

Making a claim

About the MAC Scheme

The Motor Accidents (Compensation) (“MAC”) Act establishes a compensation scheme in respect of people who are injured or killed in motor vehicle accidents in the Northern Territory. The MAC scheme is administered by TIO on behalf of the NT Government.

All types of road users are covered by the scheme including drivers, passengers, and motor cyclists. Pedestrians and cyclists are covered where they are injured as a result of a motor vehicle accident.

MAC is a no-fault scheme. This means that even if the accident was your fault, you may still be eligible to receive benefits.

How do I make a claim?

To make a claim for MAC benefits you, a parent or guardian of an injured child under 18 or in the case of those severely injured, a friend or relative, can complete a claim form on your behalf and submit to TIO.

We also provide free access to an interpreter service to assist with the claims process, if you know someone who requires assistance call TIO on 1300 493 506 to organise an interpreter to help.

Claims forms available online [download here](#). Claim forms are also available from your treating hospital or, if you call us, we can mail a printed claim form to you.

Once completed you can submit your claim form by email to mac@tiofi.com.au, or post to TIO MAC Team, GPO Box 770, Darwin NT 0801

If you are injured in a motor vehicle accident, it is important to lodge your MAC claim as soon as possible so that your entitlement to benefits can be assessed and you get the medical treatment and services necessary to support your recovery.

All claims need to be lodged within six months of an accident. Claims received after this time may not be accepted.

What information do I need to provide?

Please complete all the information required on the claim form. If the claim is for an injured driver, a police accident report reference number must be provided when lodging the claim.

To assist in processing your claim as quickly as possible please complete details of the accident circumstances on the claim form also if you have any of the following details please submit with your claim form:

- Copies of any medical certificates or reports
- Confirmation of employment or work history such as pay slips or tax returns
- Evidence of any dependents (spouse and or dependent children) such as marriage or birth certificate or financial documents if you are making a claim for death benefits.


What happens next?

After receiving your claim form, TIO will contact you within five days to acknowledge receipt of the claim and provide you with a claim number.

A TIO Claims Officer will assess your claim as quickly as possible and will be in contact with you to discuss the details of your claim and any further information required.

After assessing your claim TIO will advise you whether the claim has been accepted, deferred pending further information or cannot be accepted by the MAC Scheme.

When your claim has been accepted TIO will work with you and your treatment and/or rehabilitation



providers to help you recover and achieve greater independence.

Contact

Phone: 1300 493 506

Monday to Friday, 8.30am-5pm

Email mac@tiofi.com.au