

MAKE EVERY
DAY MATTER



STRATEGY



Juan, TAC client

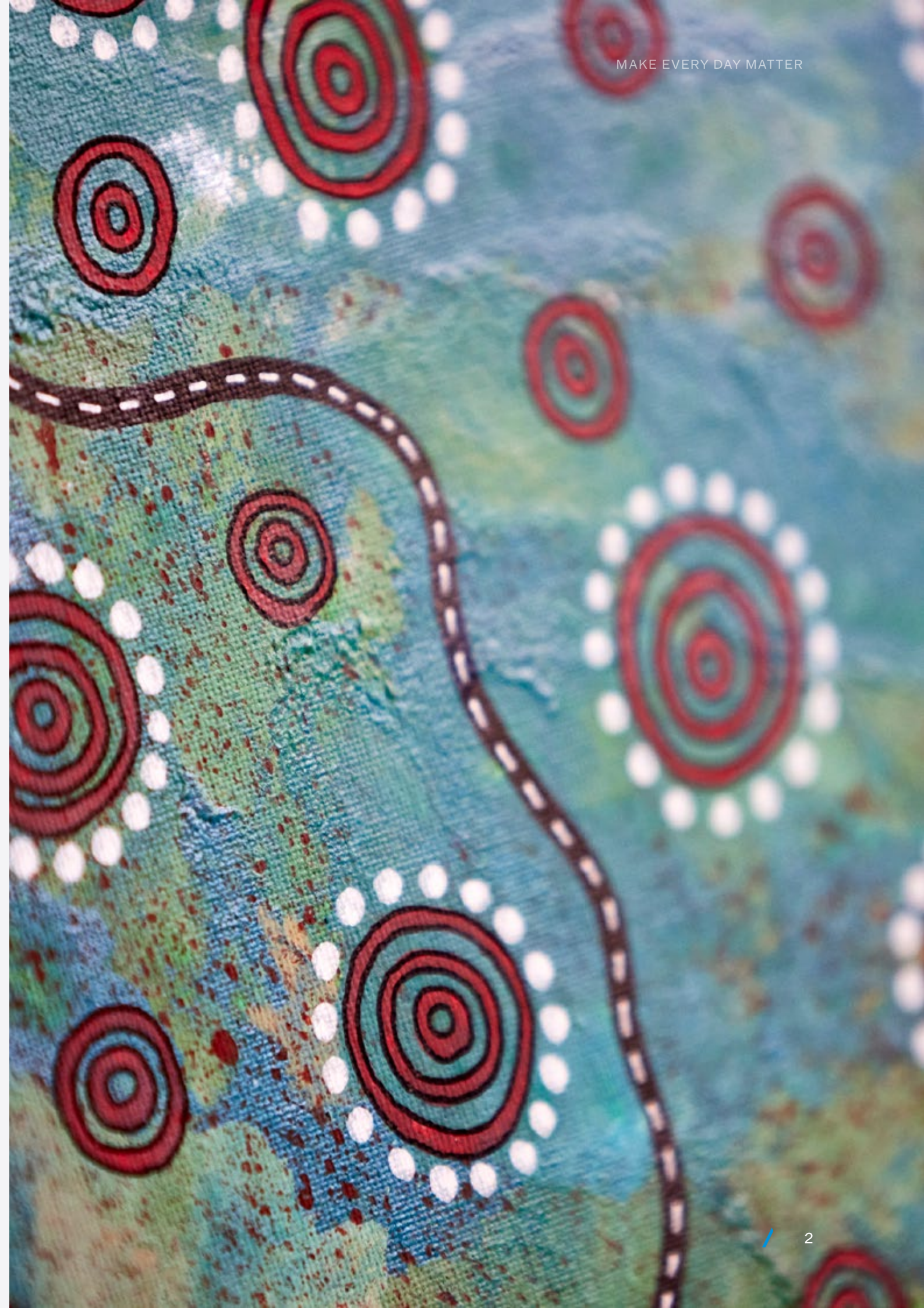
Acknowledgement of Country

The Transport Accident Commission acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land. We pay respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people that call Victoria home today.

We recognise and respect their culture, beliefs, and connection to Country, with traditions and customs that have existed for over 60,000 years, and are privileged to share the lands we live on and operate in.

