the scene of a fatal accident caused by mobile phone use.

Creating safer roads

Creating safer roads is one of the core objectives of the Victorian Road Safety Strategy because we know it is a critical factor in reducing crashes and minimising serious injury. The three most common road accidents in Victoria are vehicles leaving the road, collisions at intersections and head-on collisions.

The TAC has invested \$1.48 billion into the Safer Roads Program, including \$41.7 million in 2022–23. Some initiatives were funded in partnership with the federal government, as part of the Commonwealth Targeted Road Safety Package and Road Safety Program.

This funding targets high-risk accident locations with life-saving flexible barriers, roundabouts and run-off road preventions, such as wider shoulders, audio tactile line marking (also known as rumble strips) and wire barriers.

In 2022–23, the Safer Roads Program, combined with federal programs, delivered:

- a further 244 km of flexible barriers, bringing the total amount of barrier installed under the program to 3,644 km
- 236 km of audio tactile line marking, bringing the total amount installed as part of the program to 12,742 km
- 102 projects, bringing the total projects completed under the program to 672.

TARGETED ROAD SAFETY PROGRAM

The TAC has committed \$27.16 million to the \$105.7 million Targeted Road Safety Works program – a joint Australian and Victorian Government initiative aimed at accelerating delivery of new infrastructure projects, continuing road safety improvements, and supporting construction jobs and economic recovery from the COVID-19 pandemic.

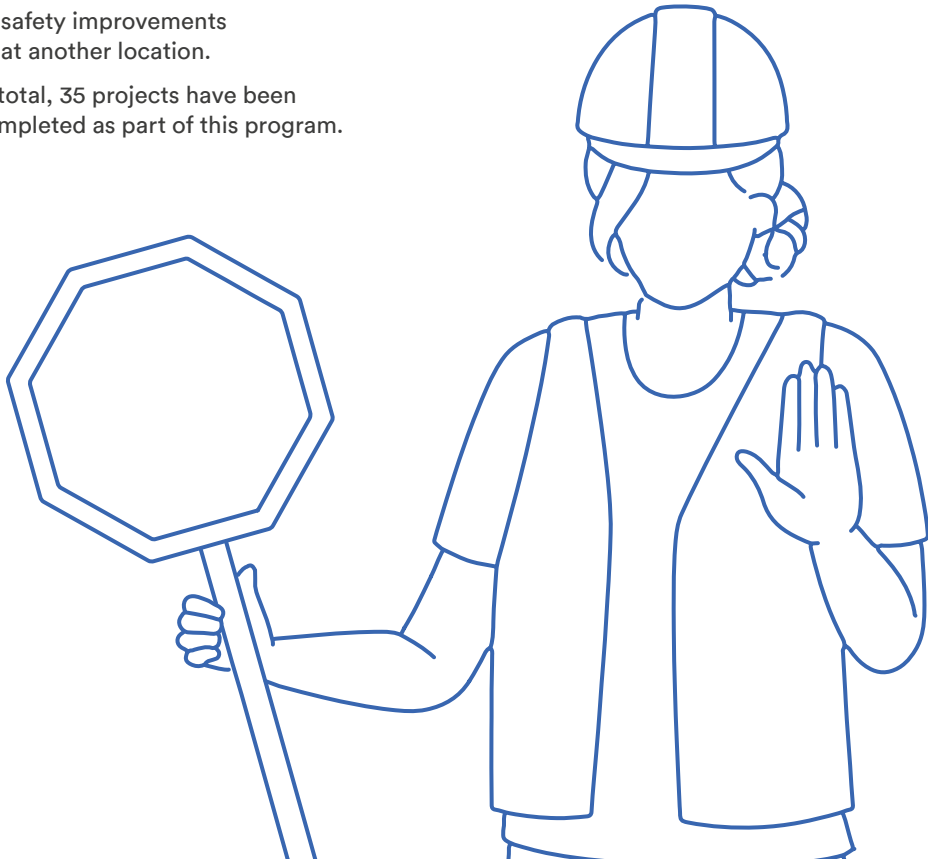
In 2022–23, the project delivered:

- the Pedestrian and Safer Schools program to eight locations across the state, including schools, shopping strips and intersections
- intersection safety upgrades on six high-speed, high-risk rural intersections
- safety improvements at another location.

In total, 35 projects have been completed as part of this program.

THE COMMONWEALTH ROAD SAFETY PROGRAM

The TAC has committed more than \$130 million across the five tranches of the Australian Government’s Road Safety Program, which includes over \$16 million for the 2023–24 financial year.



Road safety research

We cannot accept that anyone should lose their life, or have it permanently changed, as a result of using Victorian roads. For this reason, the TAC invests heavily in quality research and innovations designed to help us better understand the causes of accidents, as well as solutions we and our partners can use to further drive down trauma.

HIGH TECH CAMERAS ZOOM IN ON MOBILE PHONES AND SEATBELTS

Too many people are being seriously injured or killed on our roads as a result of driving while distracted, or not wearing seatbelts correctly.

Mobile phone and seatbelt detection cameras were trialled in 2022–23, ahead of a three-month penalty-free introduction period, with the aim of encouraging Victorians to buckle up and put phones and other devices down.

During this period, the cameras assessed more than 670,000 vehicles and detected one in 42 drivers illegally using a mobile phone behind the wheel. One in 667 drivers and passengers were not wearing a seatbelt.

The technology incorporates artificial intelligence (AI) software. Cameras can take high-resolution images any time of the day or night, and in all traffic and weather conditions.

If the AI detects a driver using a portable device or not wearing a seatbelt, it flags the image for further review. These images are then checked and verified by a qualified independent officer.

The cameras were due to become fully-operational from 1 July 2023.

CYCLISTS PITCH IN TO IMPROVE ROAD SAFETY

Hundreds of cyclists collected thousands of kilometres of data and shared valuable insights into their Victorian riding experiences as part of a unique trial aimed at making roads safer for cyclists.

Sponsored by the TAC, the 12-month-long Light Insight Trial (LiT) was undertaken in Melbourne and Geelong in conjunction with iMove, Deakin University and See.Sense. The aim of the project was to investigate innovative methods for protecting the safety of vulnerable road users, particularly cyclists. It did this by engaging and empowering volunteer cyclists to collect information using the See.Sense smart bike light, in combination with their smartphones.

Data collected included crash events, near-miss incidents, abrupt acceleration and deceleration, swerving, road conditions, average speeds, and dwell time. In addition to using the lights to collect data, participant riders also provided feedback via surveys.

A post-trial research report showed participants had a deep enthusiasm for sharing their data and personal experiences as a way of helping to improve cycling in Victoria.

Given the impressive response to the 12-month LiT, the project was extended and the TAC has been working closely with See.Sense to ensure all contributed feedback and data can make a genuine difference to cyclist safety through better awareness, networks and facilities.

The next phase of the trial will involve working closely with local government and researchers to identify soon-to-be-delivered projects that might benefit from data capture.

NEW TECHNOLOGY TARGETS DRINK DRIVING

Despite the TAC’s best efforts, and those of our road safety partners, far too many people still choose to drink and drive. Around one in five drivers or riders who died on Victoria’s roads in 2022 had a blood alcohol concentration (BAC) level of more than 0.05. However, new in-vehicle technology that can sense and stop an intoxicated driver from getting behind the wheel might offer some hope.

In 2022–23, a prototype Passive Alcohol Sensor (PAS) was fitted to a demonstration Toyota RAV4 vehicle, as part of a TAC-funded pilot program to determine its effectiveness in reducing drink driving.

Developed in partnership with the Driver Alcohol Detection System for Safety (DADSS), the Australia-first technology is capable of passively and accurately measuring particles in the air and in less than one second, determining a person’s alcohol blood concentration. When the reading exceeds a pre-determined limit, the technology locks the vehicle and prevents it from being driven.

The demonstration vehicle was fitted with four sensors, located throughout the cabin, and a removable monitor that displays the alcohol readings in real time.

Drivers of the future

Of the 241 people killed on Victoria's roads in 2022, 42 were aged between 16 and 25. In the 18-to-20 year-old age bracket alone, there was a 67% increase in fatalities – from 12 in 2021 to 20 in 2022. These statistics are unacceptable.

Educating young drivers about road safety is key to promoting responsible drivers of the future. The TAC has a suite of initiatives aimed at helping young people learn to drive, to become road safety ambassadors and, most importantly, to be safe on our roads.

ROAD TO ZERO ROAD SAFETY CENTRE DRAWS RECORD CROWDS

Visitation to our Road to Zero Education Complex in Melbourne has well and truly bounced back post pandemic, with more than 61,000 visitors pouring through its doors over the past 12 months. These figures are well above expectations and take total visitation to 198,223 since the facility opened in 2018.

More than 4,570 students visited Road to Zero to participate in curriculum-aligned road safety programs. During their visit, students from Year 9 to VCE were able to apply their knowledge of health and physical education, physics, and health and human development in a functional and meaningful way. Teachers also accessed a range of pre- and post-visit resources to support and extend student learning.

A record number 11,477 participants engaged in three school holiday programs during 2022–23. Among the highlights was our one-of-a-kind Big (Safe) Cardboard Car. Created by architect Tobias Horrocks, the car was designed to raise awareness of vehicle safety features, including reverse cameras, lane keep assist and automatic emergency braking. Adult visitors were also encouraged to predict and check the safety rating of their own vehicle as part of our 'howsafeisyourcar.com.au challenge'.

Road Safety Education Victoria Website

A new-look Road Safety Education Victoria partnership website went live in January 2023, creating a one-stop hub of road safety education resources and programs for Victorian schools, early childhood services and young novice drivers.

The hub brings together the collective road safety education expertise of all the Victorian Government Road Safety Partners, making it easier than ever for educators and school communities to find high-quality road safety education resources that are evidence-based and free.

EMPOWERING YOUNG DRIVERS TO STAY SAFE

Through a partnership with social enterprise, Empowr Mobility, the TAC contributed \$50,000 in 2022 towards a pilot program involving young trainees from two separate organisations: Barwon Water and Shepparton-based Gambina – an Indigenous school-to-work transition program.

As part of the three-month trial, trainees were provided safe vehicles to drive, fitted with technology capable of collecting their real-time driving data and insights.

This program not only supported our Reconciliation Action Plan commitment to work more closely with Indigenous-owned businesses and services, it also aimed to give safe cars to young drivers who would not normally have access to them.

GIVING YOUNG PEOPLE ACCESS TO DRIVING

The L2P (Learner to Probation) Program assists young Victorian learner drivers between the ages of 16 and 21 years – and in some circumstances up to 23 years – who do not have access to a supervising driver, or an appropriate vehicle, in order to gain driving experience.

L2P forms part of the Victorian Government's Graduated Licensing System, which makes it compulsory for learner drivers aged under 21 to obtain a minimum of 120 hours supervised driving practice. The program is funded by the TAC, administered by the Department of Transport, and coordinated by local governments and community groups.

Before being matched with a volunteer mentor, participating learners are given up to seven free driving lessons with a professional driving instructor.

Since its introduction in 2008, the program has helped 16,000 learner drivers collectively log more than 694,000 hours across 58 L2P programs in Victoria.

Under new funding announced in 2022, the program was expanded to include an additional 3,000 newly arrived migrants and disadvantaged young Victorians.

In addition to promoting safer and confident drivers, the program is a valuable opportunity for young people to interact with positive adult role models and move towards social independence.

Pictured: Our Big (Safe) Cardboard Car proved popular with young drivers of the future and was among the highlights of our 2022–23 Road to Zero Education Complex program.



UNITY CUP COMBINES
A LOVE OF FOOTBALL
WITH ROAD SAFETY

The TAC Unity Cup provides an important vehicle for introducing young people from multicultural backgrounds to Australian Football League (AFL) rules and, at the same time, improving road safety awareness.

Back for its 16th year in April 2023, the centrepiece of the event was once again ‘Gala Day,’ which attracted more than 30 teams and over 300 participants across different age groups and divisions. The teams competed in the AFL’s modified version of the game, called AFL 9s.

The TAC supports the event as a means for promoting the L2P program among culturally and linguistically diverse young people.

VANESSA GIVES
FESTIVAL-GOERS
A HELPING HAND

After more than two years of disruptions, the summer music festival season returned to the calendars of young people in 2022–23, and so did Vanessa – a program that helps educate young people about the importance of not mixing drinking and drug-taking with driving.

The Vanessa fleet – which comprises three five-star ANCAP-rated vehicles, including our ‘Big V’ bus – attend events across the state, providing a safe haven for patrons to chill, play games and to pick-up free sunscreen, water and other festival essentials. Accompanying peer-to-peer messaging ensures young people understand the risks and can get home safely.

“Winning the Split Second competition has been invaluable in gaining a greater understanding of the processes involved in making a film. Following the screening of my film, many old high school friends reached out to tell me how powerful they thought it was.”

Felix Barnett – 2021 Split Second competition winner

Key engagement figures for the Vanessa program in 2022–23 included:

- 32,190 in-person engagements with young people
- 11,458 breath tests delivered
- 27 events attended, 59% in regional areas and 41% in metropolitan areas
- 1.2 million 18–25 year olds reached and 1.16 million engagements on paid Meta socials (Facebook and Instagram)
- 1.3 million impressions on TikTok
- 44 Pre-Thinks pub campaign kits delivered to venues across Victoria, with 8,448 Pre-thinks cans of water delivered.

One of the busiest events Vanessa attended last financial year was the Beyond the Valley festival, near Geelong, which attracted upwards of 30,000 people.

IT TAKES JUST A
SPLIT SECOND TO
MAKE A DIFFERENCE

The Split Second short film competition encourages young Victorians to help tackle road safety challenges by coming up with their own unique campaign concepts.

We partnered with Val Morgan to run the competition in 2023, inviting budding creatives aged between 18 and 25 to develop a script and storyboard for a 45-second film that tackled one of two road safety issues: driving while fatigued and vehicle safety features.

The 2023 winner, Sati Öcal, received a \$5000 prize and \$70,000 production budget to work with leading production studio, Sweet Shop, and prepare the first-placed script for airing in cinemas across the state. For the first time ever, a \$30,000 production budget prize for the runner-up to produce and promote their idea across social media was also included as part of the competition, and this was awarded to Amon Methner.

The competition is one of a suite of initiatives aimed at promoting safer travel behaviour from a young age, aiming to empower young people to become part of the solution to road safety.

Pictured: Since its introduction 16 years ago, our Vanessa program has provided a safe space for festival-goers across Victoria, while educating young drivers about the dangers of mixing drinking and drug-taking with driving

Working with external partners to deliver better road safety outcomes

Saving lives on our roads is a shared responsibility, and the TAC recognises the important role local governments, clubs and grassroots organisations can play in educating, advocating and keeping their communities safe. We actively seek to build strong relationships with these groups so as to deliver better targeted road safety outcomes.

NEW PARTNERSHIP PROVIDES MORE PAUSE STOPS IN MORE PLACES

Following a successful pilot program, the TAC in 2023 confirmed a longer term partnership with the Victoria Tourism Industry Council (VTIC), to deliver safer outcomes for travelling road users.

Under the two-year agreement, our popular Pause Stops will be located within 15 Visitor Information Centres (VICs) throughout the state.

With fatigue a major contributing factor to road trauma, this partnership will play an important role in engaging with travellers on the dangers of drowsy driving and helping them get to their destination safely.

Pause Stops have been set up at key locations during busy travel periods such as long weekends, providing a safe place for drivers to rest and stretch their legs. Locating them within VICs allows us to reach more visitors with a range of resources.

The VTIC partnership is a natural alignment that gives the TAC access to the Council's vast tourism network to highlight the importance of driving safely and the dangers of drowsy driving.

The new partnership also gives the TAC naming rights of the popular Victorian Top Tourism Town Awards, which showcase the value of tourism to the towns and communities across the state.

As part of their visitor itinerary, towns entering the awards are tasked with encouraging tourists to take regular breaks from the roads to avoid driving fatigued.

“With driving holidays emerging as such a significant part of our visitation mix, our partnership with TAC makes perfect sense. Visitors to the state travel long distances on unfamiliar roads, and in all variety of weather conditions. Delivering safe driving messages to this audience is vital to ensure they reach their destination safely.”

Felicia Mariani – CEO VTIC

PARTNERSHIP BRINGING SAFER LOCAL ROADS

Around 33% of road trauma in Victoria each year occurs on local government-managed roads, and councils play a pivotal role

in identifying issues and road safety improvements in their own municipalities.

The TAC is helping local governments to improve intersections and precincts under our new Safe Local Roads and Streets Program. Announced in 2023, the \$210 million program will run over four years, in partnerships with councils and the Department of Transport, to help identify, design and deliver local safety improvements.

This significant program will play an important part in reducing risks and impacts of trauma on local roads.

CLUBS REWARDED FOR THEIR PART IN KEEPING COMMUNITIES SAFE

More than 150 football and netball clubs have shared in more than \$500,000 for their efforts in promoting road safety in their communities.

Our TAC Club Rewards Program rewards AFL Victoria-affiliated clubs who play a part in keeping their players and broader communities safer by highlighting the dangers associated with risky behaviours such as speed, drink and drug driving, fatigue and distractions.

Clubs were able to apply for a grant under the program by demonstrating how they advocated for road safety throughout the year, including taking part in our TAC Road Safety Round.

Successful clubs can use the money for new equipment and uniform purchases, facility upgrades, and health and wellbeing or road safety education initiatives.

INAUGURAL GALA DAY SUPPORTS FOOTBALL INCLUSIVITY

In April 2023, the TAC and long-time partner Melbourne Victory co-hosted our first-ever All Abilities Gala.

Held ahead of the fixture Men's A-League game, this event, supported by Football Victoria, was a celebration of inclusivity in football and highlighted the importance of providing accessibility in sport to everyone – no matter their age, background and ability.

It included a round robin-format tournament, activities and entertainment for fans.

BOOST FOR TRAUMA COUNSELLING SERVICES

We are proud of our 23-year partnership with Amber Community and support the crucial work they do in helping Victorians impacted by road trauma get their lives back on track.

Established in 1994, Amber Community assists more than 3,000 Victorians who have either been injured, lost a loved one or been impacted by road trauma. It also provides road safety education and awareness programs, including its annual 'Shine a Light on Road Safety' campaign and community walk. The work they do cannot be understated.

In August 2022, we announced a new \$2.1 million three-year funding agreement. This partnership extension will ensure more people get the critical counselling services they need.

COMMUNITY GRANTS IMPROVE ROAD SAFETY

Our TAC Community Road Safety Grant program helps local groups to identify and deliver projects within their own communities that protect vulnerable road users.

It gives community groups an opportunity to work closely with locals to identify and address road safety issues in their area, in line with the Victorian Road Safety Strategy.

In our 2022–23 round of grants, 11 community groups shared in grants totalling \$270,000.

Among the recipients were:

- Royal Melbourne Institute of Technology: to develop bi-lingual road safety education materials for elderly Chinese pedestrians
- South Gippsland Specialist School: to purchase a bike trailer to extend its bike education program and improve student bike safety skills.

BANDING TOGETHER FOR THE TAC ROAD SAFETY ROUND

Victoria's football and netball fraternity embraced our TAC Road Safety Round in 2022 by telling their stories, remembering family and friends who have died in vehicle accidents and educating others about the lasting impacts of road trauma.

Over one weekend, between 15–17 July 2022, footballers, netballers, coaches and members of more than 1,000

AFL Victoria affiliated sporting clubs wore blue armbands as part of a powerful pledge to 'Band Together' to eliminate deaths and serious injuries on roads.

Black armbands have been worn for decades by participants of many sports to honour a death in their community. Our blue armbands served as a broader tribute to all who have died on our roads and a visual reminder that everyone is touched by road trauma.

Each armband carried a QR code, containing stories from those who have been personally impacted. Among them was Road Safety Round Ambassador, AFL coach and former player Brett Ratten, whose 16 year-old son died in a car accident.

It is estimated that the campaign directly reached more than 3.6 million people.

“It's a big ask to get to zero, but we've got to keep pushing because that's our aim. We don't want anybody to feel the pain that I've had to feel or others in the community have had to feel. It's about looking after your friends, being a leader at your football club and being a role model too – especially if junior footballers or junior netballers are watching.”

Brett Ratten – AFL coach and former player

Hundreds of motorcyclists share their stories

An innovative program, created to give voice to Victorian motorcyclists who have survived accidents, has collected more than 300 personal stories and underscored the importance of wearing the right safety gear on every ride.

‘The Gear Box’ was launched in September 2022, ahead of the Phillip Island MotoGP, in support of our broader TAC ‘Only Protected for a Moment’ motorcycle safety campaign. It incorporated a visual display within our on-track Spokes activation.

It also included real-life stories from riders who had escaped significant accidents and a call-out to the broader motorcyclist community to share their experiences.

Motorbike riders, often through no fault of their own, are among Victoria’s most vulnerable road users. In 2022, 56 riders were killed – 13 more than the previous year.

The ultimate aim of ‘The Gear Box’ was to create behavioural change and encourage motorcyclists to wear protective gear on every ride.

Campaign videos, supported by a social media strategy, amassed over 93,500 views on Facebook and Instagram, with an additional 52,574 YouTube views reaching upwards of 656,000 Victorians.

Below are some of the real-life survival stories shared by riders through ‘The Gear Box’:

“I was riding and a kangaroo jumped out in front of me. I was wearing my full leathers, boots, gloves and helmet. Sliding down the road, I come up to the end of the corner without a scratch. If I didn’t have my full protective gear on, would hate to see what happened. You can’t ride without gear, that’s why I still have the old leathers in the cupboard, to remind me to always wear protective gear.”

“Whilst I never go riding without being in my full kit, my helmet and gloves are a non-negotiable. A serious accident left me with a broken neck. I slid down the road arms extended and palms grinding the tarmac. Without gloves my hands would be cactus. Sliding head first into an embankment, even though I broke my neck, I have no doubt my helmet saved my life.”

“As a paramedic and a motorcycle instructor, I have seen and treated many [accidents]. The old adage of dress for the slide, not for the ride, could not be more true. Attending crashes where we have pulled up and thought this is going to bad and from nowhere comes a person dressed in all the gear with only minor injuries. This is why I started as an instructor, to pass on the message [about protective clothing] and hopefully save someone’s life.”

Pictured (clockwise from top left): Steve, Stacey and Paul were among a community of motorcycle riders who shared their gear-related crash survival stories as part of ‘The Gear Box’



Our partnerships

Historically, partnerships have proven to be a memorable and powerful way to influence the attitudes and beliefs of Victorian road users through impactful, thought-provoking activations directly targeting at-risk audiences and events and occasions.

Our partnerships aim to support good road user behaviour by directly targeting people in key target audiences, while educating and influencing the organisations and communities we’re partnering with. Our partnerships program is directed through four key themes.

THEME 1: ROAD SAFETY PARTNERSHIPS

Partner	Amount	Purpose	Outcomes
AFL Victoria	\$800,000	<div>This partnership allowed us to:<ul style="list-style-type: none">engage and reward clubs for their proactive road safety efforts through the TAC Club Rewards Programencourage conversations about road safety as part of the Road Safety Roundpromote the L2P program with culturally and linguistically diverse young people as part of the Unity Cupdeliver key messages around speeding, distractions and drink driving.</div>	<div>We directly engaged with 170,000 participants and 78,000 volunteers across 1,100 clubs around Victoria, delivering critical road safety messaging.</div> <div>The Unity Cup enabled us to directly engage with over 500 participants from 50 hubs around Victoria.</div> <div>The ‘Band Together for Road Safety Round’ achieved significant media coverage, with 7.8 million digital ad impressions on afl.com.au and 250,000 reach on social media channels.</div>
Always Live	\$375,000	To communicate impactful messages around drink and drug driving messaging as part of Always Live, a state-wide music festival delivered across Melbourne and regional Victoria.	Through Always Live, we were able to activate messaging via 30 artists who promoted road safety messaging through their social media channels and during live performances. This activity generated over 7000 organic digital interactions.
Amy Gillett Foundation Grand Prix Track Ride	\$70,000	To promote Safe System road infrastructure while delivering cycling safety messaging to influential road safety decision makers and non-traditional cycling communities.	Over 120 participants from approximately 50 organisations participated in the ride and there was a 90% support rating for the road safety messages and intention to advocate.
Australian Moto GP	\$250,000	To leverage the ‘Only Protected for a Moment’ advertising campaign and support an at-event activation of the TAC’s highly successful ‘The Gear Box’ campaign.	We engaged in direct conversations with over 6,000 motorcycle riders over the four-day event.
Bendigo Spirit	\$265,000	To deliver a ‘Drive safely for everyone’ key message to regional audiences of the Bendigo Spirit WNBL basketball team.	Bendigo Spirit players conducted clinics at Victorian schools delivering road safety messages. There were also 400 regional radio call-outs promoting road safety.
Cadel Evans Great Ocean Road Race	\$187,500	To deliver messaging directly to cyclists about the importance of being highly visible on the road, and to retain naming rights to the TAC People’s Ride.	TAC delivered vital road safety messages directly to over 3,000 participants in the Cadel Evans People’s ride and a further 100,000 spectators in person.

