



**TAC**

# **TAC 2015**

**(  
OUTCOMES  
EXPERIENCE  
VIABILITY  
)**

**Since the Transport Accident Commission (TAC) began in 1987, we have been innovative in the way we work to prevent road trauma and support those involved in transport accidents.**

A large part of our success has come from our willingness to continually challenge what we do and improve the way we operate.

In 2009, the TAC Board approved TAC 2015 – a bold, six-year strategy that touches every major aspect of the TAC’s operations: claims management, road trauma prevention, capital management, and IT systems and support.

### **TAC 2015**

The focus of TAC 2015 is to make improvements in three key areas:

**{ CLIENT OUTCOMES  
CLIENT EXPERIENCE  
SCHEME VIABILITY**

## CLIENT OUTCOMES

The TAC has a successful history of balancing the long-term financial viability of the scheme with excellent client service. An exciting element of TAC 2015 is that for the first time, we are adding the goal of achieving improved client outcomes as a third dimension to these strategic objectives.

In the past, we have taken a more passive approach to supporting clients in achieving their goals – intervening at various points to review if treatment or service requests are appropriate, but otherwise performing as an arm’s-length ‘payer’ of funded services. With TAC 2015, we’re moving towards a more active role in helping clients achieve better outcomes – whether that’s getting back their health and employment sooner, or in the case of our severely injured clients, achieving a greater degree of independence.

TAC 2015 reflects a progressive trend both overseas and locally by compensable scheme providers to play a more active part in the setting, management and achievement of desirable client outcomes. Research indicates that TAC clients, despite generally higher levels of funded services and treatment, have typically poorer outcomes compared to people injured in non-compensable circumstances. Closing the gap between our clients and the health outcomes of people with non-compensable injuries is a key goal of TAC 2015. This goal is one reason that, with TAC 2015, we will start to measure client outcomes for the first time.

## CLIENT EXPERIENCE

The TAC understands that our clients experience a range of emotions and feelings following an accident, and want an organisation that is easy to deal with.

As part of the TAC 2015 long-term strategy, the TAC is committed to raising our service standards to record levels. With TAC 2015, we will focus on client experience like never before, measuring our performance and improving decision-making consistency, timeliness and accuracy.

## SCHEME VIABILITY

The tragic reality of road trauma is that many people require support for many years or even a lifetime. In order to provide for our clients into the future, the TAC must maintain a strong financial position. The TAC has a responsibility to the Victorian community to provide value for money in what we do.

A financially sound TAC is the basis on which the Victorian community can rely on receiving support and assistance following a transport accident.

So how is the TAC going to make improvements in client outcomes, client experience and scheme viability? Let’s have a look at some of the key projects underway as part of TAC 2015.

# TAC 2015 – key projects

The two key claims initiatives of TAC 2015 are projects titled **Recovery** and **Independence**.

## RECOVERY

The focus in Recovery will be to improve return to work rates and to get TAC clients back to their normal routine as soon as possible. Understanding that every client is different and has individual needs and barriers to recovery is the essence of the project.

Three characteristics underpin the Recovery project and will apply to every Recovery claim:

- Recovering from an accident is about more than just the injury
- Individual client, individual needs, individual outcomes
- Early, proactive and effective interventions

For the first time the TAC will use standardised measuring tools to understand and predict what factors might hinder a client's ability to recover or get back to work. As a result, the TAC will be more proactive and intervene earlier than we ever have. We'll also set better expectations with our clients.

Our clients deserve to have clear and realistic expectations set from the TAC about what benefits and support can be provided.

The TAC 2015 Recovery model was developed throughout 2009 and included a review of worldwide best practice examples and leading publications and research. TAC 2015 sets the challenge of having TAC recognised as a global leader in helping road trauma victims recover.

## INDEPENDENCE

In Independence we will work in partnership with clients, providers and health professionals to support our seriously injured clients to achieve their individual goals and greater independence.

