

T R A N S C R I P T

LEGISLATIVE COUNCIL LEGAL AND SOCIAL ISSUES COMMITTEE

Inquiry into Claims made through the Transport Accident Commission (TAC)

Melbourne – Tuesday 9 June 2026

MEMBERS

Joe McCracken – Chair

Michael Galea – Deputy Chair

Ryan Batchelor

Anasina Gray-Barberio

Renee Heath

Ann-Marie Hermans

Rachel Payne

Lee Tarlamis

WITNESS

Kerryn Airs.

The CHAIR: Thank you, and welcome back to the next session of the Legal and Social Issues Committee. I am Joe McCracken, Chair of the inquiry, and I am going to introduce the rest of our committee members to my left and then to my right and then online.

David LIMBRICK: I am David Limbrick, representing South-Eastern Metropolitan Region.

Ann-Marie HERMANS: Hi, Kerryn. I am Ann-Marie Hermans, also representing South-Eastern Metropolitan Region.

Michael GALEA: Michael Galea, Deputy Chair, and also representing South-Eastern Metropolitan Region.

Sheena WATT: Hello. I am Sheena Watt, Member for Northern Metropolitan Region.

Lee TARLAMIS: I am Lee Tarlamis, Member for South-Eastern Metropolitan Region.

Anasina GRAY-BARBERIO: Hi, Kerryn, Anasina Gray-Barberio, Member for Northern Metro.

Kerryn AIRS: Nice to meet you all.

The CHAIR: Thank you. All evidence taken is protected by parliamentary privilege as provided by the *Constitution Act 1975* and further subject to the provisions of the Legislative Council's standing orders. Therefore the information you provide during the hearing is protected by law. You are protected against any action for what you say during the hearing, but if you go elsewhere and repeat the same things, those comments may not be protected by that privilege. Any deliberately false evidence or misleading of the committee may be considered a contempt of Parliament.

All evidence is being recorded. You will be provided with the proof version of the transcript afterwards, but ultimately it will be made public, because it will be put on the committee's website.

Just for the Hansard record, can you please say your name and any organisation that you might be appearing on behalf of?

Kerryn AIRS: I am self-representing, and my name is Kerryn Anne Airs.

The CHAIR: No worries. Thank you very much. I will hand it over to you now, Kerryn. We have got about 10 minutes or so for you to provide an opening statement or comments, then we will go to questions. So, welcome. Thanks for coming, and the floor is yours.

Kerryn AIRS: Thank you very much. I am a bit of a country girl and like to talk a lot, so if I do go over, start giving me the cut-off.

The CHAIR: Me too, so I have got to deal with that.

Kerryn AIRS: My situation is a little bit different to most of the submissions you have probably heard today. I actually was not involved in the physical car accident. I was actually a witness. I was working for the secretary and adviser to the Secretary of the Department of Health and Human Services, and I was on my way home on 28 November at around 6:35. I was the second car through a set of traffic lights, where to my left I saw two young girls around the age of nine and seven standing on the side of the road. As I approached the two young girls going up the hill, one of the young girls ran out in front of the car in front of me. I heard her hit the car and then fly several metres in the air, landing back in a very similar spot to where she had been standing originally. I pulled over straightaway. I was first on the scene. The driver had pulled over and was extremely distraught. I was lucky enough, because it was a two-lane divided road and there was a park on either side, that a lot of people were stopping. The young girl's sister was hanging over her crying, trying to get her to wake up, so I took her away from the situation, rang 000 and tried to find out where her parents were, because there were no adults present with them. She told me they were at work, so I had to call her mother to let her know that she needed to get to the park as soon as possible.

I did not know anything about TAC. I had no idea what they were. A police officer rang me that evening and suggested that I go and see counselling, so I went to what was – I cannot remember their name at the time, they are now Amber Community. I saw a counsellor twice, who was more interested in the fact that my father drowned when I was two and that my mother committed suicide when I was 22. She was not interested in the accident at all. I gave her the benefit of the doubt for the first time and thought, ‘Go back.’ So I went back the second time. She just wanted to explore that, so I never went again. I went to my local doctor, and he got me in contact with a psychologist, who I saw nine times.