Partner	Amount	Purpose	Outcomes
City of Melbourne – Christmas and Moomba festivals	\$195,000	To communicate key pedestrian and other safety messages to residents, workers and visitors to Melbourne’s CBD at large-scale events.	We had more than 13,000 direct interactions with the Christmas activation – elfie selfie – which promoted road safety messages. We also achieved over 4,000 booster seat engagements with parents and guardians at Moomba.
Cinema Pop-Up	\$30,000	To highlight important messages relevant to regional audiences, such as reducing speed while driving on regional roads, and remaining vigilant on roads where wildlife is active.	We delivered valuable road safety public education via this regional pop-up cinema program, reaching audiences in Traralgon, Swan Hill, Wangaratta, Stawell, Echuca, Warrnambool, Seymour and Shepparton.
Collingwood Magpies – Super Netball, Wheelchair Football and Reclink teams	\$185,000	<div>To promote How Safe is Your Car road safety campaigns to diverse community audiences.</div> <div>To help people who have suffered road trauma get their lives back on track by supporting wheelchair football.</div>	<div>We delivered on-court branding, jersey branding, match-day activations and digital campaigns.</div> <div>Research showed 70% of fans said the information on the How Safe is Your Car website was a key factor in their car purchase decisions.</div>
Country Racing Victoria	\$400,000	<div>To encourage attendees of country race meetings across the state to plan ahead and ensure they have a safe way of getting to and from the track, and raise awareness about the dangers associated with drink driving.</div> <div>To offer free and heavily discounted shuttle bus services from Country Racing Clubs as part of the TAC Safe Travel Grants Program.</div>	<div>We delivered an integrated campaign targeting people who attend Country Cups to encourage them to pre-plan their journey and get home safely.</div> <div>We also delivered activations at 16 Country Cups, providing breath testing and promoting messages discouraging drink driving.</div>
Cricket Victoria Melbourne Renegades	\$115,000	To promote ‘The Lucky Ones Get Caught’ campaign and deliver new activations facilitated by digital support and players, amplifying the road safety campaign.	Cricket Victoria gave us access to 1056 regional cricket clubs in 79 associations, totalling over 50,000 people. We also achieved 203,000 views of TAC road safety public education campaigns via the Melbourne Renegades website and social media channels.
Cycling Australia	\$50,000	To educate the wider community about cycling safety and increase awareness of safe distances for passing at key events including Victorian Senior and Junior Road Series, Austral Wheelrace and the National Madison Championships.	We conducted activations delivered messaging at Victorian and Victorian Junior Road series events, which enabled the TAC to promote safety messages and recruit road cyclists and commuters to participate into the innovative Light Insights Trial (LiT).
Golf Australia – Vic Open (includes Victorian Inclusive Championship and the Australian Wheelchair Golf Championship)	\$400,000	<div>To promote the importance of prioritising safety in vehicle purchases, and educate the golf community about active vehicle safety features.</div> <div>To help people who have suffered road trauma get their lives back on track by supporting an event for all-abilities golfers.</div>	We engaged with 5,000 community members at the Victorian Golf Open promoting the How Safe is Your Car website, and a further 165,000 people received email communication encouraging them to plan their trip to the events. The Vic Open broadcast and digital channels also shared an inspirational content piece about TAC clients and all-abilities athletes, Rod Paykel and Heath Kolac, reaching an audience of 500,000.
Melbourne International Comedy Festival (and Regional Roadshow)	\$280,000	To promote our ‘Walk with Care’ and ‘Drink. Driving. They’re better apart’ campaigns.	We engaged with more than 500,000 attendees and educated venue audiences across Victoria about key road safety issues. Comedians also helped spread the word about pedestrian safety and drink driving via their own social media channels.

Partner	Amount	Purpose	Outcomes
Melbourne Rebels	\$1,500,000	To engage with Melbourne Rebels and Rugby Victoria to emphasise road safety amongst this community. To amplify road safety messages in regional areas as an ‘official community partner’ and through the introduction of a dedicated road safety round.	We launched the partnership and activated the Easter match using LED signage, a television commercial on the big screen, recognition at the game day event and the Melbourne Rebels’ digital channels.
Melbourne United	\$200,000	To help educate players, sponsors and fans about the importance of vehicle safety and active safety features by encouraging them to visit the How Safe is Your Car website.	We generated valuable conversations with over 1500 attendees as part of our match-day activation and over 600 people visited the TAC How Safe Is Your Car website. We also generated a further 170,000 digital impressions when promoting the How Safe Is Your Car website.
Melbourne Victory	\$475,000	To promote our ‘Distracted Driving’ campaign to members and supporter communities, which include strong representation from culturally and linguistically diverse communities and sponsor the Afghan women’s team.	We engaged the Melbourne Victory 22,500-strong membership base, and the broader A-League community, with vital road safety education messages. We also supported the Afghan women’s team to deliver a Gold-standard football program and delivered road safety education to help the players obtain their licence.
Motorcycling Australia	\$50,000	To promote motorcycle safety across Motorcycling Australia events and networks utilising the ‘Spokes’ program materials.	The TAC provided important safety messages via email to the Motorcycling Australia network and through key events, such as the ProMX series.
Motorcycling Victoria	\$30,000	To communicate TAC campaigns to a wide cross section of the Victorian motorcycling community – from young learner riders through to experienced off-road motorcyclists.	As the state body governing motorcycle races in Victoria, this partnership helped us reach 3600 members, 60 clubs and 650 officials.

THEME 2: LIVES BACK ON TRACK PARTNERSHIPS

Partner	Amount	Purpose	Outcomes
Amber Community	\$700,000	To help Amber Community, a not-for-profit organisation, to offer free trauma counselling supported by trained counsellors to anyone who has been impacted by road trauma in Victoria.	This important contribution helped the organisation deliver counselling services to anyone directly or indirectly involved in road trauma.
Road Trauma Families Victoria	\$30,000	To help Road Trauma Families Victoria, a not-for-profit organisation formed by families directly affected by road trauma, to serve individuals, victims and groups within the community either affected by, or at risk of, becoming a victim of road trauma.	In 2022, TAC supported the Raw2Roar Camp, which brought together 12 young people aged between 12–17 who have experienced road-related trauma, grief and loss, with the aim of promoting positive self-esteem and values via resilience-focused interventions.
Dylan Alcott Ability Fest	\$362,704	To create direct engagement opportunities with many TAC clients (past or present) and demonstrate our commitment to diversity and inclusion, while empowering people with disabilities to achieve their ambitions.	The Dylan Alcott Ability Fest attracted 4,000 attendees. A total of 3,000 people took part in the TAC silent disco activation, which helped us promote valuable road safety messages.
Restorative Justice – RMIT University’s Centre for Innovative Justice	\$249,249	To deliver restorative justice services for people directly or indirectly affected by road trauma.	See 48 for more information.

THEME 3: GEELONG LIVEABILITY AND OUR PEOPLE PARTNERSHIPS

In 2022–23, we continued to enhance the Geelong region by supporting projects and activities that help our employees feel enabled, capable and energised to deliver the organisation’s strategy and vision. Some of the noteworthy contributions that we made in 2022–23 include:

Barwon Health Foundation: \$35,000

Barwon Health Foundation aims to fund and enhance Barwon Health’s standards of care. This year the TAC purchased a hoist for Project North, to allow people in wheelchairs or with mobility difficulties to receive necessary dental treatment. The TAC were also a sponsor of Run4Geelong, which returned to the Geelong waterfront for the first time since the pandemic.

Give Where You Live: \$60,000

Give Where You Live is a unique place-based philanthropic community foundation which acts as a catalyst for social change through innovative philanthropic solutions to challenging social problems.

In 2023, we sponsored the Conversations that Matter event, which was held during National Reconciliation week to provide a platform for all of our local community to hear directly from First Nations peoples.

Other contributions

Other contributions we made to Geelong-based organisations in 2022–23 included:

- Active Geelong: \$10,000
- Barwon Sports Academy: \$30,000
- Committee for Geelong: \$24,250
- Geelong Arts Centre: \$10,000
- Geelong Chamber of Commerce: \$16,274
- Geelong Connected Communities: \$10,000
- Geelong Food Relief Centre: \$20,000
- Geelong Library: \$20,000
- Geelong Region Alliance (G21): \$10,000
- Pako Festa: \$20,000
- Read The Play: \$10,000.

THEME 4: OTHER INITIATIVES

Booster Tag

By placing a booster seat icon on the tags of clothing intended for children below the height of 145 cm, this initiative is designed to remind parents that a booster seat is probably needed if the tagged clothing fits their child.

In 2022–23, the Booster Tag initiative was present at Djerriwarrh Children’s Festival, Moomba Festival, Surfcoast Kite Festival, Pako Festa and The Royal Melbourne Show.

Future Road

The inaugural Future Road Competition in 2023 invited engineering students from four universities – Monash University, RMIT, Swinburne and Deakin University – to participate in a competition designed to test their Safe System knowledge and skills. Small teams of students were given a real-world TAC Safe System design project brief and asked to propose Safe System solutions to the project.

Pause Stop

In 2022–23, we worked in partnership with the Victoria State Emergency Services and their Driver Reviver Program to build capacity of their volunteer led-program. We also worked with AFL Victoria to deliver a community focused event for AFL Gather Round, designed to increase awareness of the risks of drowsy driving.

We also delivered four Pause Stop activations throughout high travel periods in April, locating them in Drouin, Balmattum, Dimboola and Green Lakes. This allowed us to engage with over 1,000 travellers and, accompanied by a digital campaign, reached 1.8 million Victorian road users.

In addition, the TAC supported the Driver Reviver program and their volunteers with Pause Stop resource kits during the Christmas period, and digital signage during the Easter long weekend, to encourage more travellers to take a break.

Pictured: The TAC was proud to partner with Ability Fest, which was held in March 2023

Supporting people affected by road trauma

Helping our clients to achieve the best health outcomes possible is at the core of everything we do. Through our TAC 2025 Strategy, we are more conscious than ever of putting clients at the centre of our decision-making and delivering a claims model that is more equitable and better targeted to the needs of all stakeholders.

TAC client divisions

In 2022–23, we provided post-accident support to more than 45,000 people. While the majority of our clients will only have minor injuries, many others will experience life-altering injuries – mental and physical – that require greater levels of support over an extended period of time.



Accidents can be traumatic for all involved, and the TAC strives to ensure our claims processes are quick and seamless so as not to impede a client's recovery and rehabilitation.

Each of our clients has their own story to tell and goals to meet. To better understand who they are and the supports they require, we operate within two broad divisions – Rapid Recovery and Complex Recovery and Serious Injury. On a daily basis, TAC staff work with respect and empathy to provide the best and most effective supports available to help clients to get their lives back on track.

Rapid Recovery clients make up around 80% of all TAC clients. These are clients who have experienced only minor impact from a vehicle accident. They are likely to recover fully within six months and require minimal TAC intervention.

Complex Recovery and Serious Injury clients will have complex, long-term and potentially life-altering injuries and disabilities as a result of their accident. Their injuries can be both physical and mental, and they may require multiple supports and ongoing compensation. One per cent of this cohort

“I was going too fast and I wasn’t wearing a helmet. I was in a coma for four days. You learn to trust. They’ve been unbelievable, the TAC. They’ve helped me out.”

Juan – TAC client

will be with the TAC for the remainder of their lives. Our approach is to provide them with contemporary care that enhances their choice, dignity, self-management and independence.

Reaching out to clients in times of need

Our TAC Major Accident Response Plan (MARP) was established in the wake of the 2017 Bourke Street tragedy to provide fast and targeted assistance to those impacted.

Since that incident, the MARP team has been put on alert 17 times and activated three times – most recently for the Eynesbury bus crash in May 2023.

MARP has become an invaluable arm of our client services and a benchmark for like-agencies, showing them how to mobilise after large-scale road accidents to fast-track claims and supports for everyone who has been directly impacted by trauma, including the injured, families, witnesses and first responders.

Typically, our team liaises with road safety partners – Victoria Police and Ambulance Victoria and trauma hospitals – to identify the TAC aid required, and to speedily initiate those services.

Upwards of 14 school children were injured in the Eynesbury incident, some seriously. Within hours of the accident, a dedicated team was formed to manage the response and prioritised phone channels were established to give hospitals, families and others impacted by the tragedy direct access to the TAC. MARP team members also worked directly with the school to provide support to students and their families.

To date, more than 111 parties have been contacted by the TAC and upwards of 40 claims lodged.

While not within our jurisdiction, the TAC in June 2023 provided a helping hand to partner agencies in New South Wales following a bus accident in the Hunter Valley, in which ten people died and 25 were injured. We proactively offered and shared our own expertise and resources, gathered from responses to similar large-scale tragedies.

These and other major road accidents highlight the complex and challenging nature of the work our people do every day in supporting those seriously injured and killed on our roads.

BOURKE STREET – SIX YEARS ON

January 2023 marked six years since six people were tragically killed, and many others injured, after being struck by a vehicle in Bourke Street, Melbourne.

Since this incident, members of our TAC Common Law team have spent countless hours sitting down with families in Canberra, Sydney, Perth and Melbourne to resolve their common law entitlements.

We have now resolved over 50 common law claims from those impacted, including the injured, those who lost loved ones, direct witnesses and emergency personnel first responders. In total, we have delivered more than \$20 million in common law compensation.

We are immensely proud to have resolved 95% of these claims through our pre-litigation protocol process.

Although a six-year Statute of Limitation remains in place, we continue to receive and manage claims and are committed to ensuring the process remains as simple and efficient for all involved.

Helping injured Victorians remain independent

Each year, thousands of Victorians become TAC clients as a result of road accidents. Many of them have their lives permanently changed.

Independence and autonomy play an important role in supporting a person's recovery following a serious injury on our roads, with the TAC focused on supporting programs that help clients get their lives back on track.

Through our annual TAC Small Grants program, we are helping community-led programs that boost the independence and rehabilitation goals of clients living with spinal cord, acquired brain injury (ABI) and other life-altering injuries. Recipients are eligible for grants of up to \$50,000.

The 2022–23 grant recipients included:

- Heads Together for ABI – Cook.Chat.Eat cooking classes
- Brain Injury Matters – building relationships post brain injury
- Australian Federation of Disability Organisations – Disability Confident Communities
- Stonnington City Council – Accessible Mobility Maps
- Youth Disability Advocacy Service – Disability Pride Starts Here.

COOK.CHAT.EAT

Last financial year, 3,795 people suffered catastrophic or severe injuries requiring ongoing support and 113 of those were people with ABIs.

Through its Cook.Chat.Eat cooking classes, Heads Together for ABI teaches young adults with an ABI how to prepare a meal from start to finish, including how to read a recipe, do the shopping, invite guests and set a table.

As a recipient of the TAC Small Grants program, the funds will help the not-for-profit group continue its great work and develop and deliver new programs from its Footscray headquarters.



Delivering better outcomes for our clients

We are incredibly proud of the services and supports we offer injured Victorians to get their lives back on track, but we know we can do better.

We have made Value-Based Health Care a core pillar of our TAC 2025 Strategy because we want to deliver a claims model that is more equitable, provides more targeted supports and better experiences for our clients, and delivers better value for money for all Victorians.

In 2022–23, the TAC paid a record \$1.63 billion in benefits to support 45,779 people with their post-accident recovery.

TAC SURGERY SERVICE CHARTER GOES LIVE

The launch in February 2023 of the TAC’s first TAC Surgery Service Charter represents an important milestone and step forward in providing greater transparency for our decision-making.

Developed in consultation with the Australian Lawyers Alliance and the Law Institute of Victoria, the charter sets out the standards, timeframes and communication that clients and providers can expect during the surgery request process.

It complements our industry-leading TAC Legal Protocols by helping to speed up compensation claims, payments and, ultimately, the post-accident recovery of our clients. It ensures surgery requests are reasonable and that our responses are in keeping with our obligations under the *Transport Accident Act 1986*.

The Charter is part of a larger piece of work to improve our surgery decision timeframes. The TAC is also piloting a new

surgery request form that allows surgeons to submit their requests online, capturing all the information we need to make a decision as quickly as possible.

Through this process, clients who have new surgery requests will now be directed to the Charter.

NEW PROTOCOLS STRENGTHEN LEGAL INDUSTRY ALLIANCE

The TAC is rightfully proud of our Transport Accident Act Protocols – the Protocols.

Created together with the Law Institute of Victoria (LIV) and the Australian Lawyers Alliance (ALA) in 2005, they represent an important agreement for making legal processes faster, simpler and more cost effective for our clients.

Lawyers are encouraged to use the Protocols as the preferred method for assisting clients with their impairment and common law compensation claims, as well as disputes about TAC decisions, to avoid lengthy and costly court action.

In May 2023, our partnership with LIV and the ALA was further strengthened through introduction of new Common Law Time Limits Protocols and a commitment to promote greater diversity and inclusion in the legal profession.

The Time Limits Protocols set out a new process for requesting an extension of time on claims that sit outside of the six year statute of limitations, and how to deal with matters out of court. They

demonstrate our commitment to accommodating reasonable common law requests where there is a fair explanation for the delay.

The Inclusion and Diversity Shared Commitment is a pact between the TAC and ALA to work together to create safe and equitable workplaces. It follows the release of several reports highlighting concerning behaviours in the sector, including discrimination and sexual harassment.

The agreement incorporates the standards, guidelines, and contemporary expectations needed to rid the legal profession of poor practices and improve diversity and inclusion. It aims to give everyone who participates in the Protocols confidence that they will be given equal opportunities, fair treatment, and respect, regardless of age, gender, religion, heritage, sexual orientation or disability.

The Protocols now cover:

- Impairment
- Serious Injury
- Common Law
- No Fault Dispute Resolution
- Use of Authority to Release Information
- Joint Medical Examinations
- Inclusion and Diversity.



OUR CONTINUOUS DELIVERY PROGRAM

Our Continuous Delivery program enables ongoing improvements to our Claims Management Systems, including our main internal claims system – the client app, MyTAC, and the digital provider payment platform, HICAPS. The aim of the program is to continually improve claims systems and related processes to make the experience easier for our clients.

During 2022–23, the program performed 12 improvement releases to the claims systems, which incorporated 126 separate business improvements. Improvement highlights included:

- new client planning tools to help us provide the best possible care for our more complex and seriously injured clients
- improved claims and payment controls to help us continue processing accurate and appropriate payments for services to providers, as well as client benefits.

RESTORATIVE JUSTICE – A DIFFERENT APPROACH TO HEALING

Every day at the TAC we see the significant harm that road trauma causes and we know that, in order to recover, there are many people who have justice needs beyond what we provide through our scheme.

In the last financial year, we took meaningful steps to provide unresolved justice through the formalisation of a \$1.5 million agreement with RMIT University’s ground-breaking new restorative justice program.

This partnership will ensure the University’s Centre for Innovative Justice can deliver ongoing restorative justice services for those directly or indirectly affected by road trauma. It will do this by providing a suite of restorative practices, including bringing together in a safe environment those who have been injured, or family members of someone who has died, and the driver responsible for the harm.

“Sometimes when I look back and see how far I’ve come, back when I couldn’t hold a glass of water. How does it make me feel? I feel like superman!”

Yeksan – TAC client

RMIT ran a successful two-year pilot of the restorative justice program, with participants reporting positive experiences that aided their recovery. RMIT also partnered with the TAC to design a model for our clients.

Research and feedback from participants have shown these sessions can address recovery needs not met by legal processes, financial payments, counselling and medical treatment, and in doing so, can help more of our clients to get their lives back on track.

HELPING CLIENTS
BACK INTO THE
WORKFORCE EARLIER

Approximately one third of clients who lodge an accident compensation claim each year need both time off work and income support. The TAC plays an important role in assisting these clients to return to meaningful employment as quickly as possible.

Developed through best-practice research, insights from industry peers, and a test-and-learn approach, our 0-to-30 Day Pilot aims to ensure clients at risk of delayed return to work are supported via a recovery pathway that is aligned and tailored to their individual circumstances.

Central to the pilot is an early screening process that helps to better predict likely return to work outcomes and recovery

pathways. The ability to identify positive and poor return-to-work outcomes allows us to develop care pathways that are best suited to each client’s individual journey.

LEARNING MORE
ABOUT OUR CLIENTS

Our TAC MyPlan represents an important step in achieving our TAC 2025 Strategy goals of better meeting the needs and expectations of clients, by putting them genuinely at the centre of our planning and decision-making process.

The culmination of months of work involving teams from across the business, MyPlan is a modern platform containing unprecedented insights about clients with serious injuries and complex needs. This single source of information replaces less efficient databases and administration tools.

Through MyPlan, we can now learn more about each person: how and when they were injured; their preferred treatments and health service providers; recovery progress; and, importantly, their own post-accident goals. We get a better understanding of their personal story.

Since going live in September 2022, over 6,000 MyPlans have been created, which includes 1,593 MyPlans for our most seriously-injured Independence clients.

It is not only a more efficient tool, we are confident MyPlan will deliver improved outcomes and service delivery that is better aligned with evolving community expectations.

A MORE INCLUSIVE
APPROACH TO
CLIENT CARE

The TAC has taken important steps towards becoming a more culturally safe and inclusive agency by introducing new processes to better understand who our clients are and how they identify.

For those clients who choose to disclose, we now capture and store information regarding pronouns, ethnicity and preferred language. This information is recorded for each participating client to ensure our communications with them are relevant and respectful. By asking these optional questions during the lodgement process, we are demonstrating to clients that we are interested in learning about who they are.

In addition, to improve accessibility for our Culturally and Linguistically Diverse (CALD) clients and community members, important road safety and claims information on our external website is now available in 13 separate languages.

“I never had any experience with or interaction with the TAC... and now that I have, I can honestly tell you they are an incredible organisation. They have amazing staff who do an incredible job and they helped my boys and I recover from what has been a really life changing situation.”

TAC client

This extensive project was the culmination of months of work by our own CALD and Inclusion working groups, made up of people from across the TAC who are passionate about improving services for clients from non-English speaking backgrounds.

Both of these initiatives support inclusive claims management practices and assist in the development of more tailored services to suit each client’s needs.

HELPING MORE TAC CLIENTS
DO THEIR REHAB AT HOME

TAC clients can now begin their post-accident recovery faster and from the comfort of their own home as a result of changes to our rehabilitation policy.

Rehabilitation at Home is an alternative to in-patient, hospital-based rehabilitation services and is offered to patients who are medically stable and have a rehabilitation treatment goal.

Evidence shows allowing patients to leave hospital sooner by completing their rehab – such as physio or occupational therapy – in their own space leads to better health outcomes. Rehabilitation at Home services are designed to be short-term and delivered generally for up to eight weeks, depending on a client’s rehabilitation needs. We will monitor progress of the changes as more clients take up the option of rehabilitation at home.

“Thank you so much for all your help and consideration over my recovery journey. You made a painful process seem very painless. You have been there for all the moments preceding this, helping keeping my spirits high with your encouragement and I am so grateful for that. You're great at your job, give yourself a huge pat on the back.”

TAC client



Helping our clients get back to work

Returning to work can be difficult after a traumatic injury, but it can also be an important part of recovery and rehabilitation.

Evidence suggests the longer a worker stays away from work, the harder it becomes to return. Lifestyles can become sedentary, confidence can be eroded and mental health can be impacted. Conversely, participation in the workforce can build self-worth, increase socialisation and, importantly, provide independence.

The TAC employs a collaborative approach – between the injured client, treating health practitioners and employers – to help facilitate a quick and safe return to suitable and meaningful employment.

In 2022–23, 69.9% of our Rapid Recovery (least injured) clients who had time off

work because of their transport accident resumed employment within six months of their injury.

In addition to this outcome, 68 of our most seriously-injured clients also returned to work last financial year. With a continued focus on giving clients a greater say in their own ‘life back on track’ goals, through our MyPlan program, we hope to see further positive outcomes.

EVA’S STORY

Eva is an incredible example of what determination, hard work and the support of loved ones can achieve.

Ahead of her accident in 1999, she had fulfilled her ambition of becoming a professional dancer and had a contract to perform overseas. After being struck by a car while walking home from rehearsals, she instead spent three months in a coma and was told she would never walk again.

“I lost everything. I lost my identity. I was somebody who was in nightclubs. I was on stage. I was dancing...but then all of a sudden I wasn’t.”

An important part of Eva’s recovery has been finding her way back to her great love – the stage. She’s returned to acting and performs with a number of theatre companies. Eva also plays an active role in supporting disability in the arts and is passionate about using her story to help others.

“Disabled people are so undervalued in Australia, it’s just crazy. We have been through so much, and we have insight. Once you undergo a serious trauma, it’s possible to become something more than you ever were before.”

Eva – TAC client



Research and innovation

Investment in quality health and medical research helps us to identify effective, evidence-based ways to deliver better outcomes for our TAC clients and the broader community.

For this reason we proudly support a wide range of academic and industry-based research activity, and partner with universities, social research organisations, government and industry.

Innovations in health and disability help us better understand the impacts of road trauma and get our clients lives back on track as quickly as possible.

VALUE-BASED HEALTH CARE PROJECTS SECURE TAC FUNDING

A key focus of our TAC 2025 Strategy, Value-Based Health Care (VBHC) gives clients more input into their treatment options, helping them achieve the outcomes that matter most through efficient, cost-effective and high-quality care.

The grant program seeks to incentivise providers to implement innovative projects that embrace VBHC principles, especially those that prioritise people with transport accident injuries.

It allows us to work with providers to pilot and scale evidence-based initiatives to enhance outcomes for injured Victorians. The funding provided for grants can be up to \$150,000.

The 2022 VBHC Grant Program recipients and projects were:

- Monash University: Cyberability – co-designing a Cyberscam Recovery Intervention for TAC clients with brain injury.

- Northern Health: Co-design, implementation and evaluation of an innovative digital care pathway for patients presenting to the emergency department with back pain.
- Private Victorian osteopath: Pilot testing an early intervention to mitigate distress in motor vehicle accident claimants identified as being at risk of developing chronic pain – acceptability and feasibility study.
- Epworth Healthcare: Investigating the effectiveness of a vocational rehabilitation
- Epworth Healthcare: The value of multi-trauma rehabilitation on patient health-related quality of life.
- Royal Melbourne Hospital: Improving care continuity for pelvic trauma with a screening and referral process from the acute setting into the community, to decrease the prevalence and severity of Pelvic Floor Dysfunction.

smartphone application to support return to work after traumatic brain injury.