This project comprises five main related pieces of work:

- Development of a single '**One Plan Model**', which will see the TAC work more closely than ever before with each seriously injured client and their treatment and service provider team. We will participate in early, collaborative planning to set customised goals with each client and a plan for achieving them. One client, one contact, one plan.
- Development of a **Claims Practice Framework** involving early, proactive interventions that focus on relationship building and face-to-face contact in the initial post-accident period.
- Capability building for the **Independence Support** industry. We are helping to improve the capability of Independence Support providers to support clients in achieving greater independence.
- More **accommodation** options. We are exploring new ways to improve client accommodation options.
- **Employment and community inclusion**. We are developing new opportunities for clients to engage with work, family and the community to improve their quality of life and independence.





*Simon Van Beest was eight years old when he was injured in a car accident. He suffered a serious brain injury and partial paralysis.*

# TAC 2015 – other projects

TAC 2015 is not just about these two key claims projects.

## FINANCIAL STRATEGIES

As part of TAC 2015, we are improving our investment strategies. We are also developing ways to manage our claims in a more cost effective way without compromising the needs of clients.

Of course the best way to maintain the strong financial health of the scheme is to reduce the incidence of death and serious injury on our roads. The road safety strategy for TAC 2015 is Arrive Alive 2, which involves the TAC working with Victoria Police, Vic Roads and the Department of Justice to reduce the number of deaths and serious injuries on Victorian Roads by 30% in the medium to long term. In order to do this, we will be focussing on vehicle safety, investment in road infrastructure and safe road use.

All these TAC 2015 strategies are designed to ensure that we will be there for the Victorian community for many years to come.

## SERVICE STRATEGIES

We will improve our service by:

- Being more empathetic with our clients
- Improving our decision-making
- Delivering benefits to our clients more quickly and accurately and in a cost effective way.

We will be inviting the most important people to the TAC - our clients, to tell us what constitutes good service. We will show them the commitments we made in our 2004 service charter and ask if they are still relevant, whether the standard of service we promised in 2004 still meets their needs today. Based on their feedback, we will be relaunching our service charter and committing to a level of service that our clients have never experienced before.

## NEW TECHNOLOGIES

We're also asking clients how they'd like to receive information. Traditionally the TAC has provided information to clients through phone calls, letters and brochures. While we will continue to communicate through these traditional methods, we are now looking to tap into new technologies.

In the long term we're creating a secure online environment for clients to conduct a range of claims related tasks. We will be asking our clients how they'd like to see this work.

In the medium term, the TAC will be making this technology available to service providers. Providers will be able to:

- Log on to this online environment and check the status of their patients' claims
- See whether the TAC has accepted claims as accident-related
- Submit requests for treatment using the secure, online environment
- Check the status of their requests and submitted invoices online
- Update their details online.

## OUR PARTNERS

While TAC 2015 is an ambitious strategy, the objectives set are achievable.

It is a strategy that also recognises that the TAC does not work alone in providing a service to the Victorian community.

In preventing road trauma, the TAC will continue to strengthen our partnership with Victoria Police, VicRoads, the Department of Justice, the Road Trauma Support Team and other agencies.

When developing new ways to support our clients, the TAC will extend and build on the strong partnerships we have with stakeholders such as hospitals, occupational therapists, attendant care agencies and the wider allied health community.

For this strategy to work effectively, we will need the expertise, experience and support of our stakeholders more than ever before.

For more information on how we will work with our stakeholders please refer to the information sheet, *TAC 2015 Stakeholder Engagement Strategy*.

## ROADMAP TO TAC 2015

It is important to appreciate that TAC 2015 is a long-term strategy. It encapsulates all of the work of the TAC and aims to create a better organisation into the future.

Given the scope of the TAC 2015 changes, initiatives will be prioritised and phased in over the next five years.

The successful delivery of TAC 2015 to the Victorian community will ultimately be based on the hard work, talent and the commitment of the TAC and our partners.

TAC 2015 sets the bar for this organisation higher than ever before.

Just as we have shown over the last 21 years at the TAC, we welcome the challenge.



*With the support of his devoted parents, Simon had to undergo a long rehabilitation process to re-learn basic life skills, including how to swallow, crawl, walk and talk.*





*While Simon's life is still greatly impacted by his accident, he lives independently and is an active member of the community.*

For more information about the TAC, visit [www.tac.vic.gov.au](http://www.tac.vic.gov.au)