The accident happened on 28 November. On 5 December the police officer told me that I should get a lawyer. I went to Slater and Gordon, who on the spot that day rang TAC, and I was accepted as a TAC client. During the first five years I had nine TAC client managers. I found that in between, unlike some of the other applicants, I did not actually get a manager straightaway. It would take three months, and when I would ask why it took so long it was because of handover.

In January of 2019 they sent out somebody to help me to get back to work because I wanted to go back to work, and then a couple of weeks later I received a letter saying that the TAC client manager thought that I was capable of getting myself my own job, so they never sent anybody else out. I did end up registering as a consultant, not a full-time worker, because my contract with DHHS was running out in June of that year. We were approaching June and I knew I was going to be jobless. I am the main breadwinner in the family, so I was extremely stressed. At this stage the psychologist that I was seeing decided that she did not want to see any more TAC clients. I was her first TAC client. She was having a lot of trouble in regard to getting payment, and some of the reports that they were requesting had not been paid for. She was only a part-time person as well, and I was seeing her every Saturday, as I said, nine times. I did go back to work for a little time. I rang TAC and my lawyer at the time, Slater and Gordon, and said, ‘I’ve gone back to work. It’s only part-time. It’s ad hoc, it’s consulting, it’s whenever I turn up.’ It was working on a project for the department of learning. During that time, I was not capable, I was not coping. I was using it as a bandaid to try and get over the accident. I was having bad nightmares, hearing the sound of the young child hitting the car at 60 kilometres an hour. I was not sleeping. It was interfering with my family.

We move on to 2020. I went six months without pay from Centrelink or from TAC because once I actually had told TAC that I was working they cut all my payments. So I went six months without payment from anywhere. I was diagnosed with PTSD, severe depression and major anxiety, so having a psychologist and psychiatrist was very important to me. TAC sent me to three IMAs and four all up. In the last seven years, five months and 19 days, I have seen six IMAs. They have all said the exact same thing: ‘Kerryn needs home support; she needs a psychologist, she needs a psychiatrist, she needs this.’ Not once has TAC actually implemented them. I have applied, and they have said, ‘Yes, no problem. You have to get somebody. You need to find them. Send us the documentation. We will then send out a letter to them, letting them know, then you book.’ This happened like four times, and by that process we are talking a four- to five-month period. I got very suicidal. I have attempted to take my life three times. The last time, my psychiatrist at the time – I had only had her for a couple of weeks – put me into a hospital. She rang up right there and then on the spot to TAC and said, ‘This woman needs to be in hospital.’ They wanted to do ECT on me, electric shock therapy. I was supposed to have 12 sessions. The first two sessions went really, really well, and they showed positive results. The third and fourth unfortunately were not so great.

Anyway, I ended up checking myself out after two weeks, and TAC had agreed to pay for up to four weeks for me. I then received a letter from the TAC stating that they had approved the ECT but they had not approved an anaesthetist. When I explained to them that you cannot have ECT unless you have an anaesthetist, they decided that they were not going to pay for my hospital bill and none of the anaesthetists, so it was all going to be put in my name. I am now officially bankrupt. I have had to declare bankruptcy. My husband last year decided he had enough, that he could not take any more of me staying up late, going down rabbit holes, trying to find out how I can get help. All I was asking for was a psychiatrist and psychologist and some home help, because I went from being a very active mother of two young boys, who was the secretariat at the local footy club and the president of a basketball club – and that was while having a really stressful job during the week and then going and doing that on the weekend. They then have seen their mother turn into a vegetable who would not get out of bed. I would not clean myself. Hygiene went downhill. I developed further medical issues, one of them being – I can never say the real name of it, but when I get stressed I pluck the hairs out of my leg with the tweezers one by one. I have also been diagnosed with vertigo. I am currently homeless due to my divorce as well. Back in 2019 when they would not give me a psychiatrist and psychologist, home help or a nutritionist, because I was not

eating at all, I would start to binge drink, but I went and saw Alcoholics Anonymous and got off that and that came quite cleanly, which was really good.

