

TAC Client Research

If you are a client of the TAC, you may be contacted to participate in one of our research studies.

Why should I participate?

The TAC conducts research because we want to understand our clients and improve the service we provide. For example, we may ask your views about:

- / The quality of our service
- / The way we communicate with you, or
- / How we manage your TAC claim

The TAC also wants to understand the effects that transport accidents have on our clients' lives and how we can improve outcomes for all clients in the future. For example, we may ask you how the accident has affected:

- / Your physical and psychological wellbeing
- / Your return to work
- / Your family and social life, and
- / Your recreational activities

How is the research conducted?

The TAC conducts research using a combination of telephone interviews, mail surveys, discussion groups, face-to-face interviews and online surveys.

Occasionally, a member of our research team may contact you directly. Otherwise you may be contacted by a professional research organisation on behalf of the TAC.

To enable as many people as possible to participate in our research, our interviews are sometimes conducted outside normal business hours.

For telephone interviews, this can be between 9am and 8pm Monday to Friday or between 10am and 5pm on weekends.

Young people aged between 14 and 17 will only be interviewed with the consent of a parent or guardian.

Children under 14 will only be interviewed in the presence of a parent or guardian.

How are clients chosen to participate in research?

The selection of clients who participate in TAC research is generally random. There may be times, however, when we are interested in groups of clients who:

- / Have had particular types of injuries
- / Have had particular types of accidents
- / Have received particular types of treatments or services, or
- / Have had their claims managed by particular areas of the TAC

Will the answers I give affect my claim? ...NO!

The individual answers you give to TAC researchers remain separate from claims management and will not affect the way your TAC claim is handled in any way.

No information that could identify you can ever be passed on to the claims area unless you specifically request it.

If I participate, is my privacy protected?

There are strict privacy laws and guidelines that guide all TAC research. We are bound by the Code of Behaviour of the Australian Market and Social Research Society, as well as the Victorian Government's *Privacy and Data Protection Act (2014)*.

When we conduct research, we apply additional measures to protect your privacy.

All research is managed by our client research department. This department is completely separate from our claims management area.

Will my information be passed on to other companies or people?

Your personal information will only be used for research purposes.

From time to time, the TAC partners with academic researchers, most often in association with The Institute of Safety, Compensation, and Recovery Research (ISCRR). ISCRR is a joint initiative between Monash University, the TAC and WorkSafe Victoria.

We will always notify you and obtain your consent before passing on your contact details to our academic partners.

You are under no obligation to participate in any such studies if you are contacted and can say 'no' at any time.

Any information you provide is confidential, and no information that could lead to the identification of any individual would be disclosed in any research papers.

What if I don't want to participate? Do I have a choice? ...YES

Although we value your opinion, we respect your right not to participate in TAC research.

If you are contacted at any time for a TAC research activity, you have the right to:

- / Say NO to answering some or all of the questions
- / Ask the interviewer to call you back at a more convenient time
- / End the interview if you are unhappy or uncomfortable with any of the questions or the interviewer's manner
- / Call us to check that the research is genuine/ legitimate (ask for the company name, telephone number and the name of the interviewer)



1300 654 329



www.tac.vic.gov.au



info@tac.vic.gov.au

