



Media release

Legislative Council Legal and Social Issues

TAC should improve support to clients with complex injuries

The Transport Accident Commission (TAC) should examine the support it provides for people with complex injuries, particularly those with acquired brain injuries (ABI), a report tabled in the Legislative Council today has recommended.

The Legal and Social Issues Committee inquired into the TAC's claims framework, making a range of recommendations aimed at improving outcomes for injured Victorians, particularly those living with complex and life-changing injuries.

The inquiry examined key aspects of the TAC scheme, including the claims process, dispute resolution, interactions with medical service providers and how the TAC works alongside other support systems such as the National Disability Insurance Scheme.

"The TAC has been a mainstay of Victorian life for nearly 40 years, supporting people recovering from road trauma," Committee Chair Joe McCracken said.

"Throughout this inquiry, the Committee heard that while the scheme generally works well for people with straightforward claims, those with the most severe injuries often face the greatest administrative burden at the most vulnerable period of their lives."

The Committee found a clear link between the complexity of a person's injuries and the complexity of navigating the TAC system.

"People recovering from serious injuries should be focused on their health and rehabilitation, not struggling to navigate complex processes," Mr McCracken said.

The report acknowledges steps already being taken by the TAC to improve client experiences, including the recent introduction of a new claims management system designed to enhance communication and reduce disputes.

"Improving communication is critical to building trust and ensuring people understand their entitlements and the support available to them," Mr McCracken said.

The Committee has also recommended the establishment of a Client Advisory Body, or a similar mechanism, to ensure the experiences of TAC clients are directly reflected in future decision-making and service improvements.

The inquiry also examined concerns raised about medical service fees. While the TAC sets reimbursement rates and regularly reviews them, medical service providers are able to charge above those rates, leaving some injured Victorians with out-of-pocket expenses.

Mr McCracken said the report's recommendations are intended to strengthen the TAC's client-centred approach and improve outcomes for Victorians recovering from transport-related injuries.

"The Committee urges all participants in the TAC scheme to keep the needs of injured Victorians at the centre of their decision-making."

The report is available to read and download on the Committee's [website](#).

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