

Victorian Government response to the Legal and Social Issues Committee *Inquiry into Claims made through the Transport Accident Commission*

Date: 22 September 2026

Introduction

The Victorian Government thanks the Legal and Social Issues Committee for its report and extends its gratitude to the many Transport Accident Commission (TAC) clients, advocates and medical and legal representative bodies who contributed their valuable time, experiences and expertise throughout the process.

The insights provided by inquiry participants, especially the lived experience of TAC clients, have been integral to shaping the Committee's report and considered recommendations, and will have a meaningful impact on delivering further sustained improvements to the TAC scheme.

The Victorian Government supports in full recommendations 2 to 13, which relate to the TAC's role in supporting clients impacted by transport accidents and opportunities to strengthen client outcomes. Much of the work to address the recommendations is already underway and is increasingly providing improved outcomes and experience for TAC clients and providers. In regard to Recommendation 1, the Victorian Government has already responded to the recommendations regarding the *Freedom of Information Act 1982* (Vic).

The recommendations align with reforms being delivered by the TAC to improve client rehabilitation outcomes, achieve stronger service provider partnerships and provide more modern, digitally enabled, responsive and people-centred service delivery.

The Victorian Government also notes that the recommendations are being addressed by strengthening existing TAC programs of work to better incorporate client perspectives into managements decision-making and recognise the value of lived experience in driving better client outcomes.

Recommendations for the Victorian Government

The report makes two recommendations requiring legislative amendment: one to *the Transport Accident Act 1986* (Vic) and one to the *Freedom of Information Act 1982* (Vic).

Recommendation 6, which is supported in full, recommended that the Victorian Government review surviving spouse and legal guardian payments in the situation where a child is orphaned and a new guardian is appointed.

The Victorian Government is committed to improving financial entitlements for children who have lost a parent in a transport accident and commits to amending the relevant section of the *Transport Accident Act 1986* (Vic) to provide an increase in financial support for orphaned children who are in the care of a guardian. The changes will also extend eligibility for the existing education allowance to children who have lost one parent in a transport accident, recognising that educational expenses and disruption are experienced by children who lose any parent in a transport accident.

The increase to payments responds to Recommendation 6 and ensures that every child who loses a parent in a transport accident receives additional financial support, regardless of the nature of the parental or guardianship relationship in which they live. The Victorian Government will continue to consider opportunities to support the fair and equitable treatment of all family types.

The Victorian Government has already responded to the recommendations regarding the *Freedom of Information Act 1982* (Vic) and is considering them further. The Victorian Government supports public

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access to government information through the FOI system and other avenues, including the ongoing promotion of informal and proactive release mechanisms.

Recommendations for the TAC

The Victorian Government supports all 11 recommendations relevant to the TAC. The Victorian Government and the TAC will work together to improve programs that support people and families impacted by road accidents, including through its current corporate strategy (*Make Every Day Matter*).

The recommendations relevant to the TAC align closely with the TAC's existing strategic priorities and current programs of work. While considerable progress has already been achieved, the recommendations challenge the TAC to extend its ambition and accelerate improvement in a number of areas.

The TAC will publish updates on these improvements via its annual reports.

Stream 1: Strengthening the scheme to meet the needs of clients and providers

The report recommendations indicate that, while the TAC scheme is well designed and is generally meeting the needs of clients, there are opportunities to improve the experience of clients with severe and complex injuries, particularly by making the scheme easier to navigate for both clients and their treating health practitioners.

The inquiry identified several structural opportunities for the TAC to modernise aspects of the scheme experience, including access to information, enhancing service delivery for complex long-term clients and strengthening ways of working with medical practitioners and examiners.

The Government is committed to ensuring the TAC continues to identify opportunities to strengthen support for clients, especially those with complex needs, enhance communication and engagement with service providers, and improve the overall client experience.

Recommendations with legislative, actuarial or sustainability implications will be carefully considered and assessed through an evidence-based approach to ensure any changes support improved client outcomes while maintaining long-term scheme sustainability, and subject to consideration by the Government.

By adopting the recommendations made by the Committee, the TAC will better meet the needs of clients and medical service providers by:

- Enhancing support for clients with complex needs and severe injuries.
- Increasing the number of clients who receive proactive case management and tailored support.
- Reducing administrative burden and improving service decision making and administrative processing times.

Stream 2: Improved client-centric communications

While the inquiry report recognised the TAC's strong client-centred approach, it made a set of recommendations that identify opportunities to further embed lived experience in service design and

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delivery; strengthen trauma-informed practice and claims management; and enhance coordination and ways of working with related schemes. The report also recommends a client advisory mechanism to ensure client perspectives inform TAC Board and management decision making and drive continuous improvement.

Existing engagement mechanisms provide a strong foundation for ongoing collaboration and feedback. These mechanisms will be further strengthened as the *Make Every Day Matter* strategy is progressed and implemented to ensure the voices of clients, service providers and other stakeholders continue to inform the TAC's work.

By adopting the recommendations made by the Committee, the TAC will further improve the client-centric communication for clients by:

- Embedding trauma-informed, person-centred and disability-inclusive practices.
- Resolving more client enquiries at the first point of contact.
- Strengthening coordination between TAC, healthcare providers and the National Disability Insurance Scheme (NDIS).
- Making it easier for clients to understand, navigate and engage with the TAC.