PHYSIOTHERAPY CLINICAL GUIDELINES FOR PEOPLE WITH SPINAL CORD INJURY

People living with a spinal cord injury (SCI) often report difficulties receiving the right care once they leave hospital. The complexity and relative rarity of SCI can make it difficult for health professionals to know what the best treatment might be.

To help address this, a team of physiotherapists, researchers, and people with SCI developed a set of SCI Physiotherapy Clinical Practice Guidelines.

This project was an initiative of the John Walsh Centre for Rehabilitation Research, University of Sydney, and funded by our New South Wales counterpart icare. It involved a collaboration of SCI services and stakeholders across Australia and New Zealand, including the TAC.

Guidelines are based on current research and consensus among experienced physiotherapists, and enable people living with SCI to receive best possible physiotherapy treatment and care.

The guidelines are available via a dedicated website, which was launched in March 2023. The Victorian Spinal Cord Service is also providing educational activities to support the guidelines, based on feedback from community providers.

THE CHALLENGE OF LEADING YOUR BEST LIFE: ENGAGING YOUNG MEN WITH SPINAL CORD INJURY

A spinal cord injury (SCI) is a catastrophic, unexpected, life-changing condition that impacts all elements of a person's life, and the lives of those around them. Men under 35 years of age are typically over-represented in this injury category.

To 'lead their best life' and thrive in the modern era, young men with SCI need to navigate a

complex range of challenges, including re-establishing daily routines, looking after their own health, re-engaging in social activities, and returning to work, or pursuing different educational and vocational pathways.

The basis of this TAC-funded project was to inject new thinking into how best to support this cohort to meet these challenges. By adapting current practices, and introducing new interventions, we hoped to engage young men in decisions about their own health and lifestyle.

The multi-dimensional project involved a literature review, stakeholder dialogue sessions, interviews with young men with lived experience, workshops, intervention development and a mixed-methods evaluation.

Findings showed young men living with SCI are all on different life journeys. Ultimately, they need support systems – health, community and insurance – that they can access when they are ready to change.

Strengthened engagement from organisations who work with this group, including promoting awareness of and involvement in programs that inspire independence, will result in increased psychosocial outcomes, decreased likelihood of hospital admissions, and economic savings.

CREATING A BETTER MODEL OF CARE FOR CLIENTS WITH PERSISTENT PAIN

To ensure all clients with persistent pain have access to best-practice pain management services, we have funded a new project to explore options to improve high-value persistent pain care within the public health system. By doing so, we hope to shed light on the appropriateness and effectiveness of existing services, and identify how our clients can better utilise these services to manage pain.

The discovery phase of the project, which was conducted in 2022–23, explored client profiles and experiences of care, the current capability of Victoria's public health sector to deliver best-practice pain services, and how TAC clients are already using these services.

Through further consultation with the sector, we're hoping to develop an improved value-based model for our clients with persistent pain, with a focus on better outcomes and the delivery of the right care, in the right place, at the right time.

PAIN AND MENTAL HEALTH REVIEW

Research suggests approximately one third of people experience post-traumatic stress disorder (PTSD) and/or depression after traumatic injury, and nearly 60% report persistent or worsening anxiety or depression over time.

We also know that persistent pain results in high use of health services, low return to work rates and more costly compensation claims following transport-related injuries.

To help clients get their lives back on track following an accident, it is important that they have timely access to effective interventions that will support their recovery and prevent pain from becoming persistent and disabling.

To better understand the effectiveness of various interventions for pain and mental health, the TAC commissioned Monash University researchers to conduct a rapid evidence review of the effectiveness of non-pharmacological early interventions for pain or mental health conditions delivered within 3 months of injury. This review was an update to an earlier review conducted for the TAC in 2016.

Overall, the outcomes supported the findings of the earlier evidence review and demonstrated strong support for physiotherapist-led interventions in assisting both physical and psychological recovery.

TRAUMA COLLABORATION RECOGNISED

The work of the TAC's Angela Sormaz in helping to improve the treatment and outcomes for trauma patients was recognised at the Personal Injury and Education Foundation's (PIEF) National Conference in October 2022.

In her role as Senior Manager Sectors Partnerships and Performance, Angela received the Collaboration in Injury and Disability Management Award for partnering with Alfred Health and Monash University to pilot an intensive seven-day-a-week allied health care model. This exciting evidence-based model has the potential to overcome significant barriers and make a genuine difference in trauma care.

The collaboration has delivered a new Alfred Hospital trauma ward and world-first multidisciplinary model of care, with improved patient and

hospital outcomes, better patient flow management, and reduced health service utilisation.

It is our hope that this model will be adopted at other facilities across Victoria and Australia.

The PIEF Awards are presented annually for excellence and innovation across the personal injury industry.

“I’ve got a goal to look forward to and that keeps me going. The TAC play a role that’s much bigger than people think it is. From financial to motivational support, they are always there.”

Marwan – TAC client



Supporting client voice and safeguards

Helping our clients return to health and employment sooner – or in the case of our severely injured clients, achieve a greater degree of independence – is at the heart of everything we do.

Every year, the TAC surveys more than 3,000 clients to gain a first-hand understanding of how our organisation is performing in the delivery of services – what we are doing right and how we can improve the services we offer.

Conducted twice a year, the results that we get from our bi-annual Client Outcomes and Experience surveys contribute to important business measures – the Client Satisfaction and Life Back on Track Outcomes scores – which form part of our annual corporate scorecard.

While the feedback we get is not always flattering, it is honest and helps to shape our decision-making. It also highlights the challenges we face in finding the right mix of post-accident care to fit every client’s personal recovery journey.

Participants in our 2022–23 Client Outcomes and Experience surveys gave a Client Satisfaction score of 6.63 out of a possible 10 points. The Life Back on Track Outcomes score was 6.73.

The client outcome and experience results were lower than our target in 2022–23. Decision delays are slowing client recovery and impacting their experience with the TAC. We want to improve in these areas and are working hard to help clients get the treatment and services they need in the most timely way so as to best support their recovery.

We will use these scores and the hundreds of pieces of constructive feedback received to continue to evolve our scheme, supports and delivery of services.

REAL TIME CLIENT FEEDBACK

Clients can now provide fast and honest assessments about TAC service delivery, following the introduction of a new real-time feedback program.

Within 24 hours of their interaction with the TAC, clients will receive a two-minute survey asking them about that specific phone call. These results flow into live dashboards that provide leadership with visibility of client feedback.

This Real Time Feedback initiative gives a better understanding of what our clients like about their TAC experiences and where improvements can be made at each part of their recovery journey.

Thousands of survey responses have been received so far and many clients have spoken highly of the compassionate nature of staff, and the friendly and helpful service they provide.

TAC WELCOMES STRONGER CLIENT SAFEGUARDS

The TAC takes its obligations to prevent, detect and respond to abuse, neglect and exploitation of clients very seriously. We therefore welcomed the introduction of significant Social Services regulation reforms passed by the Victorian Parliament in 2023.

The new regulatory framework, under the *Social Services Regulation Act 2021*, will include all in-scope TAC-funded disability services and replace regulatory arrangements under the *Disability Act 2006*, available to only a small number of our providers and clients.

From 1 July 2024, these changes – some of which the TAC advocated for – will strengthen safeguards for Victorians living with disability. The changes will also directly benefit our most-seriously injured clients, for whom we identified a gap in existing protections, and create consistency with the disability sector for TAC-funded and Social Services-registered providers.

These regulations will require all social service providers to be registered and comply with a set of six strengthened standards, outlining what they should reasonably be expected to do to protect clients from preventable harm.

Complaints and disputes

COMPLAINTS

All formal complaints to the TAC, our Chief Executive Officer and the Victorian Ombudsman are managed by our Complaints Office, and all are taken very seriously. In 2022–23, our Complaints Office received 906 formal complaints – an increase from the 845 complaints we received in the previous financial year.

MODEL LITIGANT

The Model Litigant Guidelines (the Guidelines) set standards for how Victorian Government agencies should behave before, during and after litigation. The Guidelines require an agency to act fairly and consistently to avoid litigation, pay legitimate claims promptly, and minimise legal costs. Within the year, we received one Model Litigant complaint, an increase from zero last year.

INFORMAL REVIEWS

There were 471 requests for an Informal Review – seven less than we received in 2021–22 – and 20 Notices of Intent (NOI) to dispute a decision lodged by clients, which was the same as the previous financial year.

The median time to resolve informal reviews was 25 days, compared to 20 days last financial year.

Approximately 92% of informal reviews were finalised within four months, which is a slight increase compared to last year (85%). The TAC’s original decision was maintained in 59% of cases, compared to 60% last year.

NO FAULT DISPUTE RESOLUTION PROTOCOLS

No Fault Dispute Resolution Protocols (The Protocols), were implemented in 2005 in collaboration with legal stakeholders. The Protocols provide an alternative dispute resolution process to the formal process at VCAT, reducing the time and cost involved in resolving disputes about our decisions. Since then, we have continued to work with the legal community to negotiate improvements in the dispute process to achieve better outcomes for clients.

In 2022–23, the total number of dispute applications lodged, pursuant to The Protocols, was 1599 – up from 1387 applications in 2021–22.

MERIT REVIEWS

The *Transport Accident Act 1986* now allows an applicant three months from the conclusion of the No Fault Dispute Resolution Protocols to lodge an application for merit review with VCAT. For applicants who have not participated in the dispute resolution protocols under The Protocols, a merit review application must be lodged within 12 months of the date of the decision.

At the end of the 2023 financial year, there were a total number of 281* merit review applications open with VCAT.

COLLABORATION KEY TO SUCCESSFUL OUTCOMES

People who are seriously injured in a road accident through no fault of their own should not be further harmed by lengthy court delays in seeking compensation.

Through our industry-leading TAC Protocols, the TAC, with participating members of the plaintiff solicitor community, takes a proactive approach to the awarding of common law entitlements.

In 2022–23, the TAC paid common law compensation to 1,172 clients and granted 1,344 serious injury certificates. In addition, we had a record 3,076 impairment resolutions. Importantly, this increase in client outcomes have been delivered within scheme viability targets.

This proactive and collaborative approach to supporting our most seriously injured and deserving clients delivers fairer and faster outcomes for all parties, and helps to change lives.

* Due to a change in data collection methods, we are unable to provide a comparison figure for 2021–22

Our people

Every one of the 1,239 people who work at the TAC is passionate about preventing road trauma and improving the lives of all Victorians. It's why we do what we do.

As we reshape the way we work to meet the challenges of working in new ways, our goals is to keep growing a positive and inclusive workplace, while supporting the health, safety and wellbeing of our people. Without doubt, we need a diverse, dynamic, clever and well workforce to keep doing what we do best.


“What drives me is bringing people together.”

Jay – TAC Home Modifications Specialist and volunteer lifesaver


1,200+
employees


60/40
leadership gender
ratio women/men


33
nationalities
(up from 15)


73%
identify as women


27
languages
(up from 19)


75%
employee engagement score,
84% participation rate

Our hybrid way of working

At the TAC, we are committed to becoming a contemporary hybrid workforce. We know we need to be agile and empower our people to provide the best outcomes.

In the past 12 months, we’ve been skilling up – equipping our people with the knowledge and skills they need to excel in a hybrid working model. The type of work we do, how our teams collaborate and the services we provide guide our flexibility. More than ever, we’re committed to balancing the needs of our people, our clients and the Victorian community.

At the heart of our hybrid working model are three key focus areas: people, workplace and technology.

PEOPLE

Our people are engaged. They truly care about the work we do together to support those injured on our roads and to promote road safety. Our flexible hybrid working framework supports and empowers our people to thrive and do their best work, whether they’re in the office or working remotely. In 2022–23, we prioritised the safety of our people as we managed the changing pandemic environment, and built leader and employee capability in change resilience and hybrid ways of working.

We developed and launched a future-fit Capability Framework and Performance Management Framework, aligned to hybrid working, to support the long-term change needed to sustain the model. By embedding this in all elements of our recruitment, performance and development processes, we are building a workforce with the skills to deliver for our clients and our strategic commitments, both now and in the future.

WORKPLACE

During 2022–23, we redefined the workplace experience at all TAC office locations with flexible desks and neighbourhood layouts, hybrid infrastructure, and greater collaboration spaces. We also completed planning work for our office of the future, to maximise our return on investment and deliver spaces that provide the opportunity for meaningful connection.

Our physical office continues to play an important role in our working week. Working face-to-face helps us innovate, collaborate and solve problems.

It encourages us to build better relationships, support each other and connect socially. As a major Geelong employer, we also know we have a role to play in bringing people into the Geelong CBD and contributing to the local economy.

TECHNOLOGY

Investing in reliable and integrated technology is the backbone of our hybrid working model. In 2022–23, we continued to integrate and leverage the functionality of technology and tools – such as Microsoft Teams, softphones and call recording, and audio visual equipment – to help us collaborate and support each other. This modernisation benefits our people and helps us to better connect with our clients, healthcare providers, partners and other stakeholders. Good communication across all touchpoints is key to us reaching our business aims and delivering better outcomes.

“My purpose is to positively influence and grow future leaders.”

Tom – TAC Client Assist Senior Manager

Workplace data	2022	2023
Total number of employee (HC)	1,259	1239
Total number of employee (FTE)	1,168.32	1147.01
Men (HC)	349	339
Women (HC)	910	900
Full time (HC)	950	912
Part time (HC)	309	327
Average age	41.9	42.08

HC: Head count FTE: Full-time equivalent



Health, safety and wellbeing

People are at the heart of everything we do – which is why the health, safety and wellbeing of our people will always be our number one priority.

In 2022–23, we relaunched the Health, Safety and Wellbeing Strategy. Developed with input from across the business, this strategy acknowledges the TAC’s commitment to empowering our people to succeed in an inclusive culture, and for continual improvement in the health, safety and wellbeing of our people.

In transitioning to hybrid working, we have witnessed changes in some health, safety and wellbeing risks. The refreshed strategy considers how we can better manage these risks and support our people in a contemporary work environment – providing equal focus to wellbeing both at home and in the office.

OUR STRATEGIC PRIORITIES

As an organisation, we have continued to focus on four health, safety and wellbeing priorities:

- the psychosocial and physical health of our people
- developing our health, safety and wellbeing maturity and leadership capability
- building people-focused systems and tools and
- managing health, safety and wellbeing risks.

These priorities continue to guide us in achieving measurable outcomes that will ensure success now and into the future.

Each initiative aligned to the priorities has directed our efforts and resources, including:

- reviewing and refining health, safety and wellbeing policies, procedures and safe work practices to adapt to changes in our environment
- delivering and continuously improving our organisational health, safety and wellbeing learning plan
- identifying and acting on opportunities to better manage emerging health, safety and wellbeing risks
- enhancing leadership capabilities, and health, safety and wellbeing knowledge, to empower people leaders
- designing, developing, and delivering health, safety and wellbeing resources and programs that promote agility.

COVID-19 PANDEMIC RESPONSE

In 2022–23, our focus shifted to re-establishing regular office-based working routines, while at the same time continuing to mitigate against COVID-19 risks.

Our health, safety and wellbeing team has supported staff and people leaders with queries regarding COVID-19 related risks, while supporting staff who have specific concerns regarding their personal health circumstances. Furthermore, the team regularly conducted assurance activities to assess the effectiveness of controls, as identified in our COVID-19 Workplace Risk Assessment.

OUR MONTHLY MEMO

First released in August 2022, the Health, Safety and Wellbeing Monthly Memo is a digital communication tool aimed at educating and promoting health, safety and wellbeing initiatives that improve the physical and psychological wellbeing of our people.

Over the last financial year, the memo has highlighted new and established initiatives, including:

- health, safety and wellbeing incident reporting for both client interactions and staff injuries
- Health, Safety and Wellbeing Reward and Recognition awards
- an updated TAC fitness subsidy
- hybrid lunchtime seminars focused on health, safety and wellbeing
- regular COVID-19 updates and reminders
- onsite and virtual ergonomic assessments.

All these offerings were delivered in partnership with our corporate health provider, CHM, and aligned with our strategy.

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) and Manager Assist Program both provide support to staff dealing with professional and personal challenges.

Additional supports, such as team wellbeing and reflective practice sessions, are facilitated by our EAP

clinicians. These sessions give managers and their teams an opportunity to safely discuss and proactively address workplace challenges. Reflective Practice Sessions, tailored to a specific situation or experience, are also available and are designed to strengthen and support reflection and development, both at an individual and team level.

Developing our people

Building the capability of our people is crucial to achieving the best outcomes for our clients and the wider community.

Throughout 2022–23, our Learning and Capability branch partnered closely with individual business areas to source, design and deliver the learning programs needed to build employee capability and help each business area to achieve its goals. This resulted in our people completing and/or attending over 17,000 training modules.

Key achievements for 2022–23 include:

- We supported 87 new and emerging leaders to participate in the Team Leader Development Pathway program and new People Leader Onboarding program.
- We increased our focus on uplifting employee capabilities in health, safety and wellbeing, inclusion and diversity, and hybrid transformation.

- We integrated our new Capability Framework into all learning programs so as to ensure that the desired human capabilities are firmly embedded in these programs.
- We finalised procurement of a new digital learning platform and started planning new ways to drive employee engagement with this platform.
- We conducted a detailed review of the study assistance policy, which resulted in significant changes designed to make the policy more accessible, fair and easier to apply consistently. These changes were then actively promoted to employees.

Employee development was further supported with on-the-job learning, access to continuous professional development activities, study assistance, curated learning content and more.

At a glance

149 new employees welcomed at orientation sessions	Approximately 17,500 training module completions and attendances, which included:
171 employees completed claims induction training	<ul style="list-style-type: none">• 10,500 compliance training• 3,000 technical/role-based training• 1,079 claims induction training• 1,207 hybrid working• 1,066 inclusion and diversity• 555 health, safety and wellbeing• 87 team leader development pathway program
\$582,000 invested in divisional learning activities	
\$231,000 invested in leadership development	
\$76,000 invested in continuous professional development activities	
\$44,000 of study assistance provided to employees	350 employees utilised our digital learning systems, accessing over 2,700 learning materials for personal development

Listening to our people

Through our active employee listening and engagement strategy, our people are encouraged to share insights, ideas and opinions as they relate to their experience of working at the TAC.

These listening moments are scheduled across the course of the financial year and provide opportunities for leaders to enhance their employees’ experiences.

PULSE SURVEYS

We carry out two main categories of pulse survey at the TAC: one for our claims divisions and the other for the entire organisation.

The claims division's pulse survey provides an opportunity to directly and consistently measure employee experience across key areas such as energy levels and workload. This helps us support our people more effectively, which in turn benefits our clients.

In December 2022, 53% of employees responded to a pulse survey designed to gauge their wellbeing and better understand their experience of hybrid working, in line with our Flexible Working Guidelines.

The results reflected continued acceptance of our hybrid workforce transformation and willingness to adapt and learn to these new arrangements.

However, we also noted a drop in energy levels when we compared the results with the May 2022 annual Employee Opinion Survey (EOS) – a consequence of pandemic-related fatigue.

ANNUAL EMPLOYEE OPINION SURVEY

Each year we invite our people to participate in our EOS to answer a series of questions about working at the TAC. Our primary measurement is employee Sustainable Engagement, which breaks down the engagement, enablement and energy of our workforce.

In June 2023, our Sustainable Engagement score was 75% – down 5% on the previous financial year. These results

showed that despite post-pandemic challenges, our people are strongly committed to achieving our strategic priorities and aligning with our corporate values and purpose.

These latest EOS results helped us gain a valuable insight into the experience of our people at work. They will help shape action plans and drive targeted improvements in performance.



Inclusion and diversity

The TAC is committed to driving a culture of inclusion, where people of all backgrounds, identities and lived experiences are safe, respected, feel a sense of belonging and are empowered to contribute their opinions, ideas and skills to help us fulfil our purpose.

We believe that together our differences make us stronger. Bringing together our different lived experiences and perspectives helps us become high performing, make more considered decisions, and provide more creative and targeted services.

As we mature in this space, we are developing a better understanding of how our five priority groups experience work and are striving to continuously improve this for:

- Aboriginal and Torres Strait Islander peoples
- people with disability
- women and gender diverse people
- LGBTIQ+ people
- culturally and linguistically diverse people.

Our ultimate goal is to improve the way people from our five priority groups experience work across a number of indicators.

In 2022–23, we achieved some important milestones, including:

- launching our new Inclusion and Diversity Framework
- publishing and implementing our Gender Equality Action Plan (2022–2025)
- submitting an Access and Inclusion Index with Australian Network on Disability
- offering new training and development opportunities for our people that included: Equal Opportunity and Respect at Work, Family Violence, Disability Awareness, Cultural Awareness, Introduction to Anti-Racism, and Gender Equality.

GOVERNANCE AND ACCOUNTABILITY

We have a standalone Inclusion and Diversity Council, chaired by our CEO and made up of members of our executive leadership team and the Inclusion and Diversity teams. This creates an authorising environment and ensures we have top-down accountability for inclusion and diversity outcomes. Supported by regular reporting, transparency and external benchmarking, this model ensures every single leader plays a role in advancing inclusion.

The Inclusion and Diversity team work collaboratively with other teams to apply an inclusion lens to policies, processes, programs and services that are new, or under review. In turn, we are laying the foundations for systemic, structural and cultural change at the TAC.

INCLUSIVE CULTURE AND CAPABILITY

We continue to listen and learn from our priority groups and draw insights from our annual Employee Opinion Survey. Compared to the previous year, our Inclusion and Diversity Index score showed that we have not only maintained our overall score, but also closed the inclusion gap in some areas. However, we recognise inclusion can look and feel different for members of our priority groups and acknowledge we still have work to do in this space. Insights from our Employee Opinion Survey have been used to shape a more targeted approach for our inclusion and diversity planning.

The launch by our CEO in September 2022 of our Inclusion and Diversity Framework was another significant milestone. At this event, Inclusion and Diversity Advisory Group members shared their unique lived experiences and hopes for equality. This encouraged people to think about building interpersonal relationships and a deeper sense of belonging – both in the office and in virtual spaces. Upwards of 900 staff participated in the subsequent inclusion and diversity 'roadshows' held across the business.

A broad range of inclusion development programs were offered throughout the year to a growing number of participants. These were incredibly well received and we will continue to expand our inclusion programs in the coming years. Of particular note were the cultural awareness and anti-racism literacy programs offered to staff in 2022–23, which were designed to increase cultural safety by building the understanding and mindset needed to address systemic, structural and interpersonal racism.

We also commemorated 'Inclusion Days of Significance' by linking them with learning and development opportunities. By doing this, we hoped to increase our awareness and understanding of the experiences of others, build skills to become better allies, and promote the empathy and accountability needed to create a more inclusive workplace.

RECONCILIATION ACTION PLAN

We continued our journey to deepen meaningful relationships with Aboriginal and Torres Strait Islander peoples, clients and community.

In its second year of implementation, our Reflect Reconciliation Action Plan (RAP) focused on increasing awareness of Aboriginal and Torres Strait Islander cultures, histories, and knowledge, and promoting the principle and purpose of reconciliation in our workplace.

Some of the key RAP actions delivered in 2022–23 included:

- We installed Aboriginal and Torres Strait Islander flags and Acknowledgement of Country plaques at our CBD and Narre Warren offices.
- We continued our partnership with the Kinaway Chamber of Commerce and its members to build understanding of, and engagement with, the Aboriginal and Torres Strait Islander-owned business sector.
- We continued knowledge building around cultural awareness and safety for First Nations peoples via:
 - a further 334 TAC employees participating in an 'On Country' experience, delivered by the Wadawurrung Traditional Owners Aboriginal Corporation.
 - in-person and online learning experiences for our people about Australia's shared histories, cultures, and achievements in commemoration of National Reconciliation Week and NAIDOC Week
 - delivery of 'Introduction to Anti-Racism' training
 - procurement of a new eLearn pathway on Aboriginal Cultural Awareness training with a Supply Nation provider.

ACCESSIBILITY AND DISABILITY INCLUSION

In 2022–23, we increased our awareness of what is working well, and how we can improve access and inclusion for people with disability.

Our submission to the Australian Network on Disability Access and Inclusion Index saw a significant improvement in our results from our previous submission in 2017, but we know there is still work to do. As such, we continued to review policies, practices and processes to ensure we're continually improving the experience of people with disability within our workplace, as well as our clients.

Key highlights of our work to advance accessibility and build disability confidence over the past year include:

- We mobilised a new internal Community of Practice for workplace adjustments to bring together organisational enablement supporting teams to proactively address potential barriers to improving the employee experience.
- We contracted Axiom Consultants to conduct an accessibility audit.
- We raised employee awareness and capability by:
 - launching a new eLearn focused on disability confidence for leaders and team members
 - providing a forum for lived-experience storytelling by TAC clients and the Australian Network on Disability on International Day of People with Disability and
 - enhancing accessible digital training for delivery to targeted business units.

GENDER EQUALITY ACTION PLAN

We remain committed to advancing gender equality. Following the launch of our Inclusion and Diversity Framework last year, we formally launched our inaugural four-year Gender Equality Action Plan (GEAP).

It was a significant milestone and a proud moment for the TAC. It showed how we will transform the way we currently do things to embed gender equality into our policies, processes and practices, and create positive action designed to achieve gender equality.

The plan takes an intersectional approach, looking at the many overlapping ways a person's gender can expose them to discrimination and marginalisation. It also outlines the actions we'll take to advance gender equality.

Our key goals include:

- reducing our organisational gender pay gap and ensuring equitable pay for women and gender diverse people
- improving the representation of women in leadership and under-represented occupations
- empowering our people to make the most of flexibility and leave entitlements, and making sure flexible work doesn't undermine career progression, pay or development opportunities
- recruiting a diverse workforce that represents the Victorian community.

