Victoria

Who can make a claim?

- If you are involved in a crash in Victoria, caused by the driving of a motor vehicle and are injured.
- A pedestrian, cyclist or e-scooter/e-bike rider who was injured or died in a crash caused by the driving of a motor vehicle, motorcycle, bus, train or tram.
- A cyclist who collided with a stationary motor vehicle on or after 9 July 2014.
- Interstate if someone was injured or died in a crash that involved a Victorian-registered vehicle.

Details you need to make your claim

- Details of the crash, including -
  - Date, location, and what happened.
  - Police report number you received when you reported the crash to the police.
  - For public transport crashes: the incident report number and the date you reported the crash to the operator.
  - Details of other people/drivers and witnesses involved.
  - Details of the vehicles involved, including registration numbers
- Medical documents.
- Employment and bank details.

How to make a claim

There are three ways to claim –

1. Online lodgement form (allow 25 minutes) -
2. By phone lodgement (allow 40 minutes)
3. Many hospitals can lodge a claim on your behalf if you are still in the hospital.

When to make your claim

- Within 12 months of the crash or the date an injury becomes evident.

What you can claim

- Medical treatment and services to help you while you recover.
- Replacement or repair of glasses or dentures.
- Income support.
- Return to work support.
- Lump sum payment.

Need more assistance lodging your claim?

Contact TAC on **1300 654 329**

This guide is for general information only. It is not legal, financial or professional advice. Please contact the relevant State Insurance Regulator for more information.

Journey to Recovery

Victoria

Fatality Claim

For Financial Support

Who can make a claim?

- If you have lost a loved one in a motor vehicle crash.

How to make a claim

- Complete the *FUNERAL AND DEPENDENCY BENEFITS CLAIM* form .
  - Complete the form online.
  - Download and send the completed form to familybenefits@tac.vic.gov.au or post to TAC, GPO Box 2751, Melbourne VIC 3001.

What you can claim

- Funeral and monument expenses support.
- Travel and accommodation expenses for funeral services.
- Counselling for family members.
  - Dependent financial support.

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Journey to Recovery