We respect this land too – our purpose is to care for the lives of everyone who travels on Victorian roads.

Artwork by Jurrawaa Stanley (2021)
The roads that keep us connected



Make Every Day Matter

Chair and Chief Executive Officer Foreword

At the Transport Accident Commission (TAC) we are proud of our culture of genuine care. Our organisation thrives on an unwavering determination to care for the lives of everyone who travels on Victoria's roads – it is a collective force that helps us to make a difference to the community and clients we serve.

Victoria is a leader in road safety, yet sadly people continue to die or be seriously injured on our roads. Not only does road trauma have

“We have set ambitious goals and targets over the next six years.”

this as an inevitable cost of travelling on our roads. That is why, for almost four decades, the TAC has relentlessly pursued innovative strategies to prevent road trauma and support people injured on our roads to recover to the best possible outcomes.

a devastating impact on people, it also costs our economy billions. We refuse to accept

However we know much more needs to be done. We are motivated by our critical purpose, which has inspired the name of our strategy, **Make Every Day Matter**. We have set ambitious goals and targets over the next six years, which require all of us (the TAC, our clients, our partners, and the broader community) to focus on achieving better outcomes, every day.

Our four strategic goals are:

1. **Safe to travel**
2. **Best client outcomes**
3. **High performing culture**
4. **Scheme for now and the future**

Together with our road safety partners, we will lean in hard to the challenge of saving lives and reducing serious injuries. For those injured, we will help quickly connect them to the most effective services and supports based on their needs.

To support us to achieve these goals, we have designed a six year roadmap of work that modernises and transforms our systems and services and a corporate scorecard to hold ourselves accountable.

We will work flexibly within the complex and rapidly changing environment, while remaining firmly focused on our goals and targets, and take advantage of new research and innovations as they come to hand. Our Annual Reports will track our progress on the achievement on our Strategy.

Thank you for your contribution to safer roads and better outcomes for our clients.



Greg Wilson
Chair



Tracey Slatter
Chief Executive Officer

Our purpose

Our core purpose is to care for the lives of everyone who travels on Victoria's roads.

We do this by promoting road safety and providing support to those who have been injured in a caring, efficient and financially responsible way.

We are a statutory insurer, owned by the Victorian Government and funded by a compulsory charge on vehicle registrations in Victoria. Under our 'no-fault' scheme we provide support to those injured, regardless of who caused an accident.

Our key objectives are to:

1. Manage our scheme as effectively, efficiently, and economically as possible.
2. Prevent transport accidents and ensure people injured can access effective rehabilitation.
3. Deliver socially and economically appropriate compensation in a timely manner.

We will continue to work closely with our partners across government, industry, advocacy groups and the broader Victorian community to deliver on our purpose.



Our Victorian road safety partners



Other key partners



Our values

Developed by our people, our values underpin every aspect of our organisation. They guide what we do, how we think, and importantly, the way we respond to, and support, Victorians impacted by road trauma.



We value life

We are passionate about protecting Victorian road users in every way. We value each and every life, and we are committed to investing to deliver a road safety system that protects our community against trauma.

Through quality, respectful, and timely supports and services, we help our clients get their lives back on track, as quickly as possible. Our value for life extends to our own people too. By looking after our own wellbeing, we are better equipped to look after the Victorian community.



We make every conversation count

We know that trust is built and reinforced one conversation at a time. We ensure the conversations we have with colleagues, clients, our partners, and our community are authentic, heard, and acted upon.



We will find a better way, today

We are not afraid to be bold and brave. We empower our people to be innovative and creative, and to continuously seek better ways to care for our clients and prevent road trauma.



We make the complicated simple

We break down barriers that get in the way of achieving success. We simplify the way we do things and the interactions we have – for our clients, our partners, and our broader community.



Sarah, TAC employee

Our strategic goals

At the heart of Make Every Day Matter are four goals which are strongly connected to our purpose and the vital work we do in road safety, health, disability, and compensation. Each goal is underpinned by three aspirations describing our ideal future state.

We have developed a new measurement approach to track our journey towards achieving our strategic goals. These measures make up our Make Every Day Matter scorecard, as well as nearer-term indicators of performance known as goal performance signposts.