We started implementing actions for year one, which will be foundational to lifting our overall maturity in inclusion and diversity. Some of the actions we started include:

- considering how to improve the way our people systems collect and report on employee diversity data, which will benefit our workforce equity audit
- analysing the TAC’s organisational gender pay gap review to better understand the results
- delivering training to targeted senior leaders to help them undertake Gender Impact Assessments (GIAs) on policies, programs and services that have a direct and significant impact on people of all genders in the Victorian communities.

LGBTIQ+ PEOPLE AND COMMUNITIES

We are committed to advancing a safe and inclusive workplace for LGBTIQ+ people, clients and communities.

Work commenced on the external benchmark Pride in Diversity’s Australian Workplace Equality Index, which will provide us with an evidence-based roadmap to sustainably advance a culture of LGBTIQ+ inclusion.

We also looked for new ways to increase visible displays of inclusion across all our premises, as guided by our LGBTIQ+ employees. These displays were accompanied by an eLearn on inclusion, sponsorship of LGBTIQ+ leadership development and access to educational resources for all employees.

To help us advance LGBTIQ+ inclusion in service of our clients and community, we improved the information we capture at lodgements – removing titles, expanding on gender identity options and including pronouns – to help us better understand who clients are, and how we can best support their recovery needs.

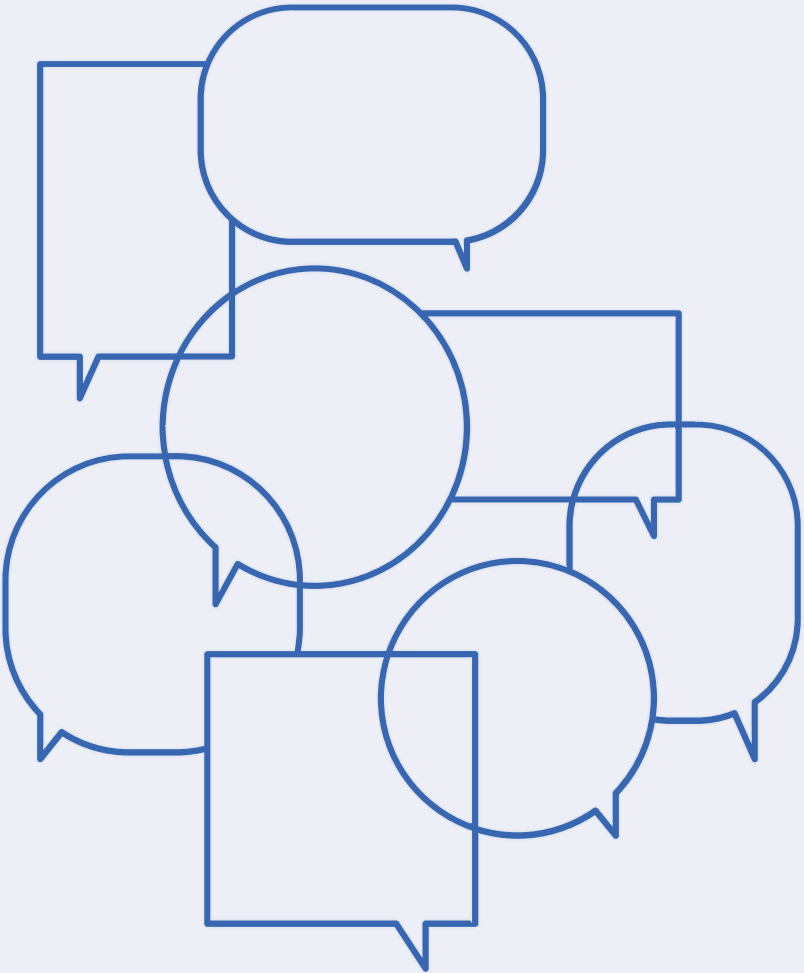
CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) PEOPLE AND COMMUNITIES

To ensure we’re helping our clients get their lives back on track, it’s vital that they feel heard and supported at the TAC.

In 2022–23, our CALD Cohort Team doubled, increasing the number of employees who specialise in supporting clients from culturally and linguistically diverse backgrounds.

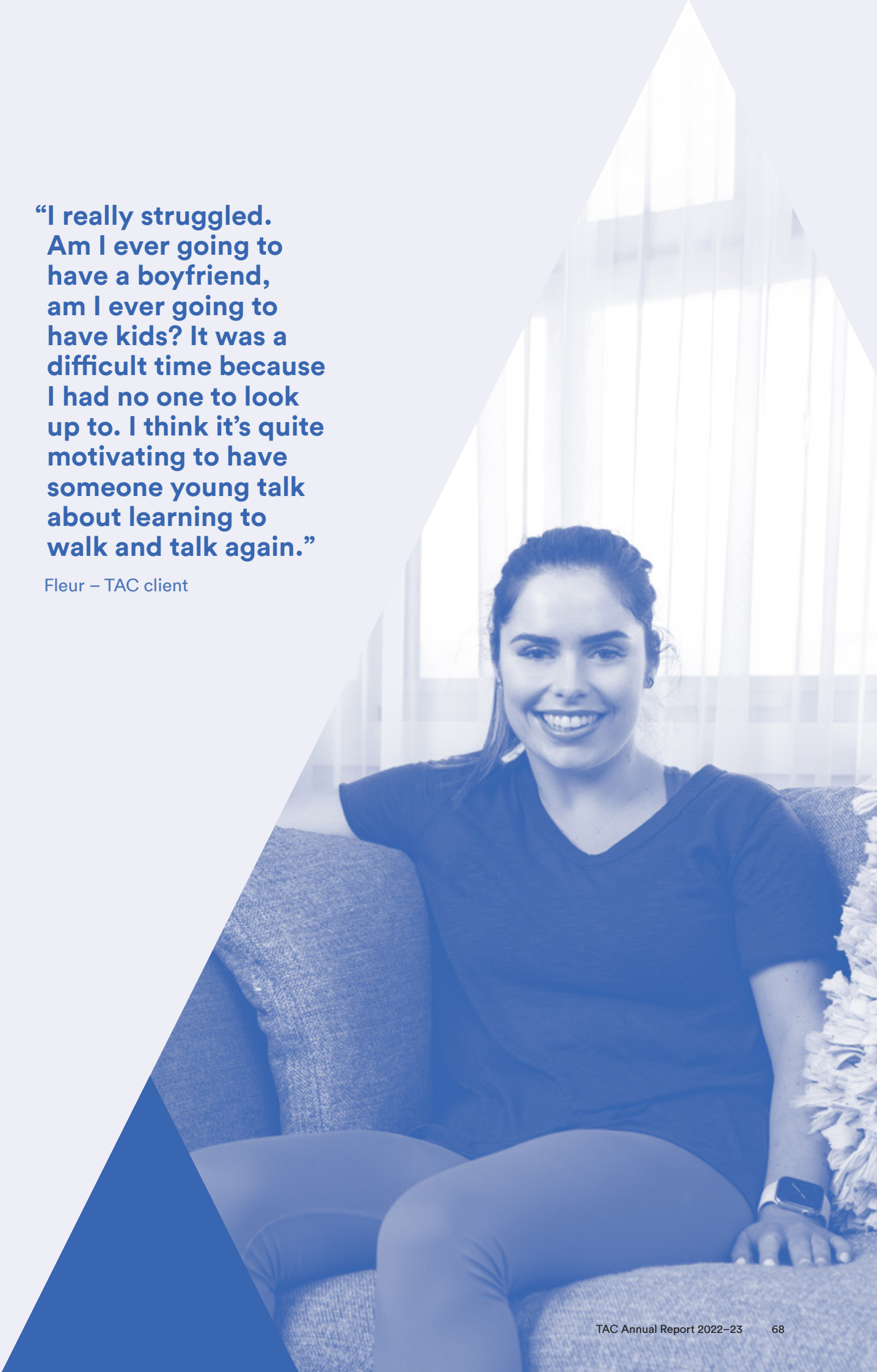
In early 2023, as part of our approach to the commemoration of International Day for the Elimination of Racial Discrimination, we supported the Victorian Equal Opportunity and Human Rights campaign, ‘Racism. It Stops With Me’, and partnered with external trainers to deliver Introduction to Anti-Racism training.

In 2023, we also launched multi-faith prayer rooms to provide space for quiet prayer, mindfulness, meditation, and private reflection within our head office in Geelong, and our new offices in Melbourne CBD and Narre Warren.



“I really struggled. Am I ever going to have a boyfriend, am I ever going to have kids? It was a difficult time because I had no one to look up to. I think it’s quite motivating to have someone young talk about learning to walk and talk again.”

Fleur – TAC client



Safeguarding our scheme

By constantly evaluating emerging risks and using contemporary analytical methods, monitoring and information gathering techniques, the TAC is better equipped to identify potential fraud and claim irregularities at their source.

Fraud prevention and detection remained key priorities throughout 2022–23, as we recognise the importance of safeguarding our organisation against potential risks. Our Forensics Group has continued to proactively identify vulnerabilities and mitigate fraudulent activities, particularly in relation to provider billing.

Through the use of advanced monitoring technologies and data analytics, we have significantly improved our detection capabilities, enabling us to identify suspicious patterns and anomalous behaviour more efficiently. This has resulted in a notable increase in the number of investigations initiated and fraudulent activities disrupted.

The TAC’s commitment to continuous improvement and staying ahead of evolving fraud trends has allowed us to protect our organisation’s assets and maintain the trust of our stakeholders.

Throughout 2022–23, the following enforcement action was taken:

- Twenty-one prosecutions were finalised through the Magistrates Court. All cases resulted in a finding of guilt, with a total restitution amount of \$741,000 awarded to the TAC.

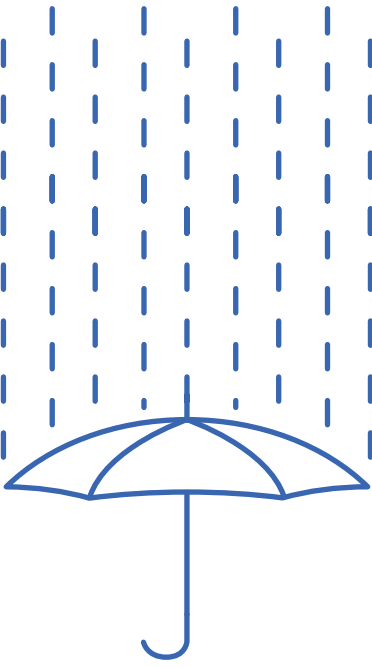
- At the end of the financial year, 23 matters remained before the courts, with TAC alleging fraud against the scheme totalling \$1,105,854.
- There were four matters where prosecution was endorsed and yet to be finalised within the courts, totalling \$820,000.
- There were ten matters related to TAC clients wanted on warrant, with charges yet to be served. The total fraud amount outstanding is \$394,000.
- In cases that did not meet the prosecution threshold, 18 warning letters were sent for breaches of the *Transport Accident Act 1986*, which related to fraud and providing false information to the TAC by clients.

BILLING REVIEW PROGRAM

During the financial year, we enhanced our external referral process, including the launch of an interactive web contact form for the notification of fraud allegations in relation to providers. This was supplemented by internal business referrals and information received from the public. This program’s focus is to ensure invoices that are supplied by service providers (and their subsequent payments) are an accurate reflection of services to our clients.

For this reporting period, we undertook continuous monitoring and reviews on more than 150 providers across a broad range of disciplines, including surgery, physiotherapy, pharmacy and general practitioners. Ten behaviour notification letters were issued over the past 12 months, formally advising providers of their obligations under our legislation.

A focus on provider overpayments throughout this business cycle resulted in the recovery of \$592,875.00.



Managing the scheme

The TAC’s objective is to ensure the agency’s activities contribute to the TAC remaining financially sustainable.

INSURANCE FUNDING RATIO

The TAC recorded an insurance funding ratio of 160.1% as at 30 June 2023, which sits above the preferred range of 100–145%. This was higher than both budget expectations and last year’s result of 148.6% – predominantly due to a higher investment return and a favourable claims experience realised in 2022–23.

OPERATING RESULTS

In 2022–23, the TAC recorded a net operating profit of \$1,657.0 million. This outcome was largely driven by a reduction in claims incurred costs as identified by the TAC’s independent actuaries, Finity, and a high investment return.

The reduction in claims costs was chiefly attributable to greater certainty regarding lower experience emerging post-COVID, as well as a reduction associated with the assumptions made through the change in external actuaries. TAC’s scheme performance initiatives continue to strengthen controls and ensure that only services that can demonstrate better client outcomes are supported.

The TAC experienced an overall investment return of 9.5% in 2022–23. Despite a financial year

challenged by continuing post-COVID inflationary pressures and global central banks’ monetary policy tightening, both global and domestic equity markets performed strongly. Over the ten-year period to June 2023, the TAC fund returned an average of 8.2% per annum. This average annual return was higher than benchmark and the TAC’s rolling ten-year investment objective return of CPI plus 5.0%.

The TAC continued to invest in marketing and road safety initiatives and road infrastructure treatments in 2022–23. The latter forms part of the TAC’s \$1.7 billion commitment to the Victorian Government’s Towards Zero Road Safety Strategy. The TAC funded a total of \$105.0 million in marketing and road safety initiatives and \$41.7 million in road safety treatments, as carried out by the Department of Transport and Planning.

TAC is expected to make a tax payment under the National Tax Equivalent Regime (NTER) to the Victorian Government in 2023–24, following the strong financial performance in 2022–23.

It has been determined that the going concern assumption remains appropriate as the TAC will have positive cash projections over the foreseeable future.

TRANSPORT ACCIDENT CHARGE

Consistent with the *Transport Accident Act 1986*, transport accident charge levels for motorists increased in line with CPI (2.53%) on 1 July 2022. The TAC also covers people injured in train and tram accidents with charges paid by the railway and tramway managers to fund these claims. Transport accident charge levels for both railways and tramways are set following a review of claims experience by independent actuaries.

Financial report

Statement by Chair, Chief Executive Officer and Chief Financial Officer

We certify that the financial report of the Transport Accident Commission has been prepared in accordance with Direction 5.2 of the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994*, applicable Financial Reporting Directions, Australian Accounting Standards including interpretations and other mandatory professional reporting requirements.

We further state that, in our opinion, the information set out in the comprehensive operating statement, balance sheet, statement of changes in equity, cash flow statement and notes to and forming part of the financial statements, present fairly the financial transactions for the year ended 30 June 2023 and the financial position of the Transport Accident Commission as at that date.

We are not aware of any circumstances which would render any particulars included in the financial report misleading or inaccurate.

We authorise the financial report for issue on 31 August 2023.



Greg Wilson
Chair



Tracey Slatter
Chief Executive Officer



Nadia Coppe
Acting Chief Financial Officer



Independent Auditor’s Report


To the Board of the Transport Accident Commission

Opinion	<p>I have audited the financial report of the Transport Accident Commission (the Commission) which comprises the:</p> <ul style="list-style-type: none">balance sheet as at 30 June 2023comprehensive operating statement for the year then endedstatement of changes in equity for the year then endedcash flow statement for the year then endednotes to the financial statements, including significant accounting policiesStatement by the Chair, Chief Executive Officer and Chief Financial Officer. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the Commission as at 30 June 2023 and its financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the <i>Financial Management Act 1994</i> and applicable Australian Accounting Standards.</p>
Basis for opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor’s Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the Commission in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board’s <i>APES 110 Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Key audit matters	<p>Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial report of the current period. These matters were addressed in the context of my audit of the financial report as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.</p>

Key audit matter	How I addressed the matter
Valuation of investment assets and investment related liabilities	
Refer to Note 4.2 of the financial report for the accounting policy associated with the valuation of investment assets and related liabilities and Note 7.3 of the financial report for the methods and assumptions applied by management in valuing investment assets and related liabilities.	
Investment assets: \$18.6 billion	My key procedures included:
Investment related liabilities: \$315.0 million	<ul style="list-style-type: none"> gaining an understanding of key controls over the outsourced arrangement, and assessing and testing their operating effectiveness obtaining reports provided by the independent assurance auditor and: <ul style="list-style-type: none"> assessing the adequacy of the scope of work agreed between management and the assurance auditor assessing the professional competence and independence of the assurance auditor in the context of the engagement evaluating findings provided in the assurance reports relying on the assurance reports to confirm the description, design and operating effectiveness of controls at the fund manager and master custodian relying on the assurance reports to confirm the existence, valuation and rights and obligations of investment assets and related liabilities at 30 June assessing the impact of any limitations, disclaimers or exceptions noted in the assurance reports on the audit. reviewing and assessing the impact of other representations given by the fund manager and master custodian obtaining further audit evidence that the value of investment assets and related liabilities not covered in the independent assurance auditor's report were materially correct assessing the completeness and adequacy of financial report disclosures against the requirements of Australian Accounting Standards.
I considered this to be a key audit matter because:	
<ul style="list-style-type: none"> investment assets and related liabilities are financially significant there are several types of investment assets and related liabilities with varying observable and unobservable inputs impacting how and when they are valued sufficient and appropriate audit evidence may not be present for the valuation of some investment assets and related liabilities. This includes those with stale investment prices at reporting date and/or those which are subject to significant estimation uncertainty the performance of financial markets fluctuated over the period impacting the value of investment assets and related investment related liabilities the management of investment assets and related liabilities is outsourced to a fund manager and a master custodian extensive disclosures are required by Australian Accounting Standards which are critical to the users understanding of the valuation of investment assets and related liabilities. 	
Management engaged an independent assurance auditor to report on the:	
<ul style="list-style-type: none"> description, design and operating effectiveness of controls at the fund manager and master custodian existence, valuation and rights and obligations of investment assets and related liabilities at 30 June. 	

Key audit matter	How I addressed the matter
Valuation of outstanding claims liability	
Refer to Note 2.1.2 of the financial report for the value of the outstanding claims liability and Note 2.1.3 of the financial report for the actuarial assumptions and methods applied by management in valuing the liability.	
Outstanding claims liability - \$16.7 billion	My key procedures included:
<p>I considered this to be a key audit matter because:</p> <ul style="list-style-type: none"> the outstanding claims liability is financially significant the underlying model used to value the liability is complex the valuation of the liability is subject to significant management assumptions and estimation uncertainty a small adjustment to a key assumption may have a significant effect on the total value of the liability extensive disclosures are required by Australian Accounting Standards which are critical to the users understanding of the valuation of this liability Management engaged actuaries to value the liability as at 30 June. 	<ul style="list-style-type: none"> assessing and testing the operating effectiveness of key controls supporting the underlying claims data used in the model assessing the completeness and accuracy of the claims data used in the model by reconciling this data to underlying claims data in the insurers systems assessing the professional competence and independence of management's actuary in the context of the engagement obtaining management's actuarial reports, and engaging an appropriately qualified independent actuary to: <ul style="list-style-type: none"> assess the appropriateness of management's selection and application of the methods, significant assumptions and data used in valuing the liability evaluate the appropriateness of the model used to value the liability challenge the reasonableness of key assumptions by comparing against claims history and accepted industry benchmarks assess the reasonableness of the reported liability value assessing the adequacy of financial report disclosures against the requirements of applicable Australian Accounting Standards.
The Board's responsibilities for the financial report	<p>The Board is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Financial Management Act 1994</i>, and for such internal control as the Board determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board is responsible for assessing the Commission's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

Auditor’s responsibilities for the audit of the financial report	<p>As required by the <i>Audit Act 1994</i>, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.</p> <p>As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:</p> <ul style="list-style-type: none">• identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control• obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Commission’s internal control• evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board• conclude on the appropriateness of the Board’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission’s ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor’s report. However, future events or conditions may cause the Commission to cease to continue as a going concern• evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation. <p>I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.</p>
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Auditor’s responsibilities for the audit of the financial report (continued)	<p>From the matters communicated with the Board, I determine those matters that were of most significance in the audit of the financial report of the current period and are therefore key audit matters. I describe these matters in the auditor’s report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in the auditor’s report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.</p>
MELBOURNE 5 September 2023	<div> Andrew Greaves Auditor-General</div>

How this report is structured

The Transport Accident Commission (TAC) is pleased to present its audited general purpose financial statements for the financial year ended 30 June 2023, providing users with the information about the TAC's stewardship of resources entrusted to it. It is presented in the following structure:

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Financial statements

Comprehensive operating statement

For financial year ended 30 June 2023

	Note	2023 \$000	2022 \$000
Premium revenue		2,109,550	2,019,555
Premium collection fees		(26,651)	(30,345)
Net premium revenue	3.1	2,082,899	1,989,210
Unexpired risk liability	3.4(b)	-	118,477
Gross claims incurred		(1,022,837)	1,254,682
Claims recoveries revenue		38,655	6,216
Net claims incurred	2.1	(984,182)	1,260,898
Administration costs	5.1	(219,143)	(204,815)
Marketing and road safety		(104,977)	(94,169)
Safer system road infrastructure		(41,745)	(82,118)
Health, compensation and disability research		(5,076)	(5,222)
Underwriting expenses		(370,941)	(386,324)
Underwriting profit / (loss)		727,776	2,982,261
Investment income / (loss)		1,646,876	(257,914)
Investment expense		(49,444)	(42,759)
Net investment income / (loss)	4.1	1,597,432	(300,673)
Repayment of capital	6.3	-	(400,000)
Profit / (loss) before income tax		2,325,208	2,281,588
Income tax benefit / (expense)	6.1	(668,543)	(773,580)
Net result for the year		1,656,665	1,508,008
Other comprehensive income		-	-
Other comprehensive income for the year		-	-
Total comprehensive result for the year		1,656,665	1,508,008

The above comprehensive operating statement should be read in conjunction with the accompanying notes to the financial statements.

Balance sheet as at 30 June 2023

	Note	2023 \$000	2022 \$000
Current assets			
Cash and cash equivalents	4.3	83,236	45,267
Claims receivable	2.2.1	81,430	88,549
Premiums receivable		12,036	12,052
Other receivables		7,619	3,415
Investments	4.2	2,578,256	2,977,507
Deferred acquisition costs	3.2	17,885	214
Other assets		8,321	11,325
Total current assets		2,788,783	3,138,329
Non-current assets			
Claims receivable	2.2.1	749,796	736,143
Other receivables		4	5
Investments	4.2	16,069,625	14,567,352
Controlled entity	8.6	42,600	39,100
Property, plant and equipment		104,444	109,310
Intangibles		39,704	46,062
Deferred tax assets	6.2	338,887	606,521
Total non-current assets		17,345,060	16,104,493
Total assets		20,133,843	19,242,822
Current liabilities			
Outstanding claims	2.2.2	1,601,782	1,609,302
Unearned premiums	3.3	849,382	810,244
Unexpired risk	3.4	-	-
Advance premiums		54,013	58,568
Investment related liabilities	4.2	281,279	462,658
Payables		81,467	105,531
Provisions		30,225	30,172
Provision for Income Tax		393,179	334,518
Lease liabilities		7,528	7,357
Total current liabilities		3,298,855	3,418,350
Non-current liabilities			
Outstanding claims	2.2.2	15,114,035	15,629,705
Investment related liabilities	4.2	33,712	160,431
Provisions		4,671	4,873
Lease liabilities		98,489	102,047
Total non-current liabilities		15,250,907	15,897,056
Total liabilities		18,549,762	19,315,406
Net assets / (liabilities)		1,584,081	(72,584)
Equity			
Reserves		34,763	27,672
Accumulated surplus / (deficit)		1,549,318	(100,256)
Total equity		1,584,081	(72,584)

The above balance sheet should be read in conjunction with the accompanying notes to the financial statements.

Statement of changes in equity

For financial year ended 30 June 2023

	Motorcycle road safety reserve	Accumulated surplus / (deficit)	Total
	\$000	\$000	\$000
At 1 July 2021	23,710	(1,604,302)	(1,580,592)
Total comprehensive result			
Net result for the year	-	1,508,008	1,508,008
Other comprehensive income	-	-	-
Total comprehensive result for the year	-	1,508,008	1,508,008
Transactions with owners, recorded directly in equity			
Transfer from accumulated surplus to motorcycle road safety reserve	8,334	(8,334)	-
Transfer from motorcycle road safety reserve to accumulated surplus	(4,372)	4,372	-
Total transactions with owners	3,962	(3,962)	-
At 30 June 2022	27,672	(100,256)	(72,584)
Total comprehensive result			
Net result for the year	-	1,656,665	1,656,665
Other comprehensive income	-	-	-
Total comprehensive result for the year	-	1,656,665	1,656,665
Transactions with owners, recorded directly in equity			
Transfer from accumulated surplus to motorcycle road safety reserve	8,545	(8,545)	-
Transfer from motorcycle road safety reserve to accumulated surplus	(1,454)	1,454	-
Total transactions with owners	7,091	(7,091)	-
At 30 June 2023	34,763	1,549,318	1,584,081

The above statement of changes in equity should be read in conjunction with the accompanying notes to the financial statements.

Cash flow statement

For financial year ended 30 June 2023

	Note	2023 \$000	2022 \$000
Cash flows from operating activities			
Premiums received		2,358,091	2,259,971
Dividends received		973,002	1,301,821
Interest received		37,319	2,027
Claims paid		(1,626,462)	(1,541,776)
Claims recoveries received		13,826	7,367
Payments to suppliers and employees		(326,812)	(264,842)
Payments for marketing and road safety projects		(107,917)	(93,995)
Payments for trauma projects and safer road infrastructure expenditure		(54,405)	(111,966)
Goods and services tax paid		(88,937)	(81,921)
Income tax paid		(342,248)	-
Net cash inflow from operating activities	4.3.2	835,457	1,476,686
Cash flows from investing activities			
Purchase of investments		(4,283,821)	(4,885,954)
Sale of investments		3,465,301	3,102,070
Funds provided to controlled entity		(3,500)	(2,500)
Payments for operating assets		(3,550)	(1,497)
Proceeds from sale of plant and equipment		1,202	542
Expenditure on intangibles		(7,300)	(11,608)
Net cash outflow from investing activities		(831,668)	(1,798,947)
Cash flows from financing activities			
Repayment of lease principal		(9,774)	(9,354)
Repayment of capital	6.3	-	(400,000)
Net cash outflow from financing activities		(9,774)	(409,354)
Net increase in cash and cash equivalents		(5,985)	(731,615)
Cash and cash equivalents at the beginning of the year		1,451,017	2,182,919
Effects of exchange rate changes on cash held in foreign currencies		(3)	(287)
Cash and cash equivalents at end of the year	4.3.1	1,445,029	1,451,017

The above cash flow statement should be read in conjunction with the accompanying notes to the financial statements.