TAC said to me – I had to go to VCAT because I had made the complaint, and basically they were saying that they wanted to add in their claim that as of this date they no longer supported me for anything. I thought, ‘Hang on, you haven’t supported me for anything really at the moment anyway, only one psychologist for nine weeks.’ I was seeing my doctor twice a week. I was receiving letters in the mail from TAC that were not for me. They had other people’s personal details. When I would ring them and tell them that, they would just say it was a mistake. It happened several times. Like the previous witness, one night on the phone I said to my TAC client manager, one of them, that I would be better off dead to everybody – to my husband, to my children, to TAC – to which she said, ‘I’ll get one of our social workers from TAC to contact you.’ Two weeks later they contacted me, and when we spoke she said, ‘I’ll send you out some information.’ That information arrived it would have been nearly two months after the fact. I never heard from her again. I have not had a client manager for over 2½ years. Amazingly, since this has been raised and my name has been put forward and I have let them know that I am going to be participating in this situation, as of last week I got a letter saying, ‘You’ve now got a new client service person. This is the person it is. You can contact them.’ My doctor, who I was seeing twice a week, again, was not billing TAC, because TAC were not paying.

As I said, I am homeless at the moment. To be honest, I admitted last night to a very close friend, who I am staying with just so I can get in here to this hearing, that I am on the verge of suicide again, and it is because I still hear that noise. I still see – I am not allowed to say her name anymore, the psychiatrist told me, because it makes it too personal. I know that there are a lot of things I really want to say here, but I think that you could get the gist. Actually, to end, when I let them know I was going to be speaking today and that I wanted to speak, I saw in the group chat that everyone was given times, and I thought, ‘Why haven’t I been given a time? This is a bit unusual.’ I contacted the committee and luckily somebody had pulled out at 4 o’clock, so I was given that position. Apart from that I would not be here today to be able to communicate what has gone through my life. It has been 7½ years of pure hell. Like I said, I have lost my husband, I have lost my children, I have lost my career, I have lost my dignity, I have lost friends who do not want to hear anymore me raving on about the TAC and how bloody corrupt they are and how they are in cahoots with all the lawyers.

Some of the financials that they have sent me that I FOI-ed were incorrect. They were paying – I cannot remember the correct title – basically a clinician who apparently was coming to my house once a week to sit with me and talk with me and get me back into rehabilitation, blah, blah. When I questioned them and said ‘You’ve doubled billed this person. You’ve doubled billed that person.’ They said, ‘Oh, we’ve made a mistake. We’ll resend you out your information.’ They resent it out, and it was still incorrect. I have written back to them and have not heard from them. So that is me in a nutshell.

The CHAIR: Thank you for sharing that in a very honest way. I need to say at the start of this that if you are considering self-harm and those sorts of things, please, we have got someone here if you need to talk to somebody.

Kerryn AIRS: Wonderful.

The CHAIR: Because that is the last thing that any of us – your welfare is paramount. We appreciate the traumatic experience that you have been through and the fact that you have been able to tell it here to us today to help us understand so we can make recommendations to the government to improve the system.

Kerryn AIRS: Apparently I am an anomaly, because the young person in the accident died, so I cannot actually sue anybody. I cannot get any funding from the TAC. I got an impairment payment, of which 95 per cent went to the solicitors. But because they told me to sue the actual client, I said, ‘Well, she’s passed away.’ I spoke to a barrister, and the barrister said, ‘I’m not going up against a child that has been killed. That won’t look good on my record.’

The CHAIR: I will ask this, and if you are not, that is fine, but are you comfortable with taking some questions from us?

Kerryn AIRS: I am, yes.

The CHAIR: Anything you need, just let us know if you need whatever, okay?

Kerryn AIRS: Have you got a wine?

The CHAIR: I am with you there. I will go first, and then we will go through the committee. Thank you again. We have heard this a few times today, but you said that the TAC will not pay your medical bills when you go to the GP; instead they bill you through Medicare. How did you find that out?

Kerryn AIRS: Because somebody in the chat had actually put it up. We were talking about the complaints system, and I was saying that complaining just to the client service person is not the right way; we really do need to be going down the right channel, which TAC have set up. If we complain to our client services manager – if I am complaining to you, you are not going to go and tell your boss that I complained to you. So that is not being captured. But if we went down the right channel that the TAC have set up – however, that process takes so long, you just do not want to do it. I found out via that group. I asked my doctor, and he said, ‘Let me check. No, I’ve been –’

The CHAIR: You had to go and initiate that yourself. Okay.