Our six year roadmap of work will be delivered over three time horizons: 2025, 2027 and 2030. With clearly defined goals and measures, we are not just aiming for safer roads and better recovery outcomes; we are taking every opportunity to be accountable for delivering value for the Victorian community.



**'Solace' road trauma memorial
Limeburners Point, Geelong.
Artist: Don Walters**

Our strategic framework

MAKE EVERY DAY MATTER

Our Purpose: To care for the lives of everyone who travels on Victoria's roads

Our goals	Our aspirations	Success by 2030	How we will achieve success
 <p>SAFE TO TRAVEL</p>	<ol style="list-style-type: none"> 1. Significant reduction in serious road trauma 2. Safety first road culture 3. Be bold in leading the necessary changes 	 Halving lives lost  Significantly reducing serious injuries	<ul style="list-style-type: none"> • Community acceptance of safe system improvements • Enable safe and compliant road users • Influence uptake of safe vehicles • Invest in transformational road safety infrastructure
 <p>BEST CLIENT OUTCOMES</p>	<ol style="list-style-type: none"> 1. Client-centred recovery and independence 2. Best providers, best outcomes 3. Service excellence 	 Achieving our best client outcomes score  ≥ 70% of our providers find the TAC easy to deal with	<ul style="list-style-type: none"> • Deliver a client-centric response to recovery and independence • Transform our partnerships to achieve best client outcomes • Transform our client service delivery, enabled by modern technology • Ensure equality of outcomes for First Nations clients
 <p>HIGH PERFORMING CULTURE</p>	<ol style="list-style-type: none"> 1. Empowered and innovating 2. Accountable for outcomes 3. Lead and learn together 	 Employee engagement is above the Australian norm*  Ideal state culture in constructive behaviour styles achieved	<ul style="list-style-type: none"> • Cultivate leadership and elevate talent • Embed a high performing culture and optimise strategic workforce planning • Uplift employee experience and performance • Advance reconciliation at the TAC and in community • Advance inclusion and diversity to be integral in everything we do • Transform business processes and systems
 <p>SCHEME FOR NOW AND THE FUTURE</p>	<ol style="list-style-type: none"> 1. Financial sustainability 2. Community trusted 3. Leading in Environmental, Social and Governance (ESG) 	 Our insurance funding ratio is around the mid-target range  ESG is part of our every day	<ul style="list-style-type: none"> • Modernise insights and operations • Enhance governance, risk and compliance • Ensure financial viability and sustainability of the scheme • Progress ESG

Our values: We value life We make the complicated simple We will find a better way, today We make every conversation count

* The Australian National Norm (ANN) is a comparison group comprised of 225,000 responses, across 128 Australian organisations as set by Willis Towers Watson (WTW). The ANN provides validated and statistically weighted survey results from employees working in a cross-section of industry groups in Australia to which we can compare our organisational results for benchmarking and comparison purposes.

SAFE TO TRAVEL

We are building a future where **every journey** on Victoria's roads is a **safe** one.

Significant reduction in serious road trauma

• Safety first road culture

• Be bold in leading the necessary changes

Celeste, Victorian road user



\$6 billion

Road trauma costs the Victorian economy **\$6 billion** each year.

295 lives

In 2023, we tragically lost 295 lives on our roads - up 22% (or 54 more lives lost) than the year before, with 1,269 people seriously injured.