1. Notes to the financial statements

1.1 About this report

The TAC is a government-owned enterprise, established under the *Transport Accident Act 1986* to reduce the social and financial cost of transport accident injuries to the Victorian community. Its principal address is:

Transport Accident Commission
60 Brougham St
Geelong VIC 3220

For the purposes of this financial report prepared under Australian Accounting Standards, policy refers to the cover provided under the *Transport Accident Act 1986*.

1.2 Basis of preparation

The financial report has been prepared on a going concern basis. While the TAC recorded a working capital position at 30 June 2023 of negative \$510 million (2022: negative \$280 million), it delivered a net result for the year of \$1,657 million (2022: \$1,508 million) and positive cash flows from operating activities of \$835 million (2022: \$1,477 million). Based on the cash flow projections being positive twelve months from the signing of the financial statements, the Directors have concluded that the going concern assumption of the TAC remains appropriate.

This financial report has been prepared on an accruals basis, and is based on historical costs, except for outstanding claims liabilities, recovery receivables, employee leave liabilities (which are reported at present value) and investments and plant and equipment (which are reported at fair value). Cost is based on the fair values of the consideration given in exchange for assets.

The functional and presentation currency of the TAC is the Australian dollar. Amounts have been rounded to the nearest thousand dollars unless otherwise stated.

In the application of Australian Accounting Standards, management is required to make judgements, estimates and assumptions about carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

Judgements made by management in the application of Australian Accounting Standards that have significant effects on the financial report and estimates with a significant risk of material adjustments in the next year are disclosed in notes 2.2, 2.3, 6.2 and 7.3 in the financial report.

1.3 Compliance information

The financial report is a general purpose financial report which has been prepared in accordance with the *Financial Management Act 1994* and applicable Australian Accounting Standards (AAS) which include Interpretations, issued by the Australian Accounting Standards Board (AASB).

Accounting policies selected and applied in these financial statements ensure that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported.

The Assistant Treasurer has determined that the TAC is a 'for-profit' entity for the purpose of preparing the financial statements. The financial report was authorised for issue by the Directors on 31 August 2023.

2. Clients' lives back on track

Introduction to this section

The TAC is dedicated to eliminating road deaths and serious injuries. The fundamental principle of Road Safety is that people's lives are paramount.

The TAC is dedicated to assisting Victorians to recover and rehabilitate from road accidents, paying for treatment and support services for people injured in transport accidents.

This section provides details of the expenditure incurred by TAC in these important initiatives, and the actuarial assumptions and methods used to determine the key assumptions related to such claims.

This section is structured as follows:

- 2.1 Net claims incurred
- 2.2 Claims
- 2.3 Actuarial assumptions and methods
- 2.4 Insurance contracts – risk management policies and procedures

The TAC is dedicated to assist Victorians to recover and rehabilitate from road accidents and get their lives back on track as quickly as possible. The TAC covers transport accidents directly caused by the driving of a car, motorcycle, bus, train or tram, funding medical treatment for transport accident-related injuries for as long as it is necessary.

The claims expenditure incurred in connection with helping Victorians to get their 'lives back on track', as well as expenditure incurred on trauma projects are set out below.

2.1 Net claims incurred

	Current year \$000	2023 Prior years \$000	Total \$000	Current year \$000	2022 Prior years \$000	Total \$000
Gross claims incurred						
Undiscounted	3,412,292	(6,028,862)	(2,616,570)	3,403,463	2,859,270	6,262,733
Discount movement	(1,318,376)	4,957,783	3,639,407	(1,535,653)	(5,981,762)	(7,517,415)
	2,093,916	(1,071,079)	1,022,837	1,867,810	(3,122,492)	(1,254,682)
Claims recoveries						
Undiscounted	(14,030)	(67,464)	(81,494)	(14,943)	(800)	(15,743)
Discount movement	5,204	37,635	42,839	4,012	5,515	9,527
	(8,826)	(29,829)	(38,655)	(10,931)	4,715	(6,216)
Net claims incurred	2,085,090	(1,100,908)	984,182	1,856,879	(3,117,777)	(1,260,898)

Current year claims incurred relates to risks borne in the current financial year. Prior year claims incurred relates to a reassessment of the claims assumptions (e.g. changes in economic assumptions and claims experience) made for all previous financial years and include the effects of discounting caused by the natural reduction in discount, as the claims move one year closer to settlement. Recoveries on claims paid and outstanding claims are recognised as revenue.

The net claims incurred of \$984 million (2022: negative \$1,261 million) is impacted by both internal and external (financial impact on changes in inflation assumptions and discount rates) factors as noted below:

	2023 \$M	2022 \$M
Claims incurred – internal	1,076,535	2,033,419
Claims incurred – external	(92,353)	(3,294,317)
Net claims incurred	984,182	(1,260,898)

TAC appointed Finity Consulting Pty Ltd (Finity) to provide actuarial services with effect 1 July 2022. This change resulted in a reduction in net claims incurred for 2023 of \$801.8 million. Refer to section 2.3 for discussion around the actuarial assumptions and methods.

2.2 Claims

2.2.1 Claims receivable

	2023 \$000	2022 \$000
Current		
Claims GST receivable	71,093	77,623
Claims recoveries	10,337	10,926
Total current	81,430	88,549
Non-current		
Claims GST receivable	670,725	682,490
Claims recoveries	79,071	53,653
Total non-current	749,796	736,143
Total claims receivable	831,226	824,692

Claims GST receivable amounts represent the GST credits which the TAC is entitled to claim on future claims payments. Claims recoveries receivable are assessed in a manner similar to the measurement of outstanding claims liability. A provision for impairment is recognised when there is objective evidence that the claims receivable is not recoverable.

2.2.2 Outstanding claims liability

	2023 \$000	2022 \$000
Expected future claims payments (undiscounted)	31,642,017	35,590,433
Discount to present value	(17,490,924)	(21,090,343)
	14,151,093	14,500,090
Claims handling expenses	990,575	1,112,273
	15,141,668	15,612,363
Risk margin	1,574,149	1,626,644
Outstanding claims liability	16,715,817	17,239,007
Current	1,601,782	1,609,302
Non-current	15,114,035	15,629,705
Outstanding claims liability	16,715,817	17,239,007

Outstanding claims liability as at 30 June 2023 has been determined by the Directors after appropriate consideration of the actuarial advice provided by an independent actuarial firm, Finity Consulting Pty Ltd (Finity). Finity were appointed as TAC's actuarial service provider with effect 1 July 2022. The outstanding claims liability as at 30 June 2022 was adopted based on advice provided by PricewaterhouseCoopers Consulting (Australia) Pty Ltd.

2.2.3 Reconciliation of movement in discounted outstanding claims liability

	2023			2022		
	Gross \$000	Recoveries \$000	Net \$000	Gross \$000	Recoveries \$000	Net \$000
Outstanding claims brought forward	17,239,007	(824,692)	16,414,315	20,061,424	(945,372)	19,116,052
Effect of changes in economic assumptions	(135,559)	1,006	(134,553)	(3,330,131)	3,755	(3,326,376)
Effect of past inflation rate different to assumptions	46,188	(1,889)	44,299	221,396	(1,956)	219,440
Effect of changes in other assumptions	(1,135,526)	(27,089)	(1,162,615)	(171,705)	3,759	(167,946)
Increase in claims incurred/ recoveries in current accident year	2,093,916	(8,826)	2,085,090	1,867,810	(10,932)	1,856,878
Release of risk margin and claims handling expenses	(225,266)	-	(225,266)	(287,121)	-	(287,121)
Cost of prior year claims moving one year closer to payment	379,084	(1,857)	377,227	445,069	(842)	444,227
Incurring claims recognised in the comprehensive operating statement	1,022,837	(38,655)	984,182	(1,254,682)	(6,216)	(1,260,898)
Claims payments and recoveries during the year	(1,527,732)	13,826	(1,513,906)	(1,448,206)	7,367	(1,440,839)
Increase in provision for GST credits	(18,295)	18,295	-	(119,529)	119,529	-
Outstanding claims carried forward	16,715,817	(831,226)	15,884,591	17,239,007	(824,692)	16,414,315

2.2.4 Claims development table

Claims will often take a number of years to be settled from the date the original accident occurred. The table shows the development of undiscounted outstanding claims relative to the ultimate expected claims for the ten most recent accident years.

Accident year	2014 \$000	2015 \$000	2016 \$000	2017 \$000	2018 \$000	2019 \$000	2020 \$000	2021 \$000	2022 \$000	2023 \$000	Total \$000
Estimate of ultimate claims costs:											
At end of accident year	2,770,542	2,582,261	2,725,521	2,889,012	3,103,172	3,881,985	3,131,211	3,067,180	3,077,635	3,018,890	
One year later	2,368,520	2,577,731	2,522,724	2,955,282	3,603,036	3,549,099	2,882,777	3,102,586	2,517,162		
Two years later	2,245,457	2,385,833	2,711,350	3,400,665	3,063,600	3,404,508	2,947,474	2,602,462			
Three years later	2,069,435	2,443,654	2,978,133	3,018,510	2,843,630	3,664,731	2,461,902				
Four years later	2,098,022	2,787,325	2,778,799	2,914,277	3,081,587	2,826,900					
Five years later	2,095,436	2,373,067	2,610,958	3,072,605	2,485,224						
Six years later	1,886,556	2,152,493	2,725,621	2,503,044							
Seven years later	1,797,007	2,270,095	2,092,302								
Eight years later	1,824,131										
Nine years later	1,801,048										
Current estimate of cumulative claims costs	1,801,048	1,881,199	2,092,302	2,503,044	2,485,224	2,826,900	2,461,902	2,602,462	2,517,162	3,018,890	24,190,133
Cumulative payments	(907,316)	(907,903)	(1,010,939)	(1,071,043)	(1,108,162)	(990,510)	(740,039)	(513,314)	(347,635)	(200,637)	(7,797,498)
Outstanding claims - undiscounted	893,732	973,296	1,081,363	1,432,001	1,377,062	1,836,390	1,721,863	2,089,148	2,169,527	2,818,253	16,392,635
Discount											(8,649,212)
2013 and prior claims											7,150,593
Claims handling expenses											990,575
Recoveries and GST credits											831,226
Outstanding claims per balance sheet											16,715,817

2.3 Actuarial assumptions and methods

The TAC operates the Victorian Transport Accident Compensation Scheme which is long tail in nature, meaning that many claims are settled more than one year after being reported.

Significant estimates and judgements are made by the TAC valuation actuary in respect of certain key asset and liability amounts disclosed in the financial statements. The key areas of significant estimates and judgements and the methodologies used to determine key assumptions related to claims are set out below.

2.3.1 Outstanding claims liability

The outstanding claims liability is measured on the basis of actuarially estimated costs of future claims payments, which include goods and services tax (GST), the anticipated effects of inflation and other factors. The expected future payments include those in relation to claims reported but not yet paid, claims incurred but not yet reported and the anticipated direct and indirect costs of settling those claims. The expected future payments are discounted to present value at balance date using a risk free rate.

A risk margin is applied to the outstanding claims liability to reflect the inherent uncertainty in the central estimate of the outstanding claims liability. The risk margin increases the probability that the claims liability is adequately provided for to a 75% (2022: 75%) probability of sufficiency.

The estimation of outstanding claims liabilities is based largely on the assumption that past developments are an appropriate predictor of the future and involves a variety of actuarial techniques that analyse experience, trends and other relevant factors. The process commences with the actuarial projection of the future claims payments and claims handling costs incurred to reporting date. Each benefit type is usually examined separately.

Actuarial techniques used to analyse and project the various benefit types include:

- Payments per claim incurred (PPCI)
- Payments per active claim (PPAC)
- Payments per claim settled (PPCS)
- Bornhuetter Ferguson (BF)
- Annuity based individual claim models (ICM)

Projected future claims payments and associated claims handling costs are discounted to a present value as required using appropriate risk free discount rates (i.e. rates set with reference to Commonwealth Government Securities). A projection of future claims payments are undertaken separately of both gross claims payments and recoveries.

This projection is made without bias toward over or under estimation. As such, the resulting estimate is considered to be a net central estimate of outstanding claims liabilities that has an approximately equal chance of proving adequate or inadequate.

The following assumptions have been made in determining the outstanding claims liabilities.

	30 June 2023	30 June 2022
Average claim frequency (claims per 1000 registered vehicles)	2.90	2.65
Average claim size	\$108,674	\$116,969
- Average no fault compensation size	\$17,206	\$20,224
- Average common law compensation size	\$38,471	\$38,422
- Average all other payment size	\$52,998	\$58,323
Expense rate	7.0%	7.7%
Weighted average discount rate (0 to 20 years)	4.21%	3.82%
Weighted average discount rate (21+ years)	4.49%	4.30%
Weighted average discount rate	4.39%	3.97%
Weighted average AWE inflation rate (0 to 20 years)	3.41%	3.26%
Weighted average AWE inflation rate (21+ years)	3.42%	3.40%
Weighted average CPI inflation rate (0 to 20 years)	3.80%	2.59%
Weighted average CPI inflation rate (21+ years)	2.83%	2.40%
Average weighted term to settlement from balance date	13.6 years	15.8 years
Risk margin	11.0%	11.0%

2.3.2 Process used to determine assumptions

A description of the processes used to determine these assumptions is provided below:

Average claim frequency	Claim frequency for the current accident year is estimated by projecting the number of claims incurred based on claims already reported and past patterns of claims reporting, and dividing this by the number of vehicle registrations.
Average claims size	The average claim size is in respect of the current underwriting year and takes into account the expected payments for each service group (e.g. care, income, treatment, impairment benefits, common law, other), as well as the proportion of total injured motorists which receive each benefit. The figures shown in the above table are in nominal values excluding the impact of inflation. The average claim size is further broken down into two key components; no fault compensation and common law compensation (including legal costs). This takes into account the number of injured motorists as well as the amount of compensation expected to be paid.
Expense rate	Claims handling expenses have been estimated by reference to past and projected claims handling costs across a number of different claims types. The overall allowance represents 7.0% (2022: 7.7%).
Discount rate	Discount rates adopted are “risk-free” rates, set by reference to traded Commonwealth Government securities. For years 29 onwards there are no risk free securities on issue with term to maturity beyond this point. Therefore, the long term discount rates are set with reference to historic observed discount rates, as well as the real rate of return above inflation.
Inflation	Economic inflation assumptions in the short term are set by reference to current economic forecasts. Inflation assumptions for the medium and longer term are set by blending from the short term assumptions to an assumed long term assumption, with blending based on the shape of the discount rates.
Average weighted term to settlement	The average weighted term to settlement is calculated separately by benefit type based on historic settlement patterns. It is an outworking of the models rather than an explicit assumption and represents the average inflated and discounted term of payments in the outstanding liability from the balance date to payment.
Risk margin	A risk margin is applied to the outstanding claims liability to reflect the inherent uncertainty in the central estimate of the outstanding claims liability. The risk margin increases the probability that the claims liability is adequately provided up to a 75% probability of sufficiency. The risk margin applied at balance date was 11.0% (2022: 11.0%).

2.3.3 Sensitivity analysis – insurance contracts

The TAC's valuation actuary conducts sensitivity analysis to quantify the exposure to risk of changes in the key underlying variables. The valuations included in the reported results are calculated using certain assumptions about these variables as disclosed above. The movement in any key variable will impact the performance and equity of the TAC. The tables below describe how a change in each assumption will affect the scheme liabilities and show how changes in these assumptions impact on profit and equity.

Variable	Inflation of movement in variable
Average no fault compensation size	The average no fault compensation per no fault claim will vary with the number of injured motorists receiving TAC services and the amount of that compensation. The amount depends not only on which services are received, but also on the age at which motorists are injured, as many will require care for the rest of their lives. Increases or decreases in any of these components will result in a corresponding impact on claims expense. The +/- x% movement shown in the impact table below represents an x% increase or decrease in all future estimated no fault payments included in the outstanding claims liability.
Average common law compensation size	The average common law size per no fault claim will vary with the number of injured motorists receiving common law compensation and the amount of that compensation (including legal costs). Increases or decreases in any of these components will result in a corresponding impact on claims expense. The +/- x% movement shown in the impact table below represents a x% increase or decrease in all future estimated common law payments included in the outstanding claims liability.
Expense rate	An estimate of the internal costs of handling claims is included in the outstanding claims liability. An increase or decrease in the expense rate assumption would have a corresponding impact on claims expense.
Discount rate	An increase or decrease in the assumed discount rate will have an opposing impact on total claims expense.
Inflation and superimposed inflation rates	An increase or decrease in the assumed inflation rates will have a corresponding impact on total claims expense.

2.3.4 Impact of changes in key variables

Variable	Movement	2023 Net Result \$000	2022 Net Result \$000	2023 Equity \$000	2022 Equity \$000
Recognised amounts per the financial statements		1,656,665	1,508,008	1,584,081	(72,584)
Average long term care size	+10%	1,148,358	994,933	1,075,774	(585,660)
	-10%	2,164,972	2,021,084	2,092,388	440,492
Average common law size	+10%	1,479,381	1,318,083	1,406,797	(262,509)
	-10%	1,833,949	1,697,933	1,761,365	117,341
Expense rate	+1%	1,546,711	1,395,844	1,474,127	(184,748)
	-1%	1,766,619	1,620,172	1,694,035	39,580
Weighted average discount rate (0-20 years)	+0.5%	2,194,017	2,094,316	2,121,433	513,724
	-0.5%	1,073,923	870,480	1,001,339	(710,112)
Weighted average discount rate (21+ years)	+0.5%	1,818,616	1,754,771	1,746,032	174,179
	-0.5%	1,477,491	1,228,410	1,404,907	(352,182)
Weighted average inflation rate - AWE and CPI (0-20 years)	+0.5%	1,066,991	887,545	994,407	(693,047)
	-0.5%	2,205,513	2,085,312	2,132,929	504,720
Weighted average inflation rate - AWE and CPI (21+ years)	+0.5%	1,470,580	1,221,735	1,397,996	(358,857)
	-0.5%	1,826,275	1,762,728	1,753,691	182,136

2.4 Insurance contracts - risk management policies and procedures

The financial condition and operation of the TAC is affected by a number of key risks including insurance risk, financial risk and operational risk.

The TAC's policies and procedures in respect of managing insurance risks are set out below.

2.4.1 Risks arising from insurance operation and policies for mitigating those risks

The TAC's performance from insurance operations is affected by the inherent nature of insurance risks and market factors external to the TAC.

The TAC's risk management strategy covers all aspects of the TAC's operations including any reinsurance risk retention limits. It also includes processes and controls in respect of the management of both financial and non-financial risks likely to be faced by the organisation.

Key aspects of the processes established to mitigate risks include:

- the maintenance and use of sophisticated management information systems, which provide reliable and up to date data on the risks to which the business is exposed at any point in time;
- actuarial models incorporating past experience, statistical methods and information derived from the management information systems to monitor claims patterns;
- catastrophic accidents are modelled and the TAC's exposures are, if elected by the TAC's Board, protected by arranging reinsurance to limit the losses arising from an individual event. The retention and limits are approved by the TAC's Board;
- where specific reinsurance coverage is elected, only reinsurers with credit ratings equal to, or in excess of, a minimum level determined by management are accepted; and
- the investment allocation strategy, established by the Victorian Funds Management Corporation (VFMC) in consultation with the TAC, is derived by the matching of assets to the underlying claims liabilities to optimise the returns within the risk management parameters.

The TAC Board has elected to retain the risk from catastrophic accidents and therefore have not entered into any reinsurance contracts.

2.4.2 Terms and conditions

The terms and conditions of the Transport Accident Compensation Scheme administered by the TAC are established under the *Transport Accident Act 1986*. The TAC offers three, six and twelve month insurance terms. The period of indemnity is generally 12 months.

Where coverage is elected, reinsurance contracts are negotiated and entered into annually to protect the TAC against large losses.

2.4.3 Concentration of insurance risk

The TAC operates the Victorian Transport Accident Compensation Scheme. The TAC’s exposure to concentration of insurance risks is motor vehicles, trains and trams.

2.4.4 Interest rate risk

Assets or liabilities arising from insurance or, where applicable, reinsurance contracts entered into by the TAC are directly exposed to interest rate risk.

2.4.5 Credit risk

The TAC has no significant concentrations of credit risk.

3. Collection of premium revenue

Introduction to this section

The funds the TAC needs to perform its key strategy are attained from payments primarily made by Victorian motorists when they register their vehicles with the Department of Transport and Planning. The expenditure incurred by the TAC in the implementation of these strategies is disclosed above and the funds that enable the delivery of the initiatives are outlined below.

This section is structured as follows:

3.1 Net premium revenue

3.2 Deferred acquisition costs

3.3 Unearned premiums

3.4 Unexpired risk liability

3.1 Net premium revenue

	2023 \$000	2022 \$000
Premium revenue	2,109,550	2,019,555
Premium collection fees	(26,651)	(30,345)
Net premium revenue	2,082,899	1,989,210

Premium revenue refers to the transport accident charge for motor vehicles and premium charge for trains and trams, and is recognised from the attachment date over the period of the policy. The pattern of recognition over the policy period is based on time, which is considered to approximate closely with the pattern of risks underwritten. Premium revenue is net of refunds and excludes stamp duty and GST.

3.2 Deferred acquisition costs

	2023 \$000	2022 \$000
Balance at 1 July	214	-
Acquisition costs incurred in the year	44,322	50,362
Amount expensed to comprehensive operating statement	(26,651)	(30,345)
Write down due to premium deficiency	-	(19,803)
Deferred acquisition costs	17,885	214

Acquisition costs represent fees incurred for the collection of transport accident charges for motor vehicles. Acquisition costs are deferred and recognised as assets where they can be reliably measured and where it is probable that they will give rise to a future benefit. Deferred acquisition costs are measured at the lower of cost and recoverable amount and are expensed to correspond to the earning pattern of the premium revenue.

The deferred acquisition cost has not been written down as a result of the recording of a premium surplus at 30 June 2023 (refer note 3.4).

3.3 Unearned premiums

	2023 \$000	2022 \$000
Balance at 1 July	810,244	776,270
Deferral of premium written in the year	849,382	810,244
Earning of premium written in previous year	(810,244)	(776,270)
Unearned premiums	849,382	810,244

Unearned premiums represent the proportion of premiums received or receivable not earned and relate to periods of insurance subsequent to balance date. They are computed on the basis that the risk attaches to all policies from the middle of the month in which they are written.

3.4 Unexpired risk liability

	2023 \$000	2022 \$000
Unexpired risk liability at beginning of year	-	138,280
Increase/(decrease) in unexpired risk liability	-	(138,280)
Unexpired risk liability at end of year	-	-
a) Calculation of premium deficiency		
Net unearned premium liability ⁽ⁱ⁾	885,510	848,795
Net present value of future claims costs	(771,258)	(782,521)
Risk margin	(84,838)	(86,077)
Gross premium surplus / (deficiency)	29,414	(19,803)
Deferred acquisition costs written down	-	19,803
Net premium surplus / (deficiency)	29,414	-

⁽ⁱ⁾ Net unearned premium liability includes Unearned Premiums and Advance Premiums, less Gross deferred acquisition costs recognised

b) Movements in carrying amounts		
Amount expensed to comprehensive operating statement	-	(118,477)
Deferred acquisition costs written down	-	(19,803)
	-	(138,280)

At each reporting date the TAC performs a liability adequacy test to assess whether the unearned premium liability is sufficient to cover all expected future cash flows relating to future claims against current insurance contracts.

The unearned premium liability is deemed to be deficient when the expected future cash claims plus the additional risk margin (refer to 2.3) exceeds the unearned premium liability less related intangible assets and deferred acquisition costs.

The entire deficiency is recognised immediately in the comprehensive operating statement. The deficiency is recognised first by writing down any related intangible assets and then related deferred acquisition costs, with any excess being recorded in the balance sheet as an unexpired risk liability. A gross surplus of \$29.4 million was recorded at 30 June 2023 (2022: deficiency of \$19.8 million).

4. Investment portfolio

Introduction to this section

This section includes the investments that are held by the TAC that are used to supplement the premiums earned to fund its functions.

This section contains the following disclosures:

- 4.1 Net investment income
- 4.2 Investments
- 4.3 Cash and cash equivalents

4.1 Net investment income

	2023 \$000	2022 \$000
Dividends	972,595	1,303,014
Interest	37,669	6,086
Changes in fair values of investments through the comprehensive operating statement	636,612	(1,567,014)
Investment income	1,646,876	(257,914)
Investment expense	(49,444)	(42,759)
Net investment income	1,597,432	(300,673)

Dividend income is recognised when the TAC's right to receive payment has been established. Dividend income through trust distributions is recognised when the market prices are quoted ex-distribution for listed trusts, while unlisted trust distributions are recognised when the trustee declares a distribution. Interest income is recognised on an accrual basis.

Changes in fair values of investments is the difference between the fair value of the investments at 30 June 2022 or the cost of acquisition (for investments purchased during the year), and sales proceeds or their fair value at 30 June 2023.