Kerryn AIRS: I had to physically go and ask, yes. And he did say, ‘Well from now on, I’ll start charging them.’ That was only a month ago.

The CHAIR: Going by what you say, and we have heard others, the TAC do not pay, and if they do, it takes quite a long period of time to process.

Kerryn AIRS: It does, yes, which is why my first psychologist would not take any more TAC clients. Every psychologist I rang would not take a TAC client, and I was ringing off the hook.

The CHAIR: It just sounds like another disincentive. Why would any medical professional providing a service to a client want to deal with TAC? It just sounds like –

Kerryn AIRS: TAC have not paid any of my medical, as in my pharmaceutical, since February 2020. That has all been paid by Centrelink.

The CHAIR: I am just seeing in the notes here that they tried to claim you were committing fraud because of that?

Kerryn AIRS: Oh, jeez, I forgot about the most important part, sorry. Yes, it was at the start, because I went back to work. I had told them I had gone back to work. In the November, I think it was, of 2019 my solicitor told me I was being investigated. I said, ‘What does that mean?’ I have got no idea. Because of my PTSD, I thought only people in the war got PTSD, I did not even know what it was. I still struggle with it, knowing what it is today. They had 24 counts of fraud, meaning going back to work and claiming TAC payments as well as being paid. That was incorrect.

We did 2½ years in court, and I was charged. I did not want to take the charge, because I wanted to fight it, but I had a Legal Aid lawyer because I could not afford a lawyer. She said, ‘Karen, take it. You’re getting one charge. It’s not actually going to be a criminal charge.’ I wanted to go back to work in government, and you cannot work in government if you have got a criminal history, so I said, ‘Fine, I’ll take it.’ As part of that, I was to write a letter to the TAC apologising for being fraudulent, stick to my mental health plan and pay \$1000 to the court fund and pay, which was a random amount, something like \$34,000 to TAC. I do not know where that figure came from.

The CHAIR: Did you do that?

Kerryn AIRS: No. I wrote to the court – the Ringwood Magistrates’ Court – and said, ‘I’ve done everything bar the money. I can’t afford it. I am on a disability pension, which I had to fight for as well; I cannot afford it. I then went back to court a month later, because I alerted the court who then alerted TAC that I had not paid it. Then the TAC lawyer, who I got to know very well, Gordon something Cock – and I do not mean that in a rude way; that was his name – actually said to me that we would have to go back to court. I did not know. I had forgotten about it, blah, blah, blah. The judge dismissed the charge and said that the TAC should be disgusted for dragging me through the courts for 2½ years on 24 fraudulent charges that were not shown. The judge at the time – I got the CDs from the first hearing where I had to accept liability – said that he had never or rarely seen

somebody like me, a pillar of the community, somebody who has got an important job, a mother and a main breadwinner, in the courts, that I was a very rare anomaly. I have never had a criminal history, none of that.

The CHAIR: Yes, thank you. My time has run out.

Kerryn AIRS: Sorry.

The CHAIR: No, no, no, it is not your fault. Do not worry about that.

Kerryn AIRS: Thank you for reminding me. I cannot believe I forgot that.

The CHAIR: No, no, I was just it just interested, that is all. But I will hand over to Mr Galea now.

Michael GALEA: Thank you, Ms Airs, for joining and sharing your story with us today. Indeed, I think a lot of people are not aware that as a witness to an accident you are still eligible for TAC. Looking back now, is there anything that you wish you knew about the process at the start? In terms of how we can support other people as well, what sort of information needs to be available to people?

Kerryn AIRS: That is one of the reasons why I am here. It is not just about me; it is about the future people that are going to be coming through this system. It is about them knowing who to go to. It seemed to be a little bit in cahoots. Like, the police officer sent me to Amber; Amber sent me to a lawyer; the lawyer got the TAC. If somewhere along that line – you know, maybe it is not the police officer's job to tell me what the process is, but if there was somewhere, maybe on the TAC website, if they had pointed me to the TAC website. I did not know about TAC until I got to the lawyer, and so maybe if there was a fact sheet or something that could be put out there to tell people what to do. There is a brief on the TAC website that tells you what you can get but not the process. So yes, and I would suggest that there be some champions, some people that could actually be listed that have lived experience and could help that person through as well.

