



/ The evolution of the home modifications model at the TAC

**John Grinter and Darren Laidlaw
Transport Accident Commission**

The background of the slide is a photograph of the Transport Accident Commission (TAC) building in Melbourne, Australia. The building is a modern, multi-story structure with large glass windows and a grey facade. A red car is parked in front of the building. A diagonal black and white graphic element divides the slide. On the left side, there is a blue chevron pointing right, followed by the text 'THE TAC'S'.

THE TAC'S

Role in Victoria

Accident prevention

Support for people injured
on the roads

Improving the state's
trauma system

An aerial photograph of a two-lane road winding through a dense green forest. A small blue car is visible on the road. The image is split diagonally, with the left side being a dark green overlay containing text and the right side showing the actual road and forest.

OUR VISION IS FOR

Zero Deaths and Serious Injuries on our Roads

\$1.1 billion by 2020 on road infrastructure upgrades

Community engagement to build shared responsibility

Your role in road safety



OUR MISSION IS TO BE THE

World's leading social insurer

Achieving life back on
track outcomes

Reducing the
administrative burden

Increasing clients' choice
and control

3 >> broad client groups



1%

> Independence

Independence clients sustain catastrophic injuries and have a life long relationship with the TAC. They require tailored support to get their lives back on track.

19%

> Supported Recovery

The TAC have a group of **Recovery clients** who we know have more complex needs and are likely to benefit from active engagement and support.

80%

> Rapid Recovery

The majority of **Recovery clients** have needs which are generally simple and transactional. Most claims are low cost and short duration - with just over 50% of clients entering and exiting the scheme within 3 months.

Home modifications at the TAC

>> 2010



- > Time consuming with **63%** of home modifications taking **>49wks** (average **65wks** duration)
- > Complaints - **48** over 2 years
- > **High cost of home modifications** compared to industry standards
- > **Interim accommodation costs –** very high
- > **Inefficient communication** between the TAC and external parties

Our strategic approach



Evidence-based



Designed in partnership with OTs and PMs



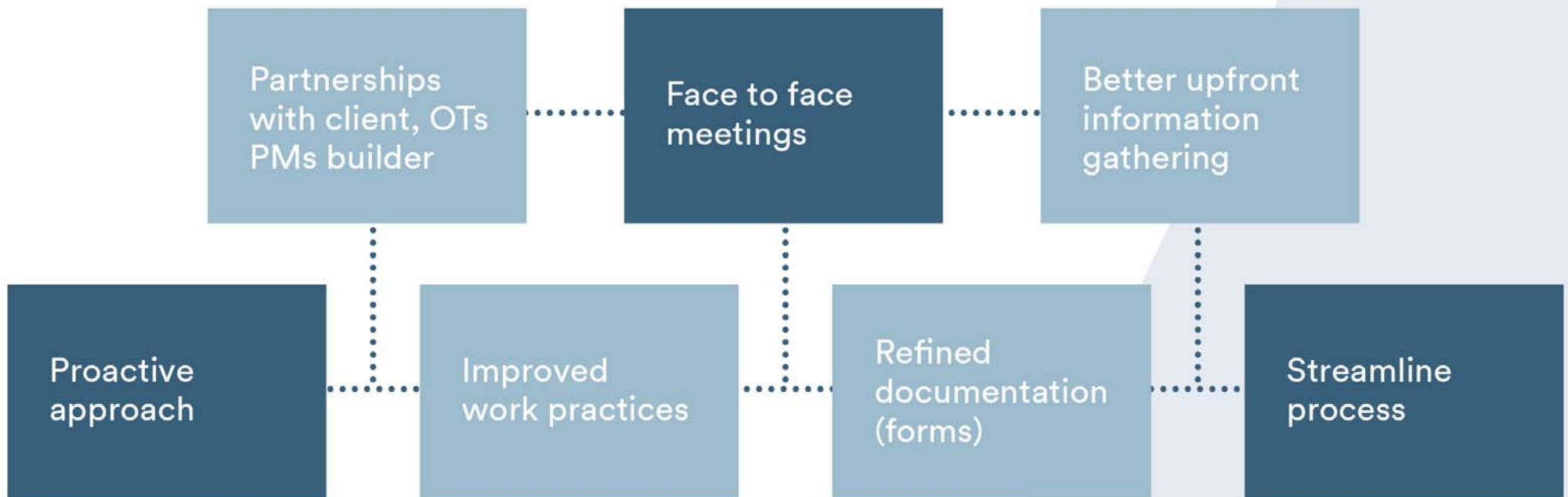
Streamlined processes



Underpinned by contemporary disability practice

A new model

Setting expectations early with our clients



Created by the Specialist Accommodation Advisors (SAA)

Our new values

- ✓ We value life
- ✓ We make every conversation count
- ✓ We will find a better way, today
- ✓ We make the complicated simple