Investment expenses are fees paid to the VFMC under the Client Funds Management Service Agreement and other professional fees incurred by the TAC in relation to the management of the investment portfolio.

The net return on the investment portfolio for the year was positive 9.48% (2022: negative 1.73%).

4.2 Investments

The TAC's investment activity is undertaken pursuant to the *Transport Accident Act 1986*, the *Borrowing and Investment Powers Act 1987* and the Treasurer's Prudential Statement. It is the Victorian Government's policy that all the investment assets of the TAC be managed by the VFMC.

Under the Centralised Model implemented by the Victorian Government in July 2006, the TAC is responsible for setting its investment objectives whilst the VFMC has responsibility to develop appropriate investment strategies that target the TAC's investment objectives. The investment strategy that is determined by the VFMC for the TAC is documented in a detailed Investment Risk Management Plan (IRMP) which is approved by the Treasurer. The IRMP is prepared by the VFMC and addresses issues concerning strategy, portfolio construction, benchmarks and risk management.

The prudential supervision responsibility of the investments rests with the Department of Treasury and Finance (DTF). The VFMC Board is required to certify to the DTF on an annual basis and on a semi-annual basis to the TAC, that the TAC's investment portfolio has been managed in accordance with the accepted IRMP and with the TAC's investment objectives. The TAC is responsible for the review of the contractual and service level agreements and for periodically reviewing and discussing with the VFMC its investment performance against its investment objectives.

The investment portfolio consists of a range of assets to match TAC's liability characteristics and equities to provide for long term growth and other assets that provide diversification benefits across the general portfolio.

	2023 \$000	2022 \$000
Investment assets		
Cash and cash equivalents	1,361,793	1,405,750
Cash collateral and margin accounts	30,913	85,407
Receivables	1,152,163	1,216,804
Derivative assets	35,883	272,540
Equity and managed investment schemes	16,067,129	14,564,358
	18,647,881	17,544,859
Investment related liabilities		
Cash collateral and margin accounts	(9,051)	(156,107)
Payables	-	(8)
Derivative liabilities	(305,940)	(466,974)
	(314,991)	(623,089)
Total	18,332,890	16,921,770

TAC has uncalled capital commitments within its investments totalling \$3,287 million as at 30 June 2023 (2022: \$2,482 million), which have not been recognised on the balance sheet.

	2023 \$000	2022 \$000
Current		
Investment assets	2,578,256	2,977,507
Investment related liabilities	(281,279)	(462,658)
Non-current		
Investment assets	16,069,625	14,567,352
Investment related liabilities	(33,712)	(160,431)
Total	18,332,890	16,921,770

4.2.1 Assets backing insurance liabilities

The TAC's investment portfolio is managed by the VFMC through internal management and external fund managers and a Master Custodian. The Master Custodian holds the investments and conducts settlements pursuant to instructions from internal management and fund managers.

The TAC has determined that all assets, except for plant and equipment and intangibles, are held to back insurance liabilities. Investments are designated at fair value through profit and loss on the basis that the investments are managed as a portfolio based on their fair values, and have their performance evaluated in accordance with documented risk management and investment strategies. Initial recognition is at cost in the balance sheet and subsequent measurement is at fair value with any resultant changes in fair value recognised in the comprehensive operating statement.

Details of fair value for the different types of investment assets are listed below:

- cash assets, deposits held at call with banks and investments in money market instruments are carried at face value which approximate to their fair value;
- cash collateral and margin accounts refers to amounts held as security against future counterparty performance. These assets are recorded at face value and categorised as Level 1. Margin accounts represent cash held with a broker or central counterparties against open futures contracts and/or other derivatives;
- investments in discounted money market instruments are valued at their quoted mid-price at the balance sheet date, as with fine trading spreads in this market, there is an ability to transact at mid-price;
- shares, fixed interest securities, options and units in trusts listed on stock exchanges or traded in an open market are initially recognised at cost (which is equal to fair value) and the subsequent fair value is taken as the quoted bid price of the instruments at the balance sheet date;
- futures contracts listed on recognised exchanges are valued using the quoted settlement price; and
- units in unlisted trusts are recorded at fair value as determined by the fund manager or valuation by other skilled independent third parties. In determining fair value, the manager or third parties use observable market transactions of the units and underlying assets where available and applicable; some of the underlying assets of the trusts are valued using valuation models that include inputs which are not based on observable market data.

Refer to note 7.3 for discussion on valuation judgements in relation to the fair value of investments.

All purchases and sales of investments that require delivery of the asset within the time frame established by regulation or market convention ('regular way' transactions) are recognised at trade date, being the date on which the commitments are made to buy or sell the asset. In cases where the period between trade and settlement exceeds this time frame, the transaction is recognised at settlement date.

Investments held at balance sheet date that are denominated in foreign currencies are retranslated to Australian dollars at rates of exchange ruling at the balance sheet date. Exchange differences are recognised in the comprehensive operating statement in the period in which they arise. Investments are derecognised when the rights to receive future cash flows from the assets have expired, or have been transferred, and the TAC has transferred substantially all the risks and rewards of ownership.

Investments that are due to mature, expire or be realised within twelve months of balance date are classified as current investments in the balance sheet. While this classification policy may result in a reported working capital deficit, the TAC holds high quality liquid assets in its investment portfolio which are readily convertible to cash assets. In addition, the TAC is normally cash flow positive with premium and investment income exceeding claims and administrative cost payments.

4.2.2 Derivative financial instruments

VFMC and fund managers use derivative financial instruments such as foreign exchange contracts, futures, swaps and options to more effectively manage the risks associated with investing in large institutional portfolios. Derivatives are originally recognised at fair value at the date a derivative contract is entered into and are subsequently remeasured to their fair value at each reporting date with any gain or loss recognised in the comprehensive operating statement.

The fair value of forward exchange contracts is calculated by reference to current forward exchange rates for contracts with similar maturity profiles. The fair value of interest rate swap contracts is determined by reference to market values for similar instruments.

4.3 Cash and cash equivalents

4.3.1 Reconciliation of cash and cash equivalents

For the purpose of the cash flow statement, cash includes cash on hand and at banks and cash equivalent assets. Cash equivalent assets are highly liquid investments with short periods to maturity, which are readily convertible to cash at the option of the TAC. Cash at the end of the financial year, as shown in the cash flow statement, is reconciled to the related items in the balance sheet as follows:

	2023 \$000	2022 \$000
Cash and cash equivalents (bank)	83,236	45,267
Cash equivalents (investments)	1,361,793	1,405,750
Total	1,445,029	1,451,017

4.3.2 Reconciliation of net cash flows from operating activities to net results

	2023 \$000	2022 \$000
Net result for the year	1,656,665	1,508,008
Depreciation and amortisation	24,563	22,350
Finance costs	(338)	(3,614)
Changes in fair values of investments through the comprehensive operating statement	(636,612)	1,567,014
Loss / (profit) on sale of plant and equipment	(406)	(55)
Loss / (profit) on lease modification	-	(126)
Repayment of capital	-	400,000
Changes in assets and liabilities		
Increase / (decrease) in outstanding claims	(523,190)	(2,822,417)
Increase / (decrease) in unearned premiums	39,138	33,974
Decrease / (increase) in receivables and other assets	(25,331)	112,179
Increase / (decrease) in creditors and provisions	(25,327)	(114,207)
Decrease / (increase) in net deferred tax balances	267,634	439,062
Increase / (decrease) in income tax payable	58,661	334,518
Net cash inflow / (outflow) from operating activities	835,457	1,476,686

5. Cost of operations

Introduction to this section

This section provides details of costs incurred by TAC to support its day-to-day operating activities.

This section contains the following disclosures:

5.1 Administration costs

5.1 Administration costs

	2023 \$000	2022 \$000
Staff and related	156,325	145,955
Information technology	16,165	14,538
Occupancy and utilities	7,263	6,370
Other operating	16,713	17,534
Depreciation and amortisation	22,677	20,418
Total	219,143	204,815
Total administration costs include the following:		
Operating lease rentals	1,777	1,590
Auditor-General's fees	246	200
Interest on leases	3,102	3,208
Unwind of discount and effect of changes in the discount rate on employee provision	(338)	(3,614)

6. Taxation and shareholder transactions

Introduction to this section

The TAC is required to pay income tax equivalent under the National Tax Equivalent Regime.

This section contains the following disclosures:

6.1 Income tax

6.2 Deferred tax

6.3 Repayment of capital

6.1 Income tax

In accordance with section 88 (3D) of the *State Owned Enterprises Act 1992*, the TAC is required to pay income tax equivalent under the National Tax Equivalent Regime (NTER). The income tax expense or benefit comprises current and deferred tax.

	2023 \$000	2022 \$000
Income tax recognised in comprehensive operating statement		
Income tax expense comprises:		
Current tax expense	393,179	334,518
Deferred tax adjustment - utilisation of carried forward losses	-	860,138
Deferred tax adjustment - movement in temporary differences	275,841	(421,061)
Adjustment in respect of prior years	(477)	(15)
Total tax expense	668,543	773,580
Deferred tax adjustment movement in temporary differences comprises:		
(Increase) / Decrease in deferred tax assets	269,223	(109,619)
Increase / (Decrease) in deferred tax liabilities	6,618	(311,442)
	275,841	(421,061)
Reconciliation between net result before tax and income tax expense		
Net profit before tax	2,325,208	2,281,588
Tax at the statutory rate of 30% (2022 - 30%)	697,562	684,476
Repayment of contributed capital	-	120,000
Imputation gross-up on dividends received	12,231	13,176
Franking credits and withholding tax on dividends received	(40,771)	(43,921)
Sundry items	(479)	(151)
Income tax expense	668,543	773,580

6.2 Deferred Tax

Deferred tax balances	2023 \$000	2022 \$000
Deferred tax assets comprise:		
Claims handling expense included in outstanding claims	329,862	370,387
Unrealised losses on investments	-	214,841
Sundry items	15,643	21,293
	345,505	606,521
Deferred tax liabilities comprise:		
Unrealised gain on investments	6,618	-
	6,618	-
Net deferred tax assets	338,887	606,521

Deferred tax is recognised for all taxable temporary differences and is calculated based on the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes.

Deferred tax assets and liabilities are recognised for temporary differences at the tax rates that are expected to apply when the assets and liabilities are realised or settled, based on tax rates that have been enacted or substantially enacted by reporting date.

Deferred tax assets are recognised only to the extent that it is probable that sufficient taxable amounts will be available against which deductible temporary differences or unused tax losses and tax offsets can be utilised. However, deferred tax assets and liabilities are not recognised if the temporary differences giving rise to them arise from the initial recognition of assets and liabilities which affect neither taxable income nor accounting profit.

The carrying amount of deferred tax assets is reviewed at each balance sheet date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred tax asset to be utilised.

Deferred tax assets and liabilities are offset as the TAC settles its current tax assets and liabilities on a net basis.

6.3 Repayment of capital

The TAC made no capital repayments to the Victorian State Government during 2022–23 (2021–22: \$400 million).

7. Financial instruments

Introduction to this section This section provides information on the sources of finance utilised by the TAC during its operations, including disclosures of balances that are financial instruments and discussion on valuation judgements	This section contains the following disclosures: 7.1 Financial risk management 7.2 Offsetting financial assets and financial liabilities 7.3 Fair value – Financial assets and financial liabilities
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7.1 Financial risk management

The TAC’s financial assets and liabilities are exposed to a variety of financial risks including market risk (consisting of interest rate, foreign currency and equity price risk), credit risk and liquidity risk.

7.1.1 Market risk

Market risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices. The VFMC manages market risk by seeking input from the TAC’s actuaries to ensure the investment mix is appropriate to service future liabilities and that projected outcomes are in line with the TAC’s overall investment objectives and remain within the risk parameters approved by the Treasurer.

7.1.1.1 Interest rate risk

Interest rate risk is the risk that the TAC is impacted by significant changes in interest rates. The VFMC manages interest rate risk through an asset allocation strategy for the TAC’s investment portfolio, which acts as an economic hedge against the insurance liabilities of the TAC. To the extent that these assets and liabilities can be matched, no gain or loss is recognised. The VFMC uses derivatives to manage the interest rate risk on interest rate sensitive assets. Interest rate swap contracts and forward rate agreements are used to mitigate interest rate risks.

A summary of the TAC’s interest-bearing financial instruments is as follows:

	Variable rate 2023 \$000	Fixed rate 2023 \$000	Total 2023 \$000	Variable rate 2022 \$000	Fixed rate 2022 \$000	Total 2022 \$000
Financial assets						
Cash and cash equivalents	83,236	-	83,236	45,267	-	45,267
Investments:						
- derivative assets	-	-	-	-	3,346	3,346
- other investments	1,371,344	-	1,371,344	1,283,751	-	1,283,751
	1,454,580	-	1,454,580	1,329,018	3,346	1,332,364
Financial liabilities						
Derivative liabilities	-	-	-	-	21,766	21,766
Other liabilities	-	106,017	106,017	-	109,404	109,404
	-	106,017	106,017	-	131,170	131,170
Total	1,454,580	(106,017)	1,348,563	1,329,018	(127,824)	1,201,194

7.1.1.2 Interest rate sensitivity

A 0.5% movement in interest rates (or discount rates) is used by the TAC's actuaries to present the sensitivities of the actuarial claims liabilities to management to allow them to monitor interest rate risk on liabilities. A sensitivity table is not disclosed, as the impact of a 0.5% movement in interest rates with all other variables held constant on the TAC's net profit and equity is not material.

7.1.1.3 Foreign currency risk

Foreign currency risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates. The TAC is exposed to foreign exchange risk through its investments which are denominated in foreign currency, and anticipated future transactions.

The VFMC limits foreign exchange risk through the use of forward currency contracts where it agrees to sell specified amounts of foreign currencies in the future at a predetermined exchange rate. The proportion of foreign exchange risk which is hedged is reviewed regularly to ensure that the net exposure is maintained at a level which is consistent with the overall investment objectives.

The foreign exchange risk disclosures have been prepared on the basis of the TAC's direct investment and not on a look-through basis for investments held indirectly through unit trusts. Consequently the disclosure of currency risk in the note may not represent the true currency risk profile of the TAC where a unit trust has significant investments which have exposure to the currency markets.

The TAC's exposure is mainly via the major currencies such as United States dollar, Japanese yen, the Euro and British pound.

7.1.1.4 Foreign currency sensitivity

The following table details the TAC's sensitivity to a 10% increase or decrease in the Australian Dollar against the relevant foreign currencies with all other variables held constant.

	2023 \$000	2022 \$000
Impact on profit and equity of a 10% increase in foreign exchange rates:		
- Before impact of foreign exchange derivatives	(123,622)	(128,963)
- Impact of foreign exchange derivatives	639,330	278,979
- After impact of foreign exchange derivatives	515,708	150,016
Impact on profit and equity of a 10% decrease in foreign exchange rates:		
- Before impact of foreign exchange derivatives	151,093	157,622
- Impact of foreign exchange derivatives	(781,402)	(340,975)
- After impact of foreign exchange derivatives	(630,309)	(183,353)

7.1.1.5 Equity price risk

The TAC is exposed to equity price risk arising from investments both within Australian markets and overseas (refer to note 4.2). Equity investments are held for strategic rather than trading purposes. The VFMC limits price risk through diversification of the equity investment portfolio.

7.1.1.6 Equity price sensitivity

At reporting date, if listed/unlisted equity prices had been 10% higher or lower and all other variables were held constant, the TAC's net profit and equity would increase or decrease by \$1,131.3 million (2022: \$1,031.6 million).

7.1.2 Credit risk

Credit risk refers to the risk that an issuer or counterparty will default on its contractual obligations resulting in financial loss to the TAC. The VFMC manages counterparty credit risk by conducting due diligence on counterparties and will only deal with counterparties of high quality with substantial balance sheets. Agreements also contain provisions for the agreement to be reviewed or rescinded upon the occurrence of specified events relating to counterparty credit and liquidity.

Assessment processes also ensure that well-defined documentation underpins each transaction, that clear rules exist for completing single transactions with a particular counterparty, and that appropriate credit limits exist to accommodate the transaction. Exposure is measured on a multi-tiered basis according to factors such as the individual transaction, counterparty total and credit rating total, and is monitored by personnel separated from the dealing function. When conducting over-the-counter derivative transactions, bilateral legal contracts must be signed with the counterparty prior to execution of the transaction.

The establishment of appropriate policies and multi-tiered limits ensures that TAC maintains a diversified portfolio without any significant concentration of credit risk on an industry, regional or country basis. The TAC's maximum exposure to credit risk at balance date in relation to each class of financial asset is the carrying amount of those assets as indicated in the balance sheet.

7.1.2.1 Concentrations of credit risk

The VFMC manages credit risk by diversifying the exposure amount with particular issuers and counterparties. The TAC does not have any significant concentration of credit risk on an industry, regional or country basis. The investment strategy for the TAC is to ensure a diversified portfolio. The table below provides information regarding credit risk exposure of the TAC by classifying assets according to the VFMC's credit ratings of counterparties.

	Investment grade \$000	Non-investment grade \$000	Total \$000
2023			
Cash and cash equivalents	83,236	-	83,236
Cash equivalents (investments)	1,361,793	-	1,361,793
Derivative assets	-	35,883	35,883
Other receivables	-	7,623	7,623
Total	1,445,029	43,506	1,488,535

	Investment grade	Non-investment grade	Total
2022	\$000	\$000	\$000
Cash and cash equivalents	45,267	-	45,267
Cash equivalents (investments)	1,405,750	-	1,405,750
Derivative assets	-	272,540	272,540
Other receivables	-	3,420	3,420
Total	1,451,017	275,960	1,726,977

The VFMC classifies all assets with Standard and Poor's credit ratings of AAA to BBB- as investment grade.

Non-investment grade assets include assets that fall outside the range of AAA to BBB- Standard and Poor's credit ratings as well as non-rated assets that are within the risk parameters outlined in the Investment Risk Management Plan.

7.1.3 Liquidity risk

Liquidity risk arises from the TAC being unable to meet financial obligations as they fall due. The VFMC manages liquidity risks through holding high quality liquid assets in its total investment portfolio, which are readily convertible to cash assets. The TAC is normally cash flow positive with premium and investment income exceeding claims and administrative cost payments.

The following table summarises the maturity profile of the TAC's financial liabilities. The table is based on the undiscounted cash flows of financial liabilities and on the earliest date on which the TAC can be required to pay.

	Less than 3 months	3–12 months	1–5 years	5+ years	Total
2023	\$000	\$000	\$000	\$000	\$000
Payables	81,467	-	-	-	81,467
Finance lease liabilities	1,882	5,646	29,838	68,651	106,017
Derivative liabilities	45,590	226,637	33,709	4	305,940
Total	128,939	232,283	63,547	68,655	493,424

	Less than 3 months	3–12 months	1–5 years	5+ years	Total
2022	\$000	\$000	\$000	\$000	\$000
Payables	105,531	-	-	-	105,531
Finance lease liabilities	1,839	5,518	33,395	68,652	109,404
Derivative liabilities	105,380	201,163	160,431	-	466,974
Total	212,750	206,681	193,826	68,652	681,909

Creditors and accruals are normally settled within 30 days and are carried at nominal value which approximates fair value.

The table above includes only the liquidity analysis in relation to contractual (as opposed to statutory) financial liabilities. While the liability for outstanding claims is the most significant liability for which payments will need to be made in the future, these do not meet the definition of a financial liability.

7.2 Offsetting financial assets and financial liabilities

The following table identifies financial assets and liabilities which have been offset in the balance sheet in accordance with *AASB 132 Financial Instruments: Presentation* and those which have not been offset in the balance sheet but are subject to enforceable master netting agreements (or similar arrangements) with trading counterparties.

Financial assets and financial liabilities subject to offsetting arrangements:

	Related amount not set off in Balance Sheet			
	Gross and net amount included in Balance Sheet	Related amount subject to master netting agreements	Collateralised obligation	Net Amount
2023	\$000	\$000	\$000	\$000
Derivative assets	35,883	(23,024)	(8,407)	4,452
Derivative liabilities	(305,940)	23,024	-	(282,916)
Total	(270,057)	-	(8,407)	(278,464)

2022				
Derivative assets	272,540	(137,708)	(127,627)	7,205
Derivative liabilities	(466,974)	137,708	17,558	(311,708)
Total	(194,434)	-	(110,069)	(304,503)

7.3 Fair value – financial assets and financial liabilities

The TAC determines the policies and procedures for fair value measurements in accordance with the requirements of *AASB 13 Fair Value Measurement* and the relevant Financial Reporting Directions.

All assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within the fair value hierarchy as follows:

- Level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities.
- Level 2: inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).
- Level 3: inputs for the asset or liability that are not based on observable market data (unobservable inputs).

For the purpose of fair value disclosures, the TAC has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.

In addition, the TAC determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation at the end of each reporting period.

TAC holds financial instruments that are recorded in the financial statements, with carrying amounts approximate to fair value due to their short-term nature. These financial instruments are measured at amortised cost and include:

- Other Receivables
- Lease Liabilities
- Payables

The following tables illustrate the level in the fair value hierarchy in which fair value measurements are categorised for financial assets and financial liabilities.

30 June 2023	Fair value measurement at end of the reporting period using:			
	Level 1 \$000	Level 2 \$000	Level 3 \$000	Total \$000
Financial Assets				
Cash and cash equivalents	83,236	-	-	83,236
Investment Assets				
Cash investments	1,361,793	-	-	1,361,793
Cash collateral and margin accounts	30,913	-	-	30,913
Receivables	1,152,163	-	-	1,152,163
Derivative assets	782	35,101	-	35,883
Equity and managed investment schemes				
Australian bonds	-	535,493	-	535,493
Australian equities	-	2,104,112	-	2,104,112
Emerging market debt	-	495,145	-	495,145
Hedge funds	-	79,068	793,039	872,107
Inflation linked bonds	-	926,355	-	926,355
Infrastructure	-	-	1,747,341	1,747,341
Insurance	-	-	154,868	154,868
International equities	-	5,348,728	-	5,348,728
Opportunistic	-	-	40,922	40,922
Private credit	-	57,656	1,522,472	1,580,128
Private equity	-	-	17,483	17,483
Property	-	-	1,870,208	1,870,208
US bonds	-	374,239	-	374,239
Debt securities	-	-	-	-
	2,628,887	9,955,897	6,146,333	18,731,117
Financial liabilities				
Investment related liabilities				
Cash collateral and margin accounts	9,051	-	-	9,051
Payables	-	-	-	-
Derivative liabilities	114	305,826	-	305,940
	9,165	305,826	-	314,991
Net financial assets	2,619,722	9,650,071	6,146,333	18,416,126

30 June 2022	Fair value measurement at end of the reporting period using:			
	Level 1 \$000	Level 2 \$000	Level 3 \$000	Total \$000
Financial Assets				
Cash and cash equivalents	45,267	-	-	45,267
Investment Assets				
Cash investments	1,405,750	-	-	1,405,750
Cash collateral and margin accounts	85,407	-	-	85,407
Receivables	1,216,804	-	-	1,216,804
Derivative assets	7,700	264,840	-	272,540
Equity and managed investment schemes				
Australian bonds	-	779,507	-	779,507
Australian equities	-	1,842,899	-	1,842,899
Emerging market debt	-	443,605	-	443,605
Hedge funds	-	115,819	730,040	845,859
Inflation linked bonds	-	1,115,225	-	1,115,225
Infrastructure	-	-	1,437,929	1,437,929
Insurance	-	-	181,586	181,586
International equities	-	4,220,207	-	4,220,207
Opportunistic	-	-	224,107	224,107
Private credit	-	5,808	1,230,180	1,235,988
Private equity	-	-	17,314	17,314
Property	-	5,872	1,747,764	1,753,636
US bonds	-	466,496	-	466,496
Debt securities	-	-	-	-
	2,760,928	9,260,278	5,568,920	17,590,126
Financial liabilities				
Investment related liabilities				
Cash collateral and margin accounts	156,107	-	-	156,107
Payables	8	-	-	8
Derivative liabilities	494	466,480	-	466,974
	156,609	466,480	-	623,089
Net financial assets	2,604,319	8,793,798	5,568,920	16,967,037

7.3.1 Transfer between categories

An amount of \$31.1 million was transferred from level 2 to level 3 during the year ended 30 June 2023 (2022: \$224.0 million).

7.3.2 Reconciliation of Level 3 fair value measurements of financial assets:

	Total Level 3 \$000
Balance at beginning of the year	5,568,920
Gain/(loss) recognised in the comprehensive operating statement	(43,443)
Sales	(338,171)
Purchases	927,969
Transfer in from Level 2	31,058
Closing Balance	6,146,333
Total gains for the period included in profit or loss for assets held at the end of the period	3,205

7.3.3 Fair value determination

The fair value of the financial assets and liabilities is included at the amount at which the instrument could be exchanged in a current transaction between willing parties, other than in a forced or liquidation sale.

7.3.3.1 Key assumptions and inputs to estimation uncertainty

The disclosures below provide details of the inputs and assumptions used in the current valuation models.

A majority of the investments with estimation uncertainty are held via third party pooled investment vehicles, and as such the TAC is not privy to the detailed assumptions or valuation techniques used to value the underlying investment assets. The TAC is reliant on third parties for these valuations and the quantitative information regarding significant unobservable inputs used in the fair value measurement cannot be assessed.

An example of the key inputs and assumptions typically considered is shown below.

