

Transport Accident Commission

Information for patients



Eligibility

The Transport Accident Commission (TAC) covers transport accidents directly caused by the driving of a car, motorcycle, bus, train or tram. The TAC pays benefits to people injured in an accident as a driver, passenger, pedestrian, motorcyclist or cyclist.

The TAC will accept a claim for compensation only after there is proof that:

- a transport accident occurred, and
- the accident has been reported to the police, and where relevant, to the train or tram operator, and
- the person who is injured, was involved in the transport accident, and
- the person's injury was a result of the transport accident, or
- the person's pre-existing condition has been aggravated by the transport accident.

TAC may require further information from the person making the claim, or other relevant parties, to obtain proof about the accident or injury. The TAC has 21 days to make a decision to accept or reject a claim or to request further information. In most cases the person being asked for information must respond to the TAC within 28 days.

How to make a claim

To claim support services you will need to call the TAC on 1300 654 329. A TAC representative will gather the information needed to help you get your claim started. This will include asking a series of questions about the accident as well as your previous medical history. Don't worry if you cannot remember all the details of the accident; the TAC will be able to obtain further information through the police report.

At the end of this initial call, you will be given a claim number. Please write this number down and have it ready whenever you call the TAC or access treatment for your accident injuries.

Following your phone call, the TAC will send out the following claim forms to your home address for completion:

- two copies of the claim – one to be completed and returned to the TAC
- medical certificate – to be completed and returned to the TAC
- authority form – to be completed if you request a third party to manage your claim and correspond with the TAC.

How St Vincent's Social Work team can help with your TAC claim

St Vincent's social workers are available to guide and support patients through the claim process. If you feel you would benefit from social work assistance in relation to your claim, and a social worker has not already been in contact with you, ask your nurse or other treating staff to be referred to a social worker.

The Social Work team can help you lodge a claim from hospital by:

- arranging a telephone for you to call TAC
- finalising and lodging TAC paperwork on your behalf if you are unable due to your injuries
- organising for claim forms to be faxed directly to the hospital if they cannot be brought in from home
- coordinating completion of a TAC medical certificate by medical staff.

What can I claim and what services are available?

Medical treatment

The TAC will only cover medical treatment relating to your accident and contributing to your recovery and rehabilitation. TAC *does not* pay for treatment or services unrelated to your accident.

Medical and treatment services include:

- ambulance services
- hospital services
- medical services
- pharmacy items
- therapy services
- dental services
- nursing services
- rehabilitation and disability services

Income support

If you were working at the time of the accident and your injuries prevent you from performing your normal job duties, the TAC may be able to pay you income support. In many cases the TAC will pay up to 80 per cent of your wage. If you are self employed, you will need to provide additional information, as outlined in the claim form.

Please note:

- You may still be entitled to income support if you were unemployed at the time of your accident. Please contact the TAC on 1300 654 329 for more information.
- Keep receipts of any expenses incurred as a result of your accident; for example pharmacy receipts and travel costs.

Other services:

- home services
- travel costs
- return to work travel support
- child care
- equipment
- damaged glasses or hearing aids

Road Trauma Support Team

The Road Trauma Support Team provides statewide counselling, education and support service for people who have been affected by road trauma, including drivers, passengers, witnesses and bereaved or affected family members and friends.

For more information visit www.tac.vic.gov.au or contact 1300 654 329.