Michael GALEA: Thank you. You spoke earlier about the anomaly if you were to sue for damages. Just to make sure I understood that, was that because you would have had to have sued the estate of the young girl?

Kerryn AIRS: That is correct, and because she had passed away, I would have had to sue her parents. They were illegal immigrants. I do not even know where they lived. As soon as I got my impairment claim and TAC were told about the fraudulent claims that were going to be put against me, which they told me not to worry about – 'Don't talk to the inspector because this is normal, this is what always happens' – I trusted the lawyers. So I did not know where they were. I did not know who to sue. I did not know any of that.

Michael GALEA: Have you gone through independent medical examination processes?

Kerryn AIRS: Yes. I have been through five – four from TAC and one of my own.

Michael GALEA: How have you found them?

Kerryn AIRS: They lacked information, but I will be honest, I found them quite good. It was quite interesting to line them all up and read them over the four-year period. They all basically spoke the same language: 'This is what TAC need to do with this woman. This is what she needs.' They all actually said the same thing.

Michael GALEA: Interesting. Thank you very much. My time is up.

The CHAIR: Mrs Hermans, over to you.

Ann-Marie HERMANS: Kerryn, thank you so much for coming in given that you are still in a very difficult situation, and we really do hope that things get better for you. You have raised a lot of issues, and I do not want to take up all the time, because I know that we are getting to the end of the day. You mentioned the professionals mentioning to you that they have trouble getting the payments, and therefore a lot of people are not able to access professionals or medical professionals because the medical professionals just go, 'It's taking me too long. I can't do this through TAC,' and that has been your experience throughout the whole time.

Kerryn AIRS: Seven years, yes.

Ann-Marie HERMANS: That was across all different professions as well?

Kerryn AIRS: Mainly psychology and psychiatry, because I have been in VCAT since 2019 in regard to everything else that the IMAs had suggested, so mainly psychology and psychiatry.

Ann-Marie HERMANS: And your medical GP once, and you have just gone through Medicare, then – you have not gone through TAC for any of those.

Kerryn AIRS: It is hard to find a good GP as well. My last GP was signing off on all the TAC documentation, saying, 'She is not capable for work.' Sorry, he was not signing off on them, but when the fraudulent case went to court I said, 'Hang on, my doctor should've been signing these to agree that this is the case.' He was not called in. It was me who was slapped on the wrist, not him.

Ann-Marie HERMANS: You have got a lot going on.

Kerryn AIRS: I wish I had a dollar for every time someone said that to me.

Ann-Marie HERMANS: You are in a complex situation, because you have overcome a lot in your early career life, and then this has been a major setback for you that has made everything seem to spiral and escalate.

Kerryn AIRS: It does not help when TAC say to you, 'Your mum killed herself' – she had heart failure, and they classified it as suicide – and 'But you had migraines before.' Probably too much information, but I used to get migraines with my periods. I have been getting injections now for 20 years that stop my migraines, but since the accident I would be lucky to go two weeks without a migraine, which is debilitating. I am in bed. If the TAC call me, I cannot call them straight back because I am in bed for two to three days. I have lived in my room for seven years, basically, hardly leaving. I get triggered by seeing somebody cross a road on a red light. I get triggered by watching somebody go over the speed limit, so I have just stayed in my bedroom for seven years.

Ann-Marie HERMANS: I am a migraine sufferer, so I understand what that is like, but then it sounds like you have got trauma-triggered headaches as well. I do not want to take up too much time from other people. I did have a couple of others, but let us just leave it at that. Thank you so much for coming in. I really appreciate it.

Kerryn AIRS: Thank you.

The CHAIR: Mr Limbrick.

David LIMBRICK: Thank you. I would just like to acknowledge your bravery and selflessness in coming in here today, not for yourself but to help fellow Victorians who might end up in a situation witnessing – it is an unusual situation where you are a third party to an accident, but I cannot even imagine how awful that must have been. So for you to, despite your situation, say you want to come here and help people I think is admirable. To make the most of that our committee's job is to try and make recommendations to the government to make things better. What do you want to change that will make things better? What should we be recommending to the government?

