



Injury Schemes Seminar*

Balancing Outcomes

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Sheraton Mirage Gold Coast

* Formerly the Accident Compensation Seminar



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SYNOPSIS

THE ISCRR EVALUATION OF THE TAC 2015 STRATEGY: DESIGN AND DELIVERY OF A MULTI-FACETED RESEARCH TRANSLATION PROGRAM

Dr Michael Fitzharris, Ms Sara Liu, Associate Professor Alex Collie, Dr Swati Shourie, Associate Professor Belinda Gabbe

Key words: evaluation, strategy, Transport Accident Commission (TAC), TAC 2015 Strategy

Purpose of your paper:

Synopsis: The Transport Accident Commission (TAC) '2015' Strategy represented a significant shift in the claims model with client outcomes added to the headline indicators of client satisfaction and scheme viability. The 2015 strategy was the culmination of significant planning and has been implemented in a staged approach. The Institute for Safety, Compensation and Recovery Research was commissioned to provide an independent evaluation of the TAC 2015 Strategy. This presentation will describe the core elements of the evaluation, how the evaluation model was developed, and how results have been used to add value across the business. Despite being conducted in an extremely dynamic environment, the evaluation model remains largely as designed, that being a process, impact and outcome evaluation, but with a highly flexible 'action-research' program that is responsive to the needs of the TAC. Examples of 'action-research' will be provided, including how staff perceptions of change and capability needs was measured and research aimed at improving the early identification of clients 'at risk' and the remote mental health options that might follow. Lessons learned include the imperative of integrating information from across the business with findings from the independent evaluation, and the manner of reporting. It is argued that embedding independent researchers within the operational context adds value and ultimately ensures relevant research findings are rapidly translated into practice.