



# Injury Schemes Seminar\*

**Balancing Outcomes**

10–12 November 2013  
Sheraton Mirage Gold Coast

\* Formerly the Accident Compensation Seminar



**Actuaries  
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## SYNOPSIS

### TAC CLAIMS MODEL TRANSFORMATION – AN UPDATE ON THE JOURNEY

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**Key words:** CTP, Claims Model, Segmentation, Return to Work

**Purpose of your paper:** Update on the TAC Claims Model Transformation presented at the Accident Compensation Seminar in 2011.

**Synopsis:** An Update on the TAC Claims Model Transformation presented at the Accident Compensation Seminar in 2011.

In October 2010 TAC implemented its Recovery model covering mild to moderate injuries. The model and some of the early results were presented at the previous Accident Compensation Seminar.

With two further years' experience further results and learning have emerged. TAC has implemented Phase 2 of the model (a number of changes to Claims management practices) and have made a number of changes to the model in response to emerging experience.