Kerryn AIRS: First of all, TAC need to limit their budget on advertising, I believe. I think the Victorian Auditor-General's office need to do an audit on the TAC. I would like to see a similar sort of thing which happened with WorkCover. I know we are having the parliamentary inquiry, but I think there should be something down that road as well. The NDIS stuff I find very interesting, because I have applied three times and am ineligible, which I do not understand, but anyway. I would just like to see some more information out there for people who have gone through accidents or who have witnessed accidents – where they need to go, how they need to go – not a sign at the football telling me that the TAC are cool.

David LIMBRICK: Yes.

Kerryn AIRS: I think it would be really important to have flyers. I know they do a lot of work in road safety in schools and things like that, but that is the shiny stuff, it is not the detailed stuff. There needs to be some more information out there about what can happen. When I see somebody walk across a road on a red light, I always say it is not just them that might be the affected, it could be the ones that are seeing them. There needs

to be more education about what to do, where to go and where to seek help. I think that it is the TAC's job to do that, and I just think they are failing in that area at the moment.

David LIMBRICK: Those are some very constructive recommendations, and I am sure the committee will take that into account. Thank you.

Kerryn AIRS: Thanks, David.

The CHAIR: Mr Tarlamis, over to you, who is online.

Lee TARLAMIS: Thank you, Chair. And thank you, Ms Airs. Again, I cannot imagine exactly what you have been through, but I know how difficult it must have been for you to come in here today. I just want to thank you for coming in and talking to us about your personal experiences so that we can better understand exactly what you have been through and what is happening at the TAC through your experiences. I do not actually have any questions, but I just wanted to take this opportunity to thank you for coming in today.

Kerryn AIRS: Thank you. I appreciate it.

The CHAIR: Thanks, Lee. Ms Gray-Barberio, over to you.

Anasina GRAY-BARBERIO: Thank you very much, Chair. Ms Airs, your admission of self-harm really concerns me. I am, first and foremost, concerned about your welfare. We do have access to support. Please consider taking that up after the session or whenever you may need it. It is actually really important, just hearing your story today. You are under a lot of pressure, so I just wanted to say that to you. There is support available for you. Please look after yourself. I do not have any questions, but we do have a duty of care, with you making that admission, that we ensure that you have got the supports that you need. Thank you, Ms Airs.

Kerryn AIRS: Thank you.

The CHAIR: Thank you, Anasina. I will hand over to Ms Watt. Over to you.

Sheena WATT: Ms Airs, thank you so much for coming in. Can I just join in the comments made by my fellow committee members sharing our concern for your wellbeing and reaffirm that there are absolutely services available and encourage you to make use them. I, in fact, do have a couple of questions for you because you are our only witness today that is a witness to an accident. I actually think that your contributions are enormously helpful for our work. Whilst there is much that you have already given us around how we can continue to support future witnesses to traffic accidents, I actually am shocked by so much of your experience and what you have had to endure. But one thing that I think to me is really troubling is that you have reported receiving documentation belonging to other TAC clients.

Kerryn AIRS: Yes, that is correct.

Sheena WATT: And in that is personal information of those clients. Can you talk to us a little bit about this? Because this absolutely should not be happening, and there is no circumstance in which you should be receiving medical information. My fear is that others might be receiving yours, if there are in fact some failures in our TAC system. Do you want to share that with us? Because I think that is a real problem that is worth highlighting.

Kerryn AIRS: It was not the first time – it did not just happen once; it happened quite a few times. I have got the documents, which I am happy to provide to the committee. It was details of finances, and then there were details of operations that were going to be needed.

Sheena WATT: Like medical operations?

Kerryn AIRS: Medical operations of a particular client and basically financial information of reimbursements or not being accepted or not having –

Sheena WATT: These letters, were they actually addressed to you or were they –

Kerryn AIRS: Yes, they were addressed to me. To be honest with you, when I first got them, I thought it was a joke.

Sheena WATT: I am a bit shocked. I am sorry.

Kerryn AIRS: My name was in there.

Sheena WATT: So you were on the address up the top.

Kerryn AIRS: I was on the address. But my name also – in one of them, it states all the people that needed to be – I cannot remember the wording –

Sheena WATT: That is okay.

Kerryn AIRS: something reviewed. It was basically a list of us, our names, our addresses and details.

Sheena WATT: Okay.