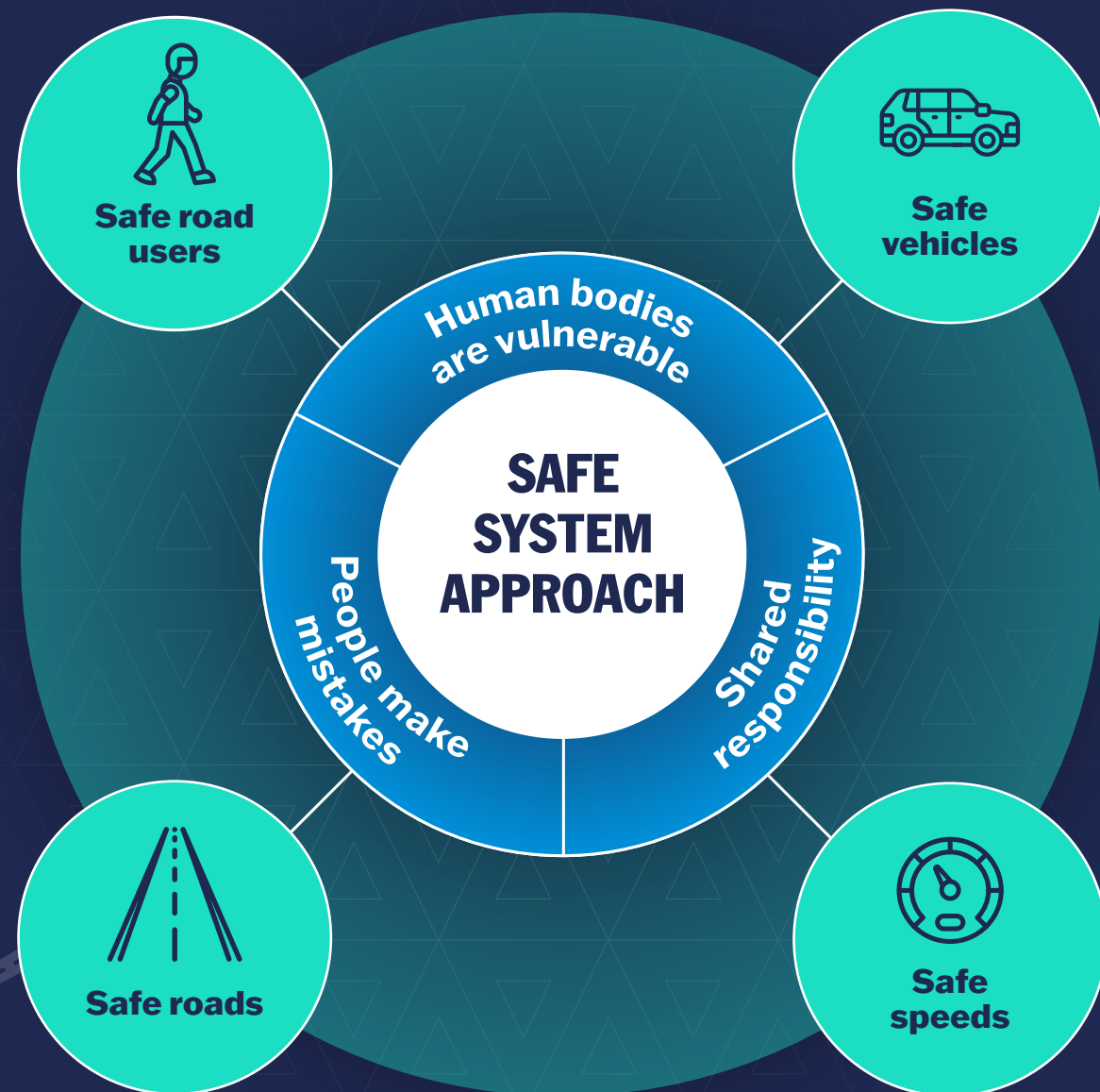
We believe everyone is responsible for building a culture of safe road travel.

Everyone has the right to be safe when they travel on our roads. We know, however, that too many people are still losing their lives or being seriously injured in accidents that are preventable.

Guided by the 'safe system' approach, we will continue to work collaboratively with our Victorian road safety partners to deliver the bold vision set by the Victorian Road Safety Strategy 2021-2030. This is part of our long-term objective to eliminate all deaths and reduce serious injuries on our roads by 2050.

"We remain committed to the goal of halving deaths by 2030, and we must and will do everything within our means to meet it - to ensure that the years beyond do not see the same level of trauma we saw in 2023."

Samantha Cockfield,
Executive General Manager
Road Safety



Spotlight on: Safe to travel

Shaping the next generation of safe road users

Advances in technology have propelled vehicle safety forward, not only reducing injuries and saving lives in a crash, but actively preventing them from occurring in the first place. Looking ahead, it is not hard to imagine a world where vehicles integrate with infrastructure and cloud-based data to take road safety to new levels.

As road users, we continue to play a critical role, and for the next generation of drivers, education is key. Programs like Road Smart Interactive help to boost road safety education in Victorian secondary schools. Students learn about road and vehicle safety and test their knowledge of issues like speed, drink driving and distractions.

