

# TAC Restorative Justice Program

The TAC is partnering with Open Circle at the Centre for Innovative Justice at RMIT University to provide a restorative justice program for people who have been impacted by road trauma.

## What is restorative justice?

Restorative justice is a **voluntary process** that can support your recovery after an accident. It recognises the impact of the accident on you and can help repair the emotional and psychological harm that was caused, **regardless of who was at fault**.

## What can restorative justice do for me?

**If you were injured or harmed in an accident, the program might help you:**

- Share how your life has changed since the accident, by:
  - Communicating directly with the other person involved in the accident (if helpful to you)
  - Sharing your story with a facilitator to help you process your experience
  - Contributing to advocacy and prevention efforts by promoting road safety through your story
- Hear from the other person involved and ask them questions
- Understand more about what happened and why
- Honour the memory of someone who lost their life in the accident.

**If you contributed to the accident, the program might help you:**

- Communicate with the person affected by the accident, if this would help express your thoughts or gain understanding
- Share your reflections with a facilitator, even if you don't want to meet with the other person
- Contribute to advocacy and prevention efforts as part of your personal growth.

## Is restorative justice right for you?

Deciding to take part is a personal decision. It might be right for you if you:

- **Feel emotionally ready.** The process can bring up strong feelings. Your facilitator can support you in exploring whether it's the right time.
- **Have realistic expectations.** The process can bring healing, acknowledgement and understanding, but outcomes can vary.
- **Have trusted supports.** You're encouraged to lean on support people, such as a family member or healthcare provider, throughout the process.
- **Have a shared understanding of what happened.** If legal matters about the accident are still being resolved, your facilitator can help you explore whether now is the right time.

## How does it work?

- **Voluntary process.** You only take part if you choose to.
- **Choice of communication.** You can connect in person, online, through letters or another way.
- **One-time opportunity.** The process is designed to be safe, supportive and meaningful for all involved.
- **Facilitator support.** An experienced facilitator will guide and support you through every step.

## How to register

You or your healthcare provider or legal professional (with your consent) can register your interest by:

- Completing the **registration form** on the TAC website
- Calling the TAC on 1300 654 329
- Speaking with your TAC claims manager.

## Key information

- **No cost.** There is no cost to participate.
- **No impact on TAC benefits or legal entitlements.** The program is separate from legal or compensation processes.
- **You can bring a support person.** A trusted support person is welcome to join you at any stage.

Learn more at [tac.vic.gov.au/restorative-justice](https://tac.vic.gov.au/restorative-justice)

# TAC Restorative Justice Program

## Understanding justice needs

The TAC's Restorative Justice Program focuses on supporting your **justice needs** – the things you might need in order to feel heard, acknowledged or supported after a transport accident. These needs are different from legal, financial or health needs and often relate to the emotional impact of the accident and its effect on relationships.

### If you were harmed in the accident you may want to:

**Be involved in addressing** the impact of the accident

**Tell your story** and explain how the accident has affected your life

**Feel believed** and have your experience acknowledged

**Understand more** about what happened and why

**Have the harm recognised** by the person responsible

**Repair relationships** with family, friends or others impacted

**Help others by sharing your story** to raise awareness or promote road safety

**Feel a sense of resolution** that the harm has been acknowledged and your needs have been addressed

**Honour someone's memory** if a loved one died in the accident.

### If you were involved in causing the accident, you may want to:

**Offer an apology** or express remorse for the harm caused

**Acknowledge the impact** of the accident on others

**Answer questions or provide information** the other person may be seeking

**Take responsibility** for your role in what happened

**Repair relationships** that were affected

**Reflect and learn** from the experience so it can lead to growth or help others avoid similar harm.

## What to expect?

The program offers a safe, voluntary space to explore what feels right for you. You stay in control – with support from a trained facilitator – and you can choose how and when to engage, at your own pace and in a way that fits with your recovery journey.