Kerryn AIRS: Privacy was – it is interesting on the privacy situation. In our group, in our forum, some of the people have been able to FOI the telephone records. I have tried to FOI my records. They will not give them to me. They reckon they do not do that. With FOIs I think I have FOI-ed the hell out of them, but they have withheld quite a lot of information. Even today when I was sharing some information and chatting with some of the other witnesses, I discovered that we all do not get the same things. We ask for the same thing, but we are all not getting the same thing. Like medical review panel reports. Mine was two letters where – and this is quite disturbing – one of the panel review said, ‘Why would we support Mrs Airs, who has acted with fraudulent activity? She claims to have size H breasts. That’s like two watermelons – as if.’ And that was sent to me.

Sheena WATT: I am sorry. I am entirely shocked by this.

Kerryn AIRS: That was sent to me in a letter.

The CHAIR: Have you got a copy of that letter?

Kerryn AIRS: Yes, I do.

The CHAIR: Can you provide it to us, please?

Kerryn AIRS: It was meant to be their report.

Sheena WATT: Was this through an FOI request that you received this?

Kerryn AIRS: Correct, yes. Once it went to review, I did not know what happened. I did not know that it went out to a panel, but then somebody told me about it. But mine, all it was was basically two doctor’s emails, basically. That is what the first letter said.

The CHAIR: You are happy to provide – sorry to interrupt.

Sheena WATT: Goodness. I might refer to the Chair for some follow-up steps regarding this information.

The CHAIR: Are you happy to provide that to us?

Kerryn AIRS: Yes. I do not know if you go to Kmart, but do you know the tubs at Kmart, the 120 tubs?

The CHAIR: Sadly, I do go a lot.

Kerryn AIRS: I have got one and a half of those full of paperwork from the TAC. At the moment it is in storage because I am homeless, but I am happy to go and get that out.

Sheena WATT: I do not want to add to your burdens by asking for a copy of that, but this is truly troubling information.

Kerryn AIRS: No, I would be happy to provide it, more than happy.

The CHAIR: Thank you. I have taken up some of your time there.

Sheena WATT: No, no. Just to say that if you are able to provide it and it is not too much of a burden, please do. But know that my intention is not to add to that.

Kerryn AIRS: I appreciate that.

Sheena WATT: But it is, to my mind, a pretty compelling piece of evidence.

Kerryn AIRS: You should have heard what I wanted to say to him.

Sheena WATT: Yes, I might go back to the Chair, but thank you so very much for the testimony that you have provided for us today. Thank you.

The CHAIR: That brings an end to the formal part of our questions, but we have got a couple of minutes left. In those last couple of minutes, are there any last things that you want to say? We are an inquiry. We are here to make recommendations to the government. Is there anything else that you want to add that you think will make a difference to those that are going to go on it?

Kerryn AIRS: I would really like to see a VAGO report produced. That is one of my –

The CHAIR: Like an audit into the finances?

Kerryn AIRS: No, not just the finances, the whole of – because I have checked with VAGO. They have done two reports on the TAC in their entire time, and both have been on road safety – one to do with barriers and one to do with roads. They have done nothing on the culture and nothing on the administration, the structure, the finances or how the shop runs. I would like to see them go through the whole kit and caboodle, like with WorkCover.

I would like to have ended with something to keep in your heads. All these wonderful people that have come forward have been thinking all day of something to leave you with to remind you when you leave today, but I have not been able to, in my own head. But I just hope that you have been able to take on what everyone has been able to say here today, because it has been a lot for us to do the submission. We are revisiting it, as somebody said earlier. It is constant revision. I am 7½ years in, and I am still revisiting it on a monthly basis.

The CHAIR: I could only imagine the difficulty that you and many, many others that have appeared today have experienced and re-experienced as a result of it. For us as a committee our duty is to take on board what you say for it not to be in vain but to make a difference in the future. You have certainly made a lasting contribution, as many others have today, through the stories that you have told. They are key things that really help paint a picture in our mind about what the real state of affairs is. So thank you so much for being so clear and so honest – brutally honest – with us. We needed to know it. And yes, I wish you all the best.

Kerryn AIRS: Thank you very much. I appreciate that very much. Thank you, all of you.

The CHAIR: Thank you.

Committee adjourned.