Our aspirations

Significant reduction in serious road trauma

By 2030... We will halve road deaths and reduce serious injuries

Alongside our Victorian road safety partners, we are committed to halving the number of lives lost and reducing serious injuries on our roads.

We will work to deliver a safe road network, get more drivers in safe vehicles, and support road users to make safe choices.

By implementing evidence-based strategies and interventions across priority areas, we will pave the way for a safer future.

Safety first road culture

By 2030... Every Victorian understands their role and contributes to safe road travel

Everyone in our community has a key role to play in making safe choices to protect themselves and other road users from harm.

We will help our Victorian community understand and elevate important safety considerations related to the cars they buy, safety equipment they wear, transport they use, and safe driving behaviour.

By educating our entire community about their shared responsibility for building a safety first road culture, we can make an enduring positive impact on road safety in Victoria.

Be bold in leading the necessary changes

By 2030... We lead with expert authority and influence

We recognise that we work as part of a network of organisations, each with a significant role to play in road safety and post-crash care. To achieve our mutual goals, we will strengthen these critical relationships and work collaboratively with our Victorian road safety and other key partners so we can use our expert authority and influence for the greater good of our Victorian community.

In these partnerships, we will challenge the status quo and harness our collective expertise to shift the dial on complex road safety issues.

Our focus areas

Work packages	What we will do by 2030
<p>Community acceptance of safe system improvements</p>	<ul style="list-style-type: none"> • Set the agenda for change • Influence adoption of safe driving behaviour • Support safe local streets and roads
<p>Enable safe and compliant road users</p>	<ul style="list-style-type: none"> • Support effective enforcement • Engage and educate the community
<p>Influence uptake of safe vehicles</p>	<ul style="list-style-type: none"> • Influence safe purchase decisions • Partner with the Department of Transport and Planning to establish a research partnership with industry stakeholders on vehicle safety technologies
<p>Invest in transformational road safety infrastructure</p>	<ul style="list-style-type: none"> • Partner with Department of Transport and Planning to develop safe system capability in local government areas and roll out road safety infrastructure across Victoria

Our measures of success

Make Every Day Matter scorecard	
	Halving lives lost
	Significantly reducing serious injuries
Goal performance signposts	
	Enabling safe system improvements on Victorian roads
	Improving infrastructure delivery
	Increasing engagement with local government area organisations
	Increasing proportion of new light vehicles with key safety features
	Improving our communications impact
	Improving community acceptance

BEST CLIENT OUTCOMES

Each client **owns their recovery journey** to get their life back on track.

Client-centred recovery and independence

• Best providers, best outcomes

• Service excellence



Marty, TAC client

**45,000
people**

Last year we helped around **45,000 injured people.**

30,000

We work with around **30,000 health, disability and vocational providers.**

We are striving to improve our client experience and outcomes. In 2023-24 our client experience score was 6.78/10 and client outcomes score was 6.70/10.



Mitchell, TAC provider

Transport accidents impact the physical, mental, emotional, and financial wellbeing of people and their families.

We recognise that each client is unique, from those with short-term needs to those who experience lifelong consequences from their accidents.

No matter what the situation, we are here to make every day matter and provide excellent service support that empowers our clients to access the services and treatments they need to recover to their best possible outcomes.

“The TAC plays a role that is much bigger than people think. From financial to motivational support, they are always there...Just having someone else believing in you keeps you going some days.”

Marwan, TAC client

Our aspirations

Client-centred recovery and independence

By 2030... We empower our clients, enabling them to navigate and expedite their recovery and independence with ease

For too long we have expected our clients to adapt to our way of working. We want to flip our model so that our way of working is responsive and better tailored to the needs of clients.

We will do this by embracing modern technology and co-designing our client services to make them more personalised and accessible.

By transforming our approach to client-centred recovery, we will empower clients with the right tools and information to make informed decisions about the services and treatments they need to get their lives back on track.

Best providers, best outcomes

By 2030... We are a partner of choice for providers, ensuring clients access services that achieve the best possible outcomes in a cost-effective way

We want signs in waiting rooms to say 'We treat TAC clients'. We will build provider partnerships, with the long-term view of improving access to high quality, cost-effective services and treatments for our clients.

