

EPISODE 2

How to lodge a TAC claim – step-by-step video tutorial

Episode summary

This episode is a detailed, step-by-step guide to lodging a TAC claim online, including what information you'll need and what to expect during the process.

Key topics

Eligibility

- You have 12 months from the date of the incident to lodge a claim.
- A transport incident includes incidents involving motor vehicles, trains, trams, and bicycles.
- Injuries can be physical or psychological, and eligibility does not depend on who was at fault.

When you cannot claim

- Exclusions include drink-driving, drug-related incidents, and culpable driving.

Claim Lodgement options

- By phone on 1300 654 329, [online](#) (as demonstrated in this video), with the help of hospital social workers, or through a [lawyer](#).
- [Special claim forms](#) apply if a loved one has passed away.

Information you will need

- Use this [10-step guide](#) to help you navigate what to do after a car accident and what you need to gather, including:
 - Incident details: Date, location, other people and vehicles involved, police reports or public transport incident numbers.
 - Injury details: Hospital discharge summaries, [Certificates of Capacity](#), medical certificates, or doctors' letters.
 - Income and bank details: Employment status, expected time off work, and bank account information.

Key takeaway

Having the right documents ready will make the TAC claim process much smoother. If it feels overwhelming, you can ask [Arnold Dallas McPherson Injury Lawyers](#) to assist you with the process from start to finish.

Watch to learn

Exactly what information you need, how to submit your TAC claim online, and where to get support along the way.

Produced by [Arnold Dallas McPherson Injury Lawyers](#) in partnership with [Amber Community](#). Amber Community offers free information and counselling to people impacted by a road collision 1300 367 797 | www.ambercommunity.org.au. Arnold Dallas McPherson Lawyers is a leading No Win No Fee law firm specialising in all areas of personal injury law 1800 242 588 | www.admlaw.com.au