

Post-Accident Checklist

What to do, who to call, and what to collect after a car accident in NSW. Keep this on hand.

1. Immediately at the Scene

- ☐ Stop the vehicle, switch off the ignition, and turn on hazard lights
- ☐ Check for injuries. Call 000 if anyone is hurt or trapped
- ☐ If it's safe, move vehicles clear of traffic
- ☐ Don't admit fault or apologise. Just exchange details and facts

2. Details From Every Other Driver

- ☐ Full name
- ☐ Address
- ☐ Phone number
- ☐ Driver licence number
- ☐ Vehicle registration (plate)
- ☐ Make, model and colour of vehicle
- ☐ Their CTP (Green Slip) insurer, if known
- ☐ Their comprehensive/property insurer, if known

If the driver isn't the vehicle's owner, get the owner's details too.

3. Witnesses

- ☐ Name and phone number of anyone who saw the accident
- ☐ Ask if they're willing to give a short statement

6. Medical

- ☐ See a doctor as soon as possible, even if you feel fine
- ☐ Ask for a Certificate of Fitness/Capacity if you need time off work
- ☐ Keep every medical report, receipt, and referral

7. Insurance and Claims

- ☐ Notify your own comprehensive car insurer
- ☐ Identify the at fault vehicle's CTP insurer via SIRA's [Connect with the Insurer tool](#), or call CTP Assist on 1300 656 919
- ☐ If the at fault driver is unknown, unregistered, or fled the scene, note this for a Nominal Defendant claim and speak to a lawyer

4. Photos to Take

- ☐ Wide shot of the whole scene (if safe, before vehicles move)
- ☐ Front of your vehicle
- ☐ Back of your vehicle
- ☐ Both sides of your vehicle
- ☐ Close ups of all damage
- ☐ The other vehicle(s), same angles
- ☐ Number plates of all vehicles involved
- ☐ Road/traffic signs, lights, and skid marks
- ☐ The other driver's licence and registration papers
- ☐ Any visible injuries, if you're comfortable doing so

5. Reporting the Accident

- ☐ Call the Police Assistance Line on 131 444 if someone is injured, a vehicle is towed, or a driver won't exchange details
- ☐ Get your event/report number and write it down
- ☐ Call 000 instead for a life threatening emergency

For a minor, no tow collision with details exchanged, a report usually isn't required, but call 131 444 if unsure.

8. CTP Claim Paperwork

- ☐ Download the [Application for Personal Injury Benefits form](#) (SIRA)
- ☐ Or apply online via [Service NSW](#)
- ☐ Attach your police event number, Certificate of Fitness, medical receipts, and proof of income
- ☐ Lodge within 28 days for backdated income support. Absolute deadline: 3 months

9. Before You Sign Anything

- ☐ Don't accept a threshold injury classification without advice
- ☐ Don't give a recorded statement to the insurer without advice
- ☐ Don't accept a full and final settlement offer without review
- ☐ Keep copies of everything you send and receive

Key Contacts

EMERGENCY (POLICE / FIRE / AMBULANCE)

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SIRA CTP ASSIST (CLAIMS HELP & FINDING YOUR INSURER)

1300 656 919

PERSONAL INJURY COMMISSION (DISPUTES)

pi.nsw.gov.au

NSW POLICE ASSISTANCE LINE (CRASH REPORTING)

131 444

CTP ASSIST EMAIL

ctpassist@sira.nsw.gov.au

WHITELAW MCDONALD LAWYERS

[02 4941 8999](tel:0249418999)

Not Sure if You Have a Claim?

Not a problem. Get in touch with our team, or use our free claim check tool.

[FREE CLAIM CHECK](#)

[GET IN TOUCH](#)

For more on car accident claims in NSW, visit wmcdlaw.com.au/compensation-law/car-accidents.