To help build these relationships, we will enhance the ease of provider experience across our platforms and services.

We will be strategic in the way we partner, looking at the way we register, contract, monitor and work with providers, while also leveraging opportunities to innovate in value-based healthcare.

Service excellence

By 2030... We exceed expectations, delivering modern, timely and accessible client services to those we are here to support

We will uplift our digital technology, systems, and processes to ensure our network is connected, responsive, agile, and efficient.

We will drive modern operational efficiencies by simplifying and automating our processes.

We will give our clients greater choice over the communication channels they contact us by and provide them with proactive, intuitive, and easy to use services so they can get the answers when and how they need.

Our focus areas

Work packages	What we will do by 2030
<p>Deliver a client-centric response to recovery and independence</p>	<ul style="list-style-type: none"> • Meet client needs through dynamic segmentation • Meet client needs through client pathways and service offerings • Develop trusted partnerships with our clients
<p>Transform our partnerships to achieve best client outcomes</p>	<ul style="list-style-type: none"> • Develop strategic partnerships with key stakeholders / establish value-based partnerships • Ensure robust modern policy design and transparent implementation • Ensure the strategic commercial decisions we make are accessible and affordable
<p>Transform client service delivery, enabled by modern technology</p>	<ul style="list-style-type: none"> • Deliver enabling technology for a personalised, integrated client experience • Optimise, automate, and manage client processes • Enable innovation and organisational agility and proactive intervention and delivery
<p>Ensure equality of outcomes for Aboriginal and Torres Strait Islander clients</p>	<ul style="list-style-type: none"> • Provide quality engagement, service delivery and leadership • Ensure culturally appropriate support for First Nations clients • Support self-determination for First Nations clients

Our measures of success

Make Every Day Matter scorecard	
	Improving client outcomes and experience
	Increasing proportion of clients independent of scheme
	Increasing proportion of clients who get back to work in a timely manner
	Increasing proportion of clients through the common law process
	Improving provider ease of experience
Goal performance signposts	
	Reducing the time taken from accident to active management of claim
	Improving the timeliness of decisions
	Improving call responsiveness
	Increasing proportion of clients through the impairment process
	Increasing proportion of accounts paid digitally
	Reducing clinical panel wait times
	Improving the quality of life of our most severely injured clients



Spotlight on: Best client outcomes

Eva's story

Eva was just 19 when she was hit by a car crossing the road, sustaining a head injury that changed her life. Eva had to learn to walk and talk again, while also learning to navigate the complexities of the healthcare and insurance systems. With the support of her family and the TAC, Eva has forged her own journey towards recovery.

Each client has their own story, pathway to recovery, and definition of success, and our role is to support them. Our 'best client outcomes' goal focuses on how we will enhance our systems and access to the best providers, so clients like Eva feel truly supported and better equipped throughout their recovery journey.

“The TAC has helped me a lot when it comes to medical and rehabilitation... I was told I would never walk again. I would never talk again. And I was like, no way, I am going to show you.”

Eva, TAC client

HIGH PERFORMING CULTURE

Our people are aligned in
our purpose and **empowered
to perform.**

Empowered and innovating

•
Accountable for outcomes

•
Lead and learn together



Phillip, TAC employee

1,200+
people

bring their best selves
to work every day.

Our team represents **33**
different nationalities and
speaks 27 different languages,
reflecting the diverse community
we are proud to serve.



Zac and Tina, TAC employees

Fostering a high performing culture is critical to our success and delivering our Strategy.

We recognise and respect that our people are our most valuable asset and the key driver of our achievements. By building a safe, inclusive, and constructive workplace culture, in which our people align to our purpose, we can drive high performance and meaningful change for our Victorian community. In pursuit of high performance, we want to grow, leverage and amplify constructive workplace styles at the TAC.

“Our people will always be the key to our success. It will take all of us working together to achieve our ideal, high performing culture. At times it may feel uncomfortable, but in the discomfort, we grow, and we will make every day matter together.”

