The TAC claims process

1. Person admitted to hospital after transport accident
2. Hospital identifies patient as possible TAC client
3. Patient lodges personal details with the TAC over the phone and requests a TAC claim form. Hospital assists patient if necessary.
4. Patient is allocated a pre-claim number and a claim form is sent to their preferred address (e.g., hospital or home)
5. Patient completes TAC claim form. Hospital assists patient if necessary
6. The TAC reviews claim form and determines eligibility in accordance with the *Transport Accident Act 1986*
7. The TAC notifies patient of claim decision within 21 days of receiving form
8. If patient becomes a TAC client their pre-claim number becomes their claim number
9. The TAC endeavours to allocate client to a TAC officer within two days
10. The hospital and the TAC collaborate on the discharge process for TAC clients who have ongoing support needs

Contact us

**Telephone**
8.30am to 5.30pm, Monday to Friday
1300 654 329 (local call)
1800 332 556 (toll-free outside the Melbourne metropolitan area)

**Address**
60 Brougham Street
Geelong VIC 3220

**Mailing address**
TAC
PO Box 742
Geelong VIC 3220

**Website**
www.tac.vic.gov.au

For further information regarding TAC policies and provider information, please refer to the TAC website.
About the TAC

The Transport Accident Commission (TAC) was established by the Victorian Government in 1986.

The TAC pays for treatment and services for people injured in a transport accident and is guided by the Transport Accident Act 1986 when making decisions about these payments. The TAC is also involved in promoting road safety in Victoria and improving Victoria’s trauma system.

The role of the TAC

The TAC manages thousands of claims every year, with the majority of clients recovering from their injuries and returning to their pre-accident home, work and leisure activities.

For a very small number of people, however, the relationship they have with the TAC will last for many years. These people will have acquired such significant disabilities that they will require some form of ongoing support for a lifetime.

The TAC has a responsibility to fund medical and rehabilitation expenses, which are related to the client’s transport accident injuries, and considered reasonable and necessary. Hospitals play an important role in this process, assessing TAC clients and recommending clinical services, treatment and support needs based on their professional clinical judgement.

Working together

The TAC is moving towards playing a more active role in helping clients achieve better outcomes – whether that is getting them back to health or employment sooner, or in the case of our severely injured clients, helping them achieve greater independence.

We appreciate the important part hospitals play in this new era at the TAC. Our aim is to work with hospital staff in a collaborative, supportive and professional manner. Working together will ensure our clients are provided with a smooth, efficient and helpful service, a prompt assessment of their entitlements, regular updates regarding decisions and the fast resolution of questions or concerns.

It is imperative we maintain open communication through correct channels at all times and keep each other updated and informed. It is also important we share relevant information, with an expectation of trust that a client’s privacy will be respected and the information valued, safeguarded and professionally managed, in accordance with legislative requirements.

We are committed to the ongoing success of our relationship and our common goal of working together for the benefit of our clients.

Guiding principles

Respect

Respect for each other’s roles and responsibilities in supporting a client after an accident

Understanding

An understanding and appreciation for the different environments, pressures and demands under which we operate

Trust

An expectation of trust that a client’s personal information will be safeguarded and professionally managed, in accordance with legislative requirements

Service Delivery Excellence

A commitment to efficient and helpful client service, ensuring consistency in the information being communicated

Communication

An understanding that sharing information and maintaining open communication channels are critical to the success of our collaborative relationship

Unity of Purpose

A common goal of working together for the benefit of our clients

Empowerment

A responsibility to empower clients and their families to be accountable for their own recovery