Investment asset	Valuation technique	Key inputs and assumptions
Infrastructure Investments	Discounted cash flows	<ul style="list-style-type: none"> risk free discount rates risk premium asset utilisation rates capital expenditure and operating cost forecasts other estimated future cash flows dependent on the longer term general economic forecasts forecast performance of applicable underlying assets
Private Equity Investments	Multiples of earnings, discounted cash flow, market equivalents and other market accepted methodologies	<ul style="list-style-type: none"> identification of appropriate comparables estimated future profits risk free rate, risk premium
Property Investments	Discounted cash flow, capitalisation and direct comparison methodologies	<ul style="list-style-type: none"> estimated future cash flows future economic and regulatory conditions
Fixed Income Investments and Hedge Fund, Private Credit and Insurance Investments	Fixed income investments - third party pricing servicers, which source prices from brokers and market makers Liquid securities quoted on an exchange or traded in a dealer market Less liquid securities - discounted cash flow, amortised cost, direct comparison and others	<ul style="list-style-type: none"> appropriate credit spread and other risk premium future risk free rate estimated future cash flows identification of appropriate comparable assets future economic and regulatory conditions life expectancy estimates and mortality probabilities

8. Other disclosures

Introduction to this section This section includes additional material disclosures required by accounting standards or otherwise, for the understanding of this financial report.	This section contains the following disclosures: 8.1 Responsible persons 8.2 Remuneration of executive officers 8.3 Related parties 8.4 Motorcycle road safety reserve 8.5 Commitments and contingencies 8.6 Controlled entity 8.7 Events after reporting date 8.8 Application of standards not yet effective
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8.1 Responsible persons

In accordance with the Ministerial Directions issued by the Assistant Treasurer under the *Financial Management Act 1994*, the following disclosures are made regarding responsible persons for the reporting period.

8.1.1 Names

The responsible persons who held office during the financial year are as follows:

Responsible Ministers

Honourable Danny Pearson MP

- Minister for Government Services
- Assistant Treasurer
- Minister for WorkSafe and the TAC
- Minister for Consumer Affairs

Honourable Melissa Horne MP (appointed December 2022)

- Minister for Casino, Gaming and Liquor Regulation
- Minister for Local Government
- Minister for Roads and Road Safety
- Minister for Ports and Freight

Honourable Ben Carroll MP (ended December 2022)

- Minister for Roads and Road Safety
- Minister for Public Transport
- Minister for Industry Support and Recovery
- Minister for Business Precincts

Directors

Mr Greg Wilson (Chair)

Ms Jane Brockington

Mr Robert Cameron (appointed 10 October 2022)

Mr James Flintoft

Mr David Heath

Ms Catherine Jones (appointed 1 September 2022)

Ms Sharon McCrohan

Mr John Merritt

Dr Samantha Smith

Chief Executive Officer¹

Mr Joe Calafiore (ended 31 May 2023)

Mr Tony Dudley (appointed 1 June 2023)

¹ Ms Tracey Slatter was appointed as the new Chief Executive Officer effective 3 July 2023

8.1.2 Remuneration

	2023 \$000	2022 \$000
Total remuneration received or receivable by responsible persons ¹	1,167	1,190

¹ The compensation detailed above excludes the salaries and benefits of the Portfolio Ministers. The Minister's remuneration and allowances are set by the *Parliamentary Salaries and Superannuation Act 1968* and are reported within the Annual Financial Report of the State.

The number of responsible persons of TAC whose remuneration falls within the following bands was:

Income Band	2023	2022
\$40,000–\$49,999	3	-
\$50,000–\$59,999	3	1
\$60,000–\$69,999	3	7
\$130,000–\$139,999	1	-
\$140,000–\$149,999	-	1
\$520,000–\$529,999	1	-
\$560,000–\$569,999	-	1

8.2 Remuneration of executive officers

8.2.1 Remuneration of executives

The number of executive officers, excluding the Chief Executive Officer, and their total remuneration during the reporting period are shown in the table below. Total annualised employee equivalents provides a measure of full time equivalent executive officers over the reporting period.

The number of executive officers may vary from year to year due to the timing of appointments, resignations, and the composition of the executive officers.

The total number of executive officers includes persons who meet the definition of Key Management Personnel (KMP) of the entity under *AASB 124 Related Party Disclosures* and are also reported within the related parties note disclosure (note 8.3).

Remuneration comprises employee benefits (as defined in *AASB 119 Employee Benefits*) in all forms of consideration paid, payable or provided by TAC, or on behalf of TAC, in exchange for services rendered. Accordingly, remuneration is determined on an accrual basis, and is disclosed in the following categories:

- Short-term employee benefits include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances and free or subsidised goods or services.
- Post-employment benefits include pensions and other retirement benefits paid or payable on a discrete basis when employment has ceased.

- Other long-term benefits include long service leave, other long service benefits or deferred compensation.

- Termination benefits include termination of employment payments, such as severance packages.

The remuneration of executives is as follows:

	2023 \$000	2022 \$000
Short-term employee benefits	3,036	3,052
Post-employment benefits	263	220
Other long-term employee benefits	75	75
Termination benefits	561	-
Total remuneration	3,935	3,347
Total number of executives	14.4	9.5
Total annualised employee equivalent ¹	9.6	9.5

¹ Annualised employee equivalent is based on the time fraction worked over the reporting period.

8.3 Related parties

The TAC is a wholly owned and controlled entity of the State of Victoria.

Key management personnel of TAC are those listed as responsible persons and members of the executive leadership team. Related parties of the TAC include:

- all key management personnel and their close family members;
- all cabinet ministers and their close family members; and
- all departments and public sector entities that are controlled and consolidated into the whole of state consolidated financial statements.

All related party transactions have been entered into on an arm's length basis. The remuneration of key management personnel is as follows:

	2023 \$000	2022 \$000
Short-term employee benefits	4,106	4,149
Post-employment benefits	347	300
Other long-term employee benefits	88	88
Termination benefits	561	-
Total remuneration	5,102	4,537

Several factors affected total remuneration payable to key management personnel over the year, including the commencement, renegotiation and completion of a number of employment contracts.

8.3.1 Significant transactions with government related entities

Mr John Merritt, Ms Jane Brockington and Mr Robert Cameron were Directors of the Victorian WorkCover Authority (WorkSafe) during the financial year. Additionally, Mr Brad Kemp and Mr Andrew Holt were members of the Executive Leadership Team of both the TAC and WorkSafe during the year. WorkSafe is entitled to recover from the TAC under the *Accident Compensation Act 1985*, all compensation payable under the WorkCover scheme for injury in a transport accident during the course of work. The TAC also makes payments for the annual Workplace Injury Insurance premium to WorkSafe.

The TAC and WorkSafe reimbursed each other for the cost of external services acquired jointly, and internal services provided to each other, in relation to collaborative initiatives between the TAC and WorkSafe. In addition, the TAC received payments from WorkSafe for the management of WorkSafe claims of injured workers with catastrophic injuries.

The aggregate amounts in respect of the above transactions with the responsible person-related entity WorkSafe were:

	2023 \$000	2022 \$000
Claim compensation paid	(158,400)	(120,000)
Cost reimbursement received and receivable	5,597	5,282
Cost reimbursement paid and payable	(7,252)	(7,244)
Management of catastrophic claims	2,684	2,520

Mr. Greg Wilson was the Chair of the Victoria State Emergency Service and the Chair of the Country Fire Authority during the financial year. The TAC makes quarterly payments every year to the Victoria State Emergency Service and the Country Fire Authority for Road Accident Rescue services provided to the Victorian Community, in line with requirements under the Transport Accident Act 1986. The total amount paid to the Victoria State Emergency Service (excluding GST) in 2022/23 amounted to \$6.2 million (2022: \$3.6 million). The total amount paid to the Country Fire Authority (excluding GST) in 2022/23 amounted to \$4.4 million (2022: nil).

Conflicts of interest are overcome where warranted, by Directors declaring their interests and abstaining from voting at the TAC's Board meetings

8.3.2 Significant transactions with key management personnel and other related parties

Transactions between key management personnel and other related parties have been considered, and there are no matters to report.

8.3.3 Other transactions

Other related transactions requiring disclosure under the Directions of the Assistant Treasurer have been considered and there are no matters to report.

8.4 Motorcycle road safety reserve

The TAC premiums for certain motorcycle classes include an additional levy collected annually to fund special projects to improve motorcycle road safety in Victoria. These monies are set aside in the Motorcycle Road Safety Reserve specifically set up for this program. The program expenditure is developed by the TAC and the Department of Transport and Planning in consultation with the Motorcycling Community Engagement Panel. Projects under the reserve are administered by the Department of Transport and Planning, which seeks reimbursement for expenditure from the TAC.

8.5 Commitments and contingencies

Contingent assets and contingent liabilities are not recognised in the balance sheet, but are disclosed if quantifiable and are measured at nominal value inclusive of GST. There are no material contingencies for the year ended 30 June 2023 (2022: nil).

Commitments include operating expenditure commitments arising from non-cancellable contractual sources and are disclosed at their nominal value inclusive of GST.

	2023 \$000	2022 \$000
Administrative Expenditure		
Administrative expenditure contracted at balance date, but not provided for:		
- not later than one year	146,277	168,026
- later than one year but not later than five years	235,271	240,277
- later than five years	78,654	111,806
	460,202	520,109

Included in the administrative expenditure is a total amount of \$326 million (nominal) of commitments by the TAC to provide funding for major road safety infrastructure programs (SSRIP) in Victoria (2022: \$373 million (nominal)).

8.6 Controlled entity

Residential Independence Pty Ltd (RIPL) as trustee for the Residential Independence Trust (RIT) is a controlled entity of the TAC which is wholly owned by the TAC. The RIT was established on 1 February 2011. The RIPL was incorporated in Victoria, Australia on 21 December 2010 and its principal activity is to establish a portfolio of residential property configured so that the accommodation is suitable for TAC's seriously injured clients.

The result of RIT is not consolidated in the financial statements as the impact of consolidation is not considered as material. The valuation included in the financial statements is the cost of the units held as at 30 June 2023 by the TAC which are 42,600,000 ordinary units issued at \$1 each, fully paid (2022: 39,100,000 ordinary units issued).

At 30 June 2023, the total assets of the RIT for which RIPL acts in the capacity of the trustee are \$45.837 million (2022: \$42.943 million) and total liabilities are \$0.095 million (2022: \$0.098 million)

The total result of the RIT for which RIPL acts in the capacity of the trustee for the financial year ended 30 June 2023, is a total comprehensive loss for the year of \$0.603 million (2022: profit of \$1.606 million) which comprises of income of \$1.210 million (2022: \$0.892 million), other comprehensive income of nil (2022: \$2.213 million) and total expenses of \$1.812 million (2022: \$1.498 million).

8.7 Events after reporting date

There has not been any matter or circumstance occurring subsequent to balance sheet date that has significantly affected, or may significantly affect, the operations of the TAC, the results of those operations or the state of affairs of the TAC.

8.8 Application of standards not yet effective

The AASB has issued the following new, or amendments to, Australian Accounting Standards which are applicable to the TAC. These amendments are not effective for the annual reporting period ended 30 June 2023 and have not been applied in preparing the TAC's financial report.

The nature of the application of these standards could impact the classification and measurement of balances in the financial report. The extent of any impact of AASB 17 'Insurance Contracts' has not yet been determined for public sector entities.

	Title	Operative Date
AASB 17	Insurance Contracts	Not yet determined

Corporate governance

This statement covers the main corporate governance practices that ensure the TAC is managed to achieve its mission, meets commitments to stakeholders and operates commercially.

CHAIR

Greg Wilson

Appointed March 2019
Reappointed November 2020

BOARD OF MANAGEMENT

Jane Brockington

Appointed October 2017
Reappointed November 2020

Robert Cameron

Appointed October 2022

James Flintoft

Appointed July 2019
Reappointed July 2022

David Heath

Appointed February 2017
Reappointed February 2020
Reappointed February 2023 (for 12 months)

Catherine Jones

Appointed September 2022

Sharon McCrohan

Appointed December 2019
Reappointed December 2022 (for six months)
Reappointed June 2023

John Merritt

Appointed October 2018
Reappointed October 2021

Dr Samantha Smith

Appointed February 2017
Reappointed February 2020
Reappointed February 2023 (for 12 months)

The Chair and the Board are nominated by the Minister for WorkSafe and the TAC and the Minister for Roads and Road Safety and appointed by the Governor in Council.

There are presently nine non-executive directors, including the Chair.

The Board has established clearly defined accountabilities and delegations for the Chief Executive Officer.

Policies and procedures cover all aspects of the TAC’s activities and are reviewed regularly to ensure that the TAC achieves its objectives regarding:

- Compliance with applicable laws and regulations
- Reliability of financial reporting
- Safeguarding of assets
- Effectiveness and efficiency of operations.

DIRECTORS’ ACCESS TO INDEPENDENT PROFESSIONAL ADVICE

Directors are entitled to seek independent professional advice in connection with their duties at the TAC’s expense, unless determined otherwise by the Board.

CONFLICT OF INTEREST

If a director has a direct or indirect interest in a matter being considered by the Board and the interest could conflict with the proper performance of the director’s duties in relation to the consideration of the matter, the director, as soon as practicable after the relevant facts come to the director’s knowledge, must disclose the nature of the interest at a meeting of the Board.

If the Board considers the conflict to be material, the director will leave the meeting for the duration of the relevant agenda item and consequently will not participate in the discussion or resolution of the matter.

The director’s absence from the meeting for the relevant agenda item is recorded in the Minutes of the meeting.

BOARD COMMITTEES

Risk Committee

Members at 30 June 2023: Jane Brockington (Chair), Catherine Jones (from February 2023), David Heath, Sharon McCrohan and Dr Samantha Smith, all of whom are independent persons for the purpose of the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994* (Vic).

The purpose of the Risk Committee is to assist the Board to fulfil its oversight responsibilities relating to:

- the implementation, operation and adequacy of the risk management and internal control framework that the TAC uses to identify and manage key business, financial, fraud and regulatory risks
- the TAC’s compliance with relevant laws, regulations, standards and codes including the Victorian Government Risk Management Framework.

Audit Committee

Members at 30 June 2023: David Heath (Chair), Jane Brockington, Robert Cameron (from February 2023) and James Flintoft, all of whom are independent persons for the purpose of the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994* (Vic).

The purpose of the Audit Committee is to assist the Board to fulfil its oversight responsibilities relating to:

- the integrity, effectiveness and quality of the TAC’s financial reporting and disclosures
- the effectiveness of the TAC’s risk management framework
- the independence, work plan and effectiveness of the TAC’s External Auditor
- the External Auditor’s annual audit of the TAC’s financial statements
- the qualifications, engagement, fees, scope of work and effectiveness of the TAC’s Internal Audit function
- the TAC’s compliance with relevant laws, regulations, standards and codes including the ‘Prudential Insurance Standard for Victorian Government Insurance Agencies’, the ‘Prudential Standard: VFMC and the Centralised Investment Model’, the *Financial Management Act 1994* (Vic) and the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994* (Vic).

People, Culture and Remuneration Committee

Members at 30 June 2023: Dr Samantha Smith (Chair from July 2022), Sharon McCrohan and John Merritt, all of whom are independent persons for the purpose of the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994* (Vic).

The People, Culture and Remuneration Committee’s primary roles and responsibilities cover the following areas: People and Culture, Workforce Strategy, Diversity and Inclusion, Health, Safety and Wellbeing, Remuneration Policy, Annual Remuneration Review, Compliance, People Risks, Disclosure and Succession Planning.

PRUDENTIAL STANDARDS

The Board is required to submit annual confirmations or attestations of compliance with the ‘Prudential Insurance Standard for Victorian Government Insurance Agencies’ and the ‘Prudential Standard: Victorian Funds Management Corporation and the Centralised Investment Model’.

These standards impose obligations regarding governance, strategic planning, liability reserving, capital management, pricing, reinsurance, actuarial review, breach reporting, risk management, outsourcing, fit and proper requirements and the setting of appropriate investment objectives for TAC funds.

Certifications or attestations have been issued by the Board for the year ending 30 June 2023.

RISK MANAGEMENT

The TAC has in place a risk management framework to ensure effective identification, assessment and management of risks. That framework details the roles of the Board and its committees, management and the internal auditor. The Board is responsible for setting the risk appetite for the organisation to guide management in their decision making.

The Risk Committee oversees the framework and is responsible for ensuring the effectiveness of the design and implementation of control strategies and operational practices.

COMPLIANCE WITH THE VICTORIAN GOVERNMENT RISK MANAGEMENT FRAMEWORK

Standing Direction 3.7.1 of the *Financial Management Act 1994* (Vic) requires public sector agencies to provide an annual attestation of compliance with the risk management process requirements set out in the Victorian Government Risk Management Framework.

The TAC Risk Committee has considered the Statement by the Chief Executive Officer on compliance with the Victorian Government Risk Management Framework, the Executive Leadership Team internal attestation process and independent assessments from Internal Audit.

On this basis, I certify that the TAC has complied with the Ministerial Standing Direction 3.7.1 – Risk Management Framework and Processes. The TAC Risk Committee has verified this.

Compliance

This section includes the disclosures required by the *Financial Management Act 1994* and the *Transport Accident Act 1986*(the Act).

INCORPORATION AND MINISTERIAL RESPONSIBILITY

The TAC is a body corporate established under section 10 of the Act (No. 111 of 1986, version No. 153 incorporating amendments as at 6 July 2022). The Act sets out the objectives, functions and powers of the TAC.

Under the Supplement to the General Order effective 13 December 2022:

The Minister for Worksafe and the TAC is responsible for the *Transport Accident Act 1986*, except:

- Sections 11–14 in so far as they relate to the Transport Accident Commission’s budget, financial reporting and management of the Transport Accident Fund (in so far as they relate to those matters, these sections are jointly administered with the Minister for Roads and Road Safety)
- Sections 29, 29A and 29B (these sections are jointly administered with the Minister for Roads and Road Safety)

(The Act is otherwise administered jointly and severally with the Minister for Roads and Road Safety)

The Minister for Roads and Road Safety is responsible for the *Transport Accident Act 1986*, except:

- Sections 11–14 in so far as they relate to the Transport Accident Commission’s budget, financial reporting and management of the Transport Accident Fund (in so far as they relate to those matters, these sections are jointly administered with the Minister for WorkSafe and the TAC)
- Sections 29, 29A and 29B (these sections are jointly administered with the Minister for WorkSafe and the TAC).

(The Act is otherwise administered jointly and severally with the Minister for WorkSafe and the TAC)

MINISTERIAL DIRECTIONS

There were no ministerial directions given in the period 1 July 2022 to 30 June 2023.

THE TAC’S OBJECTIVES, FUNCTIONS, POWERS AND ACCOUNTABILITY

Sections 11, 12, 13 and 14 of the Act set out the objectives, functions, powers and accountability of the TAC.

CHANGES TO REPORTING ARRANGEMENTS

As a result of changes announced on 5 December 2022, and effective from 1 January 2023, the TAC reports to the Victorian Department of Treasury and Finance (DTF) as its portfolio department.

The TAC has two responsible ministers under the Supplement to the General Order, effective from 13 December 2022, who are jointly and severally responsible for the Act:

- The Hon Danny Pearson MP, Minister for WorkSafe, and the TAC
- The Hon Melissa Horne MP, Minister for Roads and Road Safety.

OBJECTIVES OF THE COMMISSION (SECTION 11)

- To manage the transport accident compensation scheme as effectively, efficiently and economically as possible
- To ensure that appropriate compensation is delivered in the most socially and economically appropriate manner and as expeditiously as possible
- To ensure that the transport accident scheme emphasises accident prevention and effective rehabilitation
- To develop such internal management structures and procedures that will enable it to perform its functions and exercise its powers effectively, efficiently and economically
- To manage claims under the *Accident Compensation Act 1985* or the *Workplace Injury Rehabilitation and Compensation Act 2013* as an authorised agent of the Victorian WorkCover Authority as effectively, efficiently and economically as possible
- If appointed as an agent of a self-insurer under section 392 of the *Workplace Injury Rehabilitation and Compensation Act 2013*, to carry out the functions and powers of a self-insurer as effectively, efficiently and economically as possible.

FUNCTIONS OF THE COMMISSION (SECTION 12)

- To administer the Transport Accident Fund
- To receive and assess, and accept or reject, claims for compensation
- To defend proceedings relating to claims for compensation
- To pay compensation to persons entitled to compensation
- To determine transport accident charges
- To collect and recover transport accident charges
- To provide advice in relation to the transport accident scheme
- To provide funds for the program referred to in subsection (3) (designed to secure the early and effective medical and vocational rehabilitation of persons injured as a result of transport accidents) and for other rehabilitation programs for persons injured in transport accidents
- To collect and assess data and statistics in relation to transport accidents
- To provide advice to the Minister in relation to matters specifically referred to the Commission by the Minister and generally in relation to the administration of this Act and the compensation scheme under this Act
- To commercially exploit knowledge and expertise in compensation schemes and scheme administration
- To act as an authorised agent under section 501 of the *Workplace Injury Rehabilitation and Compensation Act 2013*
- If appointed, to act as an agent of a self-insurer under section 392(2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*
- To carry out such other functions conferred on the Commission by this or any other Act
- To promote the prevention of transport accidents and safety in the use of transport
- To design and promote, so far as possible, a program designed to secure the early and effective medical and vocational rehabilitation of people injured as a result of transport accidents to whom or on behalf of whom the Commission is or may become liable to make any payment under the Act.

POWERS OF THE COMMISSION (SECTION 13)

- To do all things that are necessary or convenient to be done for, or in connection with, the performance of its functions and to enable it to achieve its objectives
- To enter into agreements or arrangements and settle or compromise differences or disputes with other persons
- To apply for, obtain and hold intellectual property rights (including patents, copyrights, trade-marks and registered designs)
- To enter into agreements or arrangements for the commercial exploitation within or outside Victoria of intellectual property rights and ancillary services on any terms or conditions as to royalties, lump sum payments or otherwise as the Commission may see fit
- To enter into agreements or arrangements within or outside Victoria for the provision by the Commission of administration, management or information systems or services
- To do all things necessary or convenient to be done in connection with acting as an authorised agent of the Victorian WorkCover Authority under section 501 of the *Workplace Injury Rehabilitation and Compensation Act 2013* and as an agent of a self-insurer under section 392(2) of that Act.

ACCOUNTABILITY OF THE COMMISSION (SECTION 14)

The Commission must perform its functions and exercise its powers subject to the general direction and control of the Minister and in accordance with any specific written directions given by the Minister in relation to a matter or class of matters specified in the directions.

If the Commission is given a written direction, the Commission may cause the direction to be published in the Government Gazette and must publish the direction in its next annual report.

LEGISLATION

The following legislative changes have occurred in the period from 1 July 2022 to 30 June 2023. On 6 July 2022, the *Road Safety Legislation Amendment Act 2022* (No. 18 of 2022) (the Amendment Act) commenced.

The Amendment Act has made the following changes on commencement to the *Transport Accident Act 1986* (the Act).

- Amending the definition of ‘*member of the immediate family*’ in section 3(1) to include grandchildren. The effect is that a grandchild is now, alongside a partner, parent, grandparent, child and sibling to be a member of the immediate family of a client for the purposes of entitlements including travel, accommodation and family counselling benefits.
- Amendment to the definition of ‘*dependent child*’ in section 3(1), as well as other age eligibility thresholds in 58(6) and 59(3) (4) and (6) for dependency benefits, to increase the age of dependency from under 16 to under 18. The effect is that dependent children will have access to dependency benefits up to the age of 18, even if they are not a full time student.
- Inserting sections 44(2)(ab) and 45(5A) to ensure that someone who is currently receiving a loss of earnings (LOE) payment and has a subsequent transport accident is not disadvantaged with reduced benefits for the purposes of calculating the benefits they are entitled to from the subsequent transport accident.
- Amending section 49(5A) such that where a client’s pre-accident earning capacity cannot be determined, their capacity is calculated at 100%, instead of 80% of the average weekly earnings for all employees in Victoria last published by the Australian Bureau of Statistics. Because clients are generally paid at 80% of their capacity, this means their payments will generally now be 80% of that amount instead of 80% of 80% (64%).
- Inserting additional convictions as exclusions for receiving entitlements under the Act to section 39(a) and (b), including murder, manslaughter and child homicide involving the use of a motor vehicle in addition to the existing offences of dangerous or culpable driving causing death. Additionally, the dependency sections of 57, 58, and 59 have also had murder, manslaughter and the dangerous/culpable driving now stipulated as exclusions such that someone convicted of those offences in relation to killing their parent/partner will not receive dependency benefits in that circumstance.
- Amending section 53(1) so that someone who is injured in a transport accident within 36 months of attaining the ordinary retiring age for their occupation or the pension age is entitled for a period of up to 36 months for weekly income benefits payments. Those changes are an increase from the previous entitlement for people within 12

months of reaching retirement/ pension age to receive payments for up to 12 months.

- Inserting new section 59(11A) to allow a dependent child whose parents have both been killed in the same transport accident to receive 2 sets of dependency payments (one for each parent). Previously, in this circumstance dependent children would only receive one set of payment in this circumstance.
- Inserting section 59(15) to require the responsible person for a child under 18 receiving dependency benefits on their behalf to notify TAC when they cease having care of the child, as well as section 59(16) so that a person who becomes the responsible person also must notify the TAC. Section 59(17) is also inserted to define the terms ‘responsible person’, ‘parental responsibility’ and ‘care’ such that effectively, a responsible person is the person with daily care.
- Inserting section 94(1)(c) to allow the TAC to indemnify a person who causes a dooring accident with a cyclist, even if that person is not the owner or driver of the vehicle. Further changes are made in sections 94(13), 96, 99, and 100 to account for this change since the new category of ‘indemnified person’ has been altered beyond just including the owner or driver, as previous.
- Amending section 120(1) to allow the TAC to file charges under the *Crimes Act 1958* for offences in connection with a claim for compensation under the Act.
- Substituting the previous secrecy provisions under section 131 with a new section to clarify the circumstances under which specified persons including TAC officers and employees can disclose TAC information. Examples of permitted disclosure include to law enforcement agencies if there is a serious threat to an individual’s life, health, safety or welfare or of an offence against a law of the Commonwealth or another State or Territory relating to the payment of a benefit or compensation that involves fraud or dishonesty.
- Amending a reference in section 56A(4) to the *Transport Accident (Impairment) Regulations 2010* with “regulations (if any)” so that this section will remain current to updated regulations as changed in the future.