Natalie McColl,
Executive General Manager
People, Culture & Engagement

Characteristics of a high performing culture



Deep connection to our purpose and each other



Focused on delivering what matters



Learning, innovating and adapting



Safe, inclusive, and supportive environment



Confidence to challenge the status quo



Aligned, enabled and empowered teams



High levels of trust and accountability



Celebration of our collective wins



Tim, TAC employee



Spotlight on: High performing culture

Working to deliver outcomes

The TAC is made up of people committed to making a difference. People like Provider Specialist, Tim who was the TAC's key contact in the aftermath of a tragic bus crash that resulted in several fatalities and serious injuries. Tim recognised there was scope for improvement with our engagement during the crisis. He instigated a session with key hospital stakeholders to share their experiences and provide TAC with a deeper understanding of the challenges faced in providing critical and trauma care. The conversation was emotional, and at times difficult, but Tim was determined to *“better understand what is important for those key providers who provide the care to our injured clients.”*

Thanks to Tim, the feedback is informing changes to our approach and strengthening our collaboration with the hospital. As we work towards our goal of creating a high performing culture this is something we will strive for – working together to find areas of improvement. Having the difficult conversations, so that we can move forward with confidence.

Our aspirations

Empowering and innovating

By 2030... Our culture, systems and ways of working enable us to maximise our impact and work at our best

We will build a culture where our people and leaders are capable and empowered to do their best work.

We will ensure our organisation is structured optimally and our systems and processes enable our people to successfully deliver.

We will connect our people to our purpose and their work, building a culture of meaningful collaboration and where innovation thrives.

By empowering our people, we will maximise our impact and performance.

Accountable for outcomes

By 2030... We proudly own and are accountable for achieving our goals

We have a strong foundation of care and belief in our purpose. Upon this foundation, we will build a stronger focus on achievement.

We will set ambitious but achievable goals, which we will measure and be accountable for.

We will build systems and processes that support both productivity and innovation.

By building a culture of accountability, our people will own their successes and celebrate high performance.

Lead and learn together

By 2030... We have a safe environment where we belong, contribute, challenge, lead and grow

Work provides an opportunity for growth and learning.

We will foster a learning environment and invest in our people, so they build the necessary skills and expertise to do their work, while also growing into the best people they can be.

We will cultivate environments that are physically and psychologically safe whereby our differences are valued, and trust, openness, contribution and inclusivity thrive.

We will build a culture in which our people feel confident to challenge the status quo and embrace a growth mindset, so they can unleash their full potential.

Our focus areas

Work packages	What we will do by 2030
Cultivate leadership and elevate talent	<ul style="list-style-type: none"> • Enable high performing leadership across all levels and uplift organisation capability • Elevate and celebrate our talent
Embed a high performing culture and optimise strategic workforce planning for a modern employee experience at the TAC	<ul style="list-style-type: none"> • Define and embed an ideal-state culture • Advance performance maturity • Improve employee experience • Establish enterprise change and build change capability • Define future workforce capability and composition
Advance reconciliation and inclusion, and diversity at the TAC	<ul style="list-style-type: none"> • Develop a culturally safe organisation • Advance reconciliation in Victoria • Advance First Nations employment opportunities • Cultivate an inclusive environment • Progress inclusive culture and build capability
Transform business processes and systems to enhance employee performance	<ul style="list-style-type: none"> • Introduce new technology and digital experience • Streamline processes and workflows to enhance performance • Uplift internal communications and knowledge management

Our measures of success

Make Every Day Matter scorecard	
	Increasing employee engagement
	Improving constructive cultural behaviours
	Reducing the frequency of workplace injury
Goal performance signposts	
	Improving inclusion and diversity
	Improving health, safety, and wellbeing maturity
	Elevating the performance of our people
	Elevating leadership performance
	Improving employee experience
	Enhancing role clarity
	Improving technology and process experience

SCHEME FOR NOW AND THE FUTURE

We deliver value for the Victorian community and ensure the health of the scheme for future generations.

Financial sustainability

•
Community trusted

•
Leading in Environmental,
Social and Governance



\$1.63 billion

In 2022-23 we paid **\$1.63 billion** to help clients get their lives back on track.

“We know that responsibly handling client information plays an important role in keeping the trust of the Victorian community. Whether it is information we hold, or our partners hold, our responsibility extends to being transparent and supportive to all that are impacted by events like data breaches.”

