

The Transport Accident Commission (TAC) can provide support in many ways to help you after a transport accident.

The TAC is a 'no fault' scheme, owned by the Victorian Government. When Victorian motorists pay their vehicle registration, they also pay an insurance premium called a 'TAC charge'. We use this money to support people injured in transport accidents.

To access support from the TAC, you first need to make a TAC claim.

## What we can help pay for

The type and amount of support you receive, and the length of time you need support, will depend on your circumstances. Support can include:

- Medical treatment for your accident injuries.
- Support services to help you while you recover.
- Income support if you can't work because of your accident injuries.
- Return to work support for you and your employer.
- A lump sum payment 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, or someone you represent, was involved in an accident caused by a moving vehicle, such as a car, motorcycle, bus, train or tram. This includes witnessing an accident.
- You, or someone you represent, was injured in the accident (including **mental injury**).
- The accident happened in Victoria or interstate involving a Victorian registered vehicle.

## How to make a TAC claim

We understand things can be difficult after an accident and you may not feel like doing any paperwork.

You can lodge a claim up to 12 months from the date of the accident, or from the date an injury from the accident first becomes evident.

If you make a claim following an accident, you will need to provide a range of information. This will help us make a decision about your claim.

To make a TAC claim you can:

1. Use our [online lodgement form](#).
2. Call us on 1300 654 329. We are available Monday to Friday, 8.30am to 5:00pm.

## Find out what information you need

## 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.

## Other supports available

**Amber Community** is a not-for-profit organisation that provides free, professional, face-to-face and telephone counselling and support to people affected by road trauma. They can support adults and children over the age of 12.

[Visit the Amber Community website.](#)

There are a range of other services available that can also provide free support to you, your family and friends.

[Find out more about mental health support.](#)

## Information in other languages

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





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