SUBORDINATE LEGISLATION

Regulations

There were no Regulations prescribed in the period 1 July 2022 to 30 June 2023.

Orders in Council

There were two Orders in Council in the reporting period from 1 July 2022 to 30 June 2023.

The *Transport Accident Charges Order (No. 1) 2023* was published in the Government Gazette on 30 May 2023 (No. S275 on 30 May 2023).

The objectives of this Order was to prescribe the TAC charges applicable to all classes of motor vehicles that are to apply from 1 July 2023 for the 2023–2024 financial year. The effect of the Order was to suppress Indexation of the transport accident charges for the year commencing 1 July 2023. Changes were made to set a TAC charge of zero for Trade Apprentices and to upgrade postcode 3336 from the TAC Low Risk Zone to the TAC Medium Risk zone.

The *Transport Accident Charges Amendment Order (No 1) 2023* was published in the Government Gazette on 27 June 2023 (No. S329 on 27 June 2023).

The amendment Order was issued to substitute the schedule containing the listing of postcodes for the TAC Risk Zones as postcode 3806 was inadvertently removed from the Medium Risk Zone when the

Transport Accident Charges Order (No.1) 2023 was made.

Ministerial Orders

There were no Ministerial Orders in the period from 1 July 2022 to 30 June 2023.

The Public Interest Disclosures Act 2012

The TAC encourages the reporting of known or suspected incidences of improper conduct and corruption by the TAC or its officers, employees or agents. As the TAC is not able to receive protected disclosures, employees can make disclosures directly to the Independent Broad-based Anti-Corruption Commission (IBAC). Disclosures to IBAC are protected. Members of the public who are clients of the TAC or users of the services provided by the TAC can also make disclosures to IBAC.

Disclosures can also be made to the employee’s manager, the Chief Financial Officer, the Head of People and Culture or to the TAC’s Public Interest Disclosure Co-ordinator.

Such disclosures are not automatically protected. The TAC has procedures in place to support and protect disclosers and to prevent detrimental actions being taken against them by officers, employees or agents of the TAC.

The TAC’s Chief Executive Officer has a mandatory obligation to report matters of suspected corrupt conduct to IBAC.

CONSULTANCY EXPENDITURE

Consultancies (>\$10,000)	Description of work	Total approved project fee \$000	2022–23 expenditure \$000	2021–22 expenditure \$000	Future expenditure \$000
ASTA	ICT Portfolio Audit and Benchmarking Report	224	134	-	90
ASTA	Technology Assurance	108	108	-	-
Axiom Workplaces	Strategic Workplace Masterplan	91	86	-	5
Ernst & Young	Development of an Innovation Framework for the TAC and Road Safety Partners	227	227	-	-
Ernst & Young	Private Hospital Contract Development and Management	273	273	-	-
Ernst & Young	Maturity Assessment of HSW Culture & Systems	64	45	-	19
Ernst & Young	Psychosocial Risk Management Gap Assessment	69	42	-	28
Fiftyfive5 Pty Ltd	Partnerships Strategy Project - Stakeholder Engagement	114	114	-	-
KPMG	Attendant Care Strategy Development	220	83	-	137
KPMG	Next Generation Claims Model Blueprint	1,197	318	879	-
Pangolin Associates	Greenhouse Gas Emission Reduction Strategy	58	8	-	50
PwC	Governance Risk and Compliance (GRC) Marketscan and Vendor Costs Analysis	135	135	-	-
Strandroth Consulting	Development of TAC's Long Term Road Safety Investment Strategy	319	93	226	-

During 2022–23, there were 13 consultants engaged where the cost of each individual engagement was in excess of \$10,000.

There were no other consultants engaged during the year where the total cost was less than \$10,000 per individual engagement.

Total approved project fees and expenditure for 2022–23 exclude GST.

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) EXPENDITURE

For the 2022–23 reporting period, TAC had a total ICT expenditure of:

BAU ICT Expenditure Total (\$ million)	Non-BAU ICT Expenditure Total = A + B	Operational expenditure A	Capital expenditure B
38.1	4.9	3.4	1.5

ICT expenditure refers to the TAC's costs in providing business-enabling ICT services. It comprises of Business As Usual (BAU) ICT expenditure and Non-Business As Usual (Non-BAU) ICT expenditure. Non-BAU ICT expenditure relates to extending or enhancing the TAC's current ICT capabilities. BAU ICT expenditure is all remaining ICT expenditure (including depreciation and amortisation) which primarily relates to ongoing activities to operate and maintain the current ICT capability.

BUILDING ACT 1993

The TAC's policy with respect to new building works, and alterations to existing buildings, is to comply with the *Building Act 1993* as though the TAC were not exempt from compliance as a public authority (this is provided for in section 217 (3) of the *Building Act 1993*).

Some premises occupied by the TAC may have been constructed or altered under exemptions for public bodies which applied at the time.

The TAC is unaware of any material non-compliance with the current building standards for buildings of their nature and age.

DISABILITY ACTION PLAN

The TAC's disability action plan (DAP) is a guide that outlines how we interact not only with clients and providers, but also with our employees and the wider Victorian community, to become a more inclusive and accessible organisation. The plan is compliant with the *Disability Act 2006*.

As the plan has been in place since 2016, we are now moving into a new phase of planning to help us better understand how we can improve access and inclusion for people with disability.

Our submission to the Australian Network on Disability Access and Inclusion Index in 2022–23 will help guide the development of our new Access and Inclusion Plan.

We are committed to removing access barriers and creating an accessible and inclusive workplace where people with disability can achieve their career aspirations.

THE CARER'S RECOGNITION ACT 2012

The TAC has taken all practical measures to comply with its obligations under the *Carers Recognition Act 2012*. These include considering the carer relationships principles set out in the Act when setting policies which affect employees in care relationships. The TAC's employment policies include the provision of carers leave, flexible working hours, purchased leave and the ability to work from home, which comply with the statement of principles in the Act.

MISCELLANEOUS DISCLOSURE

To the extent applicable, the information required under Financial Reporting Direction 22 issued by the Minister for Finance under Section 8 of the *Financial Management Act 1994* has been prepared and is available on request.

ADVERTISING AND COMMUNICATIONS DISCLOSURE

Transparency in advertising and communications guidelines introduced in July 2012 make it mandatory for state government organisations to disclose expenditure for campaigns with a total media buy of more than \$100,000.

The TAC works closely with its road safety partners – Department of Transport, Victoria Police, Department of Justice and Community Safety and Department of Health – as well as other health and disability stakeholders, to develop public education campaigns that engage the broader Victorian community in road safety issues, which leads to improved understanding, behaviours and, ultimately, fewer deaths and serious injuries.

Significant research and planning underpins the development of these campaigns to ensure they are evidence-based and relevant.

FINANCIAL MANAGEMENT COMPLIANCE ATTESTATION STATEMENT

I, Tracey Slatter, on behalf of the Responsible Body, certify that the Transport Accident Commission has no Material Compliance Deficiency with respect to the applicable Standing Directions under the *Financial Management Act 1994* and Instructions.



TRACEY SLATTER
CHIEF EXECUTIVE OFFICER

As of 3 July 2023

FREEDOM OF INFORMATION

The Transport Accident Commission (TAC) is subject to the *Freedom of Information Act 1982* and not subject to direct access provisions in the *Privacy & Data Protection Act 2014* or the *Health Records Act 2001*.

The TAC stores most information electronically with a high volume of documents being created, stored and updated on a claims management system. Business and financial information is also mainly stored electronically. A small amount of aged information can still be found in paper format or on microfiche.

In the 2022–23 financial year, the TAC received 1713 Freedom of Information (FOI) requests in total. This is an increase from 2021–22, in which TAC received a total of 1658 requests.

Of the 1696 decisions made in 2022–23 (some carried over from the previous financial year), 1533 were made within the requirements of section 21 of the FOI Act (30 days). The remaining 163 decisions were made outside the 30 day timeframe. This is a 90% compliance rate with the statutory deadline.

There have not been any requests for amendments to personal records.

PRIVACY

The TAC is an agency subject to the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001*. These acts are used cohesively to govern privacy protection around personal and health information.

The TAC’s Information and Privacy Team have been assessing all business-wide privacy incidents and breaches since May 2016.

In the 2022–23 financial year, the TAC has continued to raise awareness amongst staff regarding the importance of reporting privacy issues, resulting in an increase of reported privacy incidents and enquiries from the business.

The TAC considers a ‘privacy incident’ to be a release of information in error that has been rectified (e.g. documents were sent to the wrong recipient and securely destroyed or returned), or an upload error (e.g. documents saved to an incorrect claim file) that has been contained. A ‘privacy breach’ is where a breach has occurred and has not been successfully contained (e.g. documents were sent to the wrong recipient and were not returned to the TAC).

In the 2022–23 financial year, the TAC responded to 19 formal privacy complaints. Formal complaints are written complaints received from the individual directly concerned or via the Office of the Victorian Information Commissioner (OVIC).

NATIONAL COMPETITION POLICY

Review of Legislative Restrictions

In accordance with its National Competition Policy commitments, the Government commissioned a review of Victoria’s transport accident compensation legislation in September 2000. The review identified three main restrictions on competition: the compulsory nature of the scheme, the TAC as a legislated monopoly and centralised premium setting.

To address centralised premium setting, the Finance Minister now has discretion to request the Essential Services Commission to provide an independent review of the TAC’s proposed premium each year.

Competitive Neutrality

Under Competitive Neutrality policy, the TAC is listed as a significant business enterprise. In accordance with this policy, the TAC pays the full suite of Commonwealth and State taxes or tax equivalents. The TAC is not a net borrower in its own right and therefore is not subject to the Financial Accommodation Levy.

PUBLIC SECTOR VALUES AND EMPLOYMENT PRINCIPLES

The TAC has a number of initiatives in place to ensure the highest possible standard of integrity and conduct throughout the business, as per the values, principles and conduct outlined by the Victorian Public Sector Commission (VPSC).

Our commitment to meeting the public sector values and employment principles set out in the *Public Administration Act 2004* is enacted through our policies, procedures and employee training modules which reflect these principles.

Our intranet remains a central source of information relating to public sector conduct and the Victorian Public Service employment principles as well as our employee training modules and advice provided by our People and Culture team.

EMERGENCY PROCUREMENT

The TAC had no Emergency Procurement activations during 2022–23.

LOCAL JOBS FIRST

The TAC had no strategic or standard projects commence or complete during 2022–23.

SOCIAL PROCUREMENT

The TAC Social Procurement Strategy recognises the importance of generating wider social and environmental benefits through our procurement. The strategy has three priority objectives:

- Sustainable Victorian regions - Job readiness and employment for people in regions with entrenched disadvantage.
- Environmentally sustainable outputs - Project specific requirements to use sustainable resources and to manage waste and pollution.
- Sustainable Victorian social enterprise and Aboriginal business sectors - Purchasing from Victorian social enterprises and Aboriginal businesses.

During 2022–23, the TAC has continued to directly engage social benefit suppliers, with a particular focus on building relationships through its industry partners Kinaway Chamber of Commerce, Supply Nation and Social Traders. The TAC engaged with seven suppliers for a range of goods and services during 2022–23, with an annual spend of approximately \$150,816.

The TAC will continue to find opportunities to deliver social benefit through its procurement and achieve value for money.

ENVIRONMENTAL REPORTING

TAC is committed to environmental sustainability in its operations.

In 2021–22*, our total operational greenhouse gas emissions were 483 tonnes of carbon dioxide equivalent (tCO2-e), which came from electricity and transport-related emissions. According to an independent report, this compares favourably with other industries, in particular the financial and insurance services sector.

We are currently working on completing an emissions reduction strategy based on the findings of this independent report. We expect this to be completed early in the new financial year.

In line with the Financial Reporting Direction 24 (FRD 24), following is a breakdown of the TAC’s total electricity consumption for 2021–22, as well as fleet vehicles within the organisation’s boundary as of 30 June 2022.

Although FRD 24 mandates NABERS Energy ratings for newly completed/occupied entity-owned office buildings and substantial tenancy fit-outs, the TAC did not manage any buildings that fit within these categories during the financial year.

TAC electricity consumption in 2021–22* (kWh)	
Total electricity consumption segmented by source	
Total grid demand	745,862
GreenPower	218,880
Total electricity offsets segmented by offset type	0

* Note: Due to the process involved in collecting data, all electricity consumption and greenhouse gas emissions reporting will be one year behind the current financial year.

TAC fleet vehicles 2021–22 (by engine/fuel type)	Road vehicle (#)	Road vehicle (%)
Petrol	44	66
Diesel	16	24
Hybrid	7	10
Total	67	100

OCCUPATIONAL HEALTH AND SAFETY

The TAC is committed to ensuring the safety of our staff and has implemented important Occupational Health and Safety (OH&S) initiatives across the business to enhance safety performance and ensuring safe working systems.

INCIDENT MANAGEMENT

Reported incidents across the TAC increased per 100 FTE in 2022–23. These incidents include employee injuries, client/stakeholder behaviours of concern (BOC) as well as workplace hazards and near misses.

This increase was anticipated and is the result of a series of comprehensive campaigns aimed at educating employees to better understand what constitutes an incident and to actively report on them.

The following details our performance against key OH&S performance measures.

Total employee numbers: 1,147.01 FTE

Incident breakdown	2022–23
Total incidents	1140
Incidents per 100 FTE	11.4
Total hazards & near miss	97
Hazards & near miss per 100 FTE	0.97
Total client/stakeholder behaviours of concern (BOC)	929
Client/stakeholder behaviours of concern (BOC) per 100 FTE	9.29
Total employee injuries	114
Employee injuries per 100 FTE	1.14

WORKCOVER CLAIMS AND RETURN TO WORK

The number of WorkCover claims in 2022/2023 increased to sixteen (16). This saw the average claims cost increase to \$147,873 and this is due to the type of injury/illness/condition and duration of the claim, which impacts the future liability of the claim and associated costs to be paid.

Incident breakdown	2022–23
Total claims (standardised)	16
Claims rate per 100 FTE	0.16
Number of time lost claims	12
Time lost claims per 100 FTE	0.12
Number of 13 week claims	5
13 week claims per 100 FTE	0.05
Number of fatality claims	0
Number of claims with return to work plans initiated	4

ADDITIONAL INFORMATION AVAILABLE ON REQUEST

In compliance with the requirements of the Standing Directions of the Minister for Finance, details in respect of items listed below have been retained by the TAC and are available on request, subject to the provisions of the *Freedom of Information Act 1982*.

- statement that declaration of pecuniary interests have been duly completed by all relevant officers
- details of shares held by a senior officer as nominee, or held beneficially in a
- statutory authority or subsidiary
- details of publications produced by the TAC about the TAC and how these can be obtained
- details of changes in prices, fees, charges, rates and levies charged by the TAC
- details of any external reviews carried out by the TAC
- details of major research and development activities undertaken by the TAC
- details of overseas visits undertaken including a summary of the objectives and outcomes of each visit
- details of major promotional, public relations and marketing activities undertaken by the TAC to develop community awareness of the TAC and its services
- list of major committees sponsored by the TAC, the purpose of each committee and the extent to which the purposes have been achieved
- details of all consultancies and contractors
- details of time lost through workplace accidents and disputes
- details of Machinery of Government (MoG) costs to the TAC.

This information is available on request from:

Freedom of Information Manager
Victorian Transport Accident Commission (TAC)
PO Box 742
Geelong VIC 3001

Email: foi@tac.vic.gov.au

RESEARCH INFORMATION

Information about TAC’s research program is available on the TAC website. Any queries related to TAC’s health, disability and compensation research program should be directed to research@tac.vic.gov.au

ACCESS TO INFORMATION ONLINE

The TAC’s corporate website (tac.vic.gov.au) includes information about the TAC, its claim policies, fees and benefit entitlement information for the public, clients, providers and key stakeholder groups. It also includes road safety initiatives, statistics and stories relating to road safety.

Access to information for specific campaigns and target audiences can be found at:

Websites

TAC
tac.vic.gov.au

Vanessa
vanessabus.com.au

Road to Zero
roadtozero.vic.gov.au

Spokes
spokes.com.au

How Safe is Your Car
howsafeisyourcar.com.au

Safer P Platers
saferpplaters.com.au

Road Safety Education Website
roadsafetyeducation.vic.gov.au

DriveSmart website
drivesmart.vic.gov.au

Ride Ready website
ridesmartonline.com.au

Social media

Facebook
facebook.com/transportaccidentcommission

YouTube
youtube.com.au/tac

X (formerly Twitter)
[@TACVictoria](https://twitter.com/TACVictoria)

LinkedIn
[linkedin.com/company/transport- accident- commission](https://linkedin.com/company/transport-accident-commission)

Instagram
instagram.com/tacvictoria

In addition, the TAC provides information via its client and health provider digital platforms:

- myTAC, the TAC’s app and web portal, allows clients to manage their TAC claim online.
- HICAPS Digital Claims, the TAC’s online payment platform, gives TAC providers the option to send digital invoices for payment.

PUBLICATIONS

The TAC produces and makes available an extensive list of publications, brochures and other resources to assist our clients and the general public to better understand our organisation and what we offer. These are chiefly housed on our website: tac.vic.gov.au

The TAC also publishes a range of information about TAC benefits and supports. These are available at: tac.vic.gov.au/brochures

Our publications include:

Description	Mode of access
4th Edition Impairment Examinations Information	Digital
Annual Transport Accident charges including GST and duty	Digital
Freedom of information	Digital
Road Safety Statistical Summary	Digital
Safe travel policy	Digital
Supporting you after a transport accident	Digital / hardcopy
TAC Annual Reports	Digital / hardcopy
TAC client service charter	Digital
TAC Enterprise Agreement 2021–25	Digital / hardcopy
TAC fee schedules	Digital
TAC privacy charter	Digital
TAC research charter	Digital
TAC support when a person dies	Digital / hardcopy
The TAC’s complaints process	Digital
Victorian Road Safety Action Plan 2021–2023	Digital
Victorian Road Safety Strategy 2021–2030	Digital

TAC public education campaigns

In 2022–23, there were six TAC public education campaigns and four media partnership initiatives with a total media spend of \$100,000 or more (exclusive of GST). Furthermore, the development for four new campaigns began. The details of each campaign and media initiative are listed below:

		Advertising (Media) Expenditure 2022–23		Creative and campaign development expenditure 2022–23	Research Expenditure 2022–23
Campaign	Campaign Summary	Start Date	End Date	Excluding GST	Excluding GST
Public Education Campaigns	(over \$100K media spend)				
Young Drivers ‘Dangers of night time driving’	Probationary drivers in their first year of driving (P1 drivers) are seven times more likely than fully licensed drivers to be involved in a fatal or serious injury crash when driving at night. Furthermore, when they start driving, P1 drivers are 20 times more likely to crash than fully licensed drivers. This campaign was designed to support the legislated increase from 10 to 20 night-time driving hours required of learner drivers before receiving their probationary licence. The campaign aimed to reach parents of learner drivers, encouraging parents to discuss the dangers of driving at night before their learner becomes a P1 driver.	14-Aug-22	11-Sep-22	\$249,658.00	\$12,978.00
Always on Enforcement ‘Anywhere. Anytime. Anyone.’	With one in three (32%) Victorians believing they can get away with dangerous driving, and regular offenders believing they have strategies to avoid getting caught by police, the ‘Always On’ Enforcement campaign aimed to increase the perceived risk of getting caught by police to deter dangerous driver behaviour. This campaign was designed to run across various media channels (including billboards, regional press, radio, digital) throughout the year to create the perception that any non-compliant driver can be caught anywhere at any time. The five high-risk behaviours targeted in this campaign were speeding, drink driving, drug driving, distracted driving and non-use of seatbelts.	01-Sep-22	30-Jun-23	\$374,828.39	\$1,843,112.00
Motorcycle Safety ‘Only Protected for a Moment’	Motorcycle riders have 38 times the risk of death or serious injury in a road crash, regardless of fault. This motorcycle safety campaign aimed to play a pivotal role in motivating riders to wear their protective clothing on every ride, thereby reducing the severity of motorcycle related road trauma.	04-Sep-22	30-Oct-22	\$1,020,562.00	\$171,211.00
Holiday Enforcement ‘The Lucky Ones Get Caught’	This campaign supported police enforcement on our roads while reminding all road users to remain vigilant because the consequences of not doing so can be devastating. The aim was to heighten awareness of police enforcement over the summer holidays to encourage safer driving, and subsequently lead to the prevention of road trauma. The perception by drivers that they face a high risk of being caught by police for any traffic offence is the strongest motivator for behavioural change in road safety. This campaign primarily accessed the media channels and buy as part of Always on Media Partnerships.	05-Dec-22	31-Jan-22	\$ 55,002.00	\$826,407.00

				Advertising (Media) Expenditure 2022–23	Creative and campaign development expenditure 2022–23	Research Expenditure 2022–23
Campaign	Campaign Summary	Start Date	End Date	Excluding GST	Excluding GST	Excluding GST
Vehicle Safety ‘Find a safer car for any budget’	The aim of this campaign was to raise the level of understanding of vehicle safety and advanced active safety features in new and used cars. Ultimately, the TAC is seeking to influence Victorians to prioritise safety features over other vehicle aspects when selecting a new or used car. It educates and encourages drivers to find the safest vehicle in their budget by visiting howsafeisyourcar.com.au	15-May-23	29-Jun-23	\$949,923.00	\$438,007.00	\$18,300.00
Mobile Phone and Seatbelt Detection Cameras ‘Phone down. Buckle Up’ – Phase 2	This TAC campaign played a pivotal role in supporting the introduction of the new Mobile Phone and Seatbelt Detection Cameras by informing the Victorian community as to when the new cameras would commence operation, and the penalties that will apply.	31-Mar-23	29-Jun-23	\$198,224.00	\$286,651.00	\$12,200.00
Media partnerships						
Search Engine Marketing (SEM)	The Search Engine Marketing (SEM) Partnership allows the TAC to target and intercept risky driving behaviours via Google year round as Victorian road users look for information regarding a particular driving behaviour, vehicle safety information, road rules, or seek information about the TAC. The activity utilises an ongoing program of search marketing/Google AdWords activity for key road safety issues and directs users to the TAC website for further information.	01-Jul-22	30-Jun-23	\$500,000.00	\$-	\$-
Out of Home (OOH) Media Partnerships	Outdoor billboards are an effective media channel for the TAC providing high visibility and impact for road safety messages, reaching drivers whilst they are in the act of driving and aiming to curb risky driving behaviour in the moment. In order to keep road safety top of mind for all Victorians year-round, the TAC ran a range of approved road safety messages throughout the year.	01-Sep-22	30-Jun-23	\$5,000,000.00	\$335,320.00	\$-
Always on Media Partnership	In order to keep road safety top of mind for all Victorians year-round, this annual media partnership assisted the TAC to run road safety messages in support of specific TAC campaign activity and Victoria Police enforcement activity throughout the year through various media outlets (including TV, radio, digital, targeted CALD channels and so on). The partnerships with media outlets offered opportunities to target audiences and allowed the TAC to tailor messages for increased relevancy, such as through road trauma hot spot data.	01-Sep-22	30-Jun-23	\$7,000,000.00	\$7,396.00	\$-
Sport Media Partnerships	The Sport Media Partnerships provided the TAC an opportunity to effectively and efficiently target an at-risk male audience via some of the largest sporting platforms in Victoria (such as AFL and Cricket). It allowed the TAC to be tactical with various road safety messages and behaviours and support specific campaign activity to deter unsafe driver behaviour.	12-May-23	30-Jun-23	\$990,080.00	\$-	\$-
Campaigns in development or on hold						
Drink Drive	While road trauma from drink driving has decreased after strong enforcement and public education campaigns, alcohol remains the most represented drug in fatally injured drivers when compared to all substances that are subject to roadside testing. The aim of this campaign is to reframe safe driving behaviour around alcohol from the 0.05 reference point to complete separation so as to reduce fatalities and serious injuries on our roads.	Campaign in development	Campaign in development	\$-	\$1,599,586.00	\$-
Fatigue	The new campaign educates Victorian drivers about the increased crash risk associated with driving while fatigued and shares new information about the amount of sleep a driver requires before getting behind the wheel.	Campaign in development	Campaign in development	\$-	\$712,268.00	\$57,984.00
Always on Enforcement (Film)	The film component of the ‘Always On’ Enforcement campaign forms part of the integrated campaign that has been in market for the past 12 months. There will be six films developed, five targeting the high risk behaviours of speeding, drink driving, drug driving, distracted driving and non-use of seatbelts, as well as one generic enforcement version. The films will be used across TV and digital video platforms.	Campaign in development	Campaign in development	\$-	\$1,798,933.00	\$-

				Advertising (Media) Expenditure 2022–23	Creative and campaign development expenditure 2022–23	Research Expenditure 2022–23
Campaign	Campaign Summary	Start Date	End Date	Excluding GST	Excluding GST	Excluding GST
Mobile Phone and Seatbelt Detection Cameras ‘Phone down. Buckle Up’ – Phase 3	The campaign is designed to inform the Victorian public of the introduction of the new mobile phone and seatbelt detection camera technology. The third and final phase of the campaign will inform Victorians that penalties now apply (following a three-month warning period).	Campaign in development	Campaign in development	\$-	\$44,040.00	\$-

Disclosure index

The TAC Annual Report is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of TAC compliance with statutory disclosure requirements.

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* Throughout