Felicity Wright,
Information &
Privacy Manager

We are funded by payments received from registered vehicles in Victoria. We have a deep responsibility to use these funds efficiently and effectively, to support both current and future generations.

Our scheme invests in improvements in road safety and provides services and supports to those who are injured – sometimes for the rest of their lives. It is vital that we manage our scheme well so that there are sufficient funds to support those injured, not only in the year their accident occurs, but for all future years related to those accidents. By adopting and leading best practice in how we govern, as well as contribute to society and the environment, we will inspire the trust and confidence of our Victorian community - both now and into the future.

“We have recently taken a big step forward, switching our electricity to 100% renewables across our corporate offices. We will look for other opportunities to reduce our environmental footprint, so we can achieve net zero emissions by 2045.”

Ben Carter,
Corporate Operations Manager

Our aspirations

Financially sustainable

By 2030... We continue to manage our finances to ensure we have sufficient resources for all clients now and into the future, and to reduce the incidence of road trauma

We will have a long-term outlook and manage our funds wisely. This means we make sound decisions about the way we resource our operations, fund provider services, and responsibly invest our assets to offset any increases in healthcare costs.

By being financially sustainable and weathering the unpredictable, we will continue to serve our purpose for Victoria.

Community trusted

By 2030... The Victorian community trusts, and has confidence in, the TAC

We will live and breathe our values, operating with ethics and integrity and rigorous standards of business practice.

We will work tirelessly to be a trusted brand and community partner, protecting our scheme from adverse events that may diminish the trust of our community such as cyber attacks, privacy breaches, and data leaks.

By consistently meeting the community's expectations of us, we will serve as a trusted and effective government agency.

Leading in Environmental, Social and Governance (ESG)

By 2030... We ensure all decisions are environmentally and ethically focused to build an enduring positive impact with the Victorian community

We will champion ESG across the organisation and make decisions with an ESG lens.

We will contribute to protecting the environment; including achieving net zero emissions by 2045.

We will strive to invest and act in ways that build social cohesion and prevent harm in our supply chain.

We will ensure our governance is accountable, transparent, and robust.

Our focus areas

Work packages	What we will do by 2030
Modernise insights and operations	<ul style="list-style-type: none"> Deliver the Strategic Analytics Program Mature and implement lifecycle management Instil high maturity in cyber security
Enhance governance, risk and compliance	<ul style="list-style-type: none"> Uplift enterprise compliance and governance, including developing an Enterprise Information Strategy and Enterprise Governance Maturity Assessment Continue to embed risk management
Ensure financial viability and sustainability of the scheme	<ul style="list-style-type: none"> Continuously deliver intended results and adherence to risk preference statement Embed a culture of collective responsibility for scheme sustainability
Progress ESG to maximise our impact on all diverse groups of the community	<ul style="list-style-type: none"> Transition to net zero emissions by 2045 Streamline enterprise ESG priorities and programs Use our purchasing power to make a difference in our community

Our measures of success

Make Every Day Matter scorecard	
	Sustaining our insurance funding ratio around the target midpoint
	Reaching our ESG ambition
	Achieving our economic insurance result
	Balancing our administrative ratio
Goal performance signposts	
	Minimising and proactively managing privacy breaches, complaints and disputes
	Improving community trust
	Increasing process efficiency release
	Achieving our profit in premium
	Increasing our return on investment
	Maintaining our economic claims liabilities within the target range



Blak Brews, supplier of native Australian teas



Spotlight on: Scheme for now and the future

Progressing social procurement

The 'Social' in ESG will be integral to our future strategic vision.

When we buy goods and services we will use our buying power to generate social value for our community by strengthening relationships with social enterprises, Aboriginal and Torres Strait Islander businesses, Australian disability enterprises, and other suppliers that provide inclusive opportunities.

Going forward, our Social Procurement Working Group will link with groups such as our Reconciliation Action Plan and Disability Action Plan working groups, to drive our impact and bolster community trust with our diverse community.

“By choosing to purchase with purpose, we can move beyond a simple transaction to an enduring investment in the community. It’s a clear win-win.”

Daniel Burgess,
Senior Procurement Category Specialist

MAKE EVERY
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TAC
STRATEGY

VICTORIA
State
Government