



# Injured in an accident on the road?

## We're here to help

The Transport Accident Commission (TAC) can help pay for treatments and services you need – even if the accident was your fault. This support may include:



**Medical treatment for your accident injuries.**



**Support services to help you while you recover.**



**Income support if you're unable to work because of your accident injuries.**



**Return to work support for you and your employer.**



**Lump-sum payments if you have a serious and permanent injury.**

## Who can make a TAC claim?

You can make a TAC claim if all of the following apply:



**You were involved in an accident caused by a moving vehicle, such as a car, motorcycle, bus, train or tram.**



**You were injured in the accident.**



**The accident happened in Victoria or interstate involving a Victorian registered vehicle.**

## Contact

 1300 654 329  [tac.vic.gov.au](http://tac.vic.gov.au)

For information in a different language call 1300 139 075 or visit [tac.vic.gov.au/languages](http://tac.vic.gov.au/languages).

## How to make a claim

There are three ways you can make a TAC claim:

- 1 Online at [tac.vic.gov.au/claim](https://tac.vic.gov.au/claim)**
- 2 Call us on 1300 654 329**
- 3 If you went to hospital because of your accident, some hospitals can make a TAC claim on your behalf. Speak to a hospital Patient Liaison Officer to learn more.**

## What you'll need to make a TAC claim

Before making a TAC claim, please make sure you have the following information:



Details of the accident, including location, circumstances and other people/drivers involved.



Details of vehicles involved and registration numbers.



The police report number you received when you reported the accident to the police (not required for public transport accidents).



Details of anyone who saw the accident.



The name and contact details of the health professional you've seen or the hospital attended for your accident injuries.



Written details of your injuries from your treating health professional or from the hospital you attended.



Employment/income details if you have had, or will have, more than five days off work due to the accident.



For accidents that involved public transport – please provide the incident report number and the date you reported the accident to the operator.

## What happens next?

When you have made your TAC claim, we'll contact you to let you know the outcome.

You'll receive a **TAC claim number** and instructions on what to do next – keep this number safe because you'll need it whenever you get in touch with us.

