

# Traffic Crash FAQ

## Scripting/General Enquiries - FAQ

*(Applies from the First of January 2015)*

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## **I have just had an accident, what do I do?**

You must stop at the scene and call 000 (triple zero) if there is an emergency or any of the following 'police attendance criteria' are met –

1. death or injury (requiring medical attention from a qualified ambulance officer, nurse or doctor),
2. a hazardous environment or threat to public safety exists, including traffic congestion (e.g. fuel spill, power lines down).

If police are required to attend the traffic crash, call 000 (triple zero) and request police. If the Queensland Fire and Emergency Service (QFES) or the Queensland Ambulance Service (QAS) is also required, please telephone 000 (triple zero) immediately.

You must stop at the scene and call Policelink on 131 444 if any of the following 'police attendance criteria' are met -

1. suspected involvement of drugs and/or alcohol,
2. a driver fails or has failed or is refusing to provide required details\*,
3. a driver with an impairment or disability requires police assistance.

Otherwise

- exchange information with other persons involved in the traffic crash
- arrange for movement of the vehicles involved the traffic crash (if safe to do so) and
- where required, report the traffic crash to the Queensland Police Service (QPS) within 24 hours.

This does not include if you have returned to your unattended vehicle and very minor damage has been caused by an unknown vehicle and the other driver has already left the scene without exchanging details. In this instance you must report the matter to a police station.

### **What information must I provide to other involved person/s if I am in a traffic crash?**

If you are involved in a crash you must provide your 'required particulars' to any person/s involved in the crash, including other drivers, injured parties and owners of damaged property.

'Required particulars' are

- your name and address,
- the name and address of the owner of the vehicle (if you are not the owner),
- the vehicle registration number, and
- any other information necessary to identify the vehicle.

### **Will Police attend all traffic crashes?**

A police officer is only required to attend the scene of a crash when one of the 'police attendance criteria' is met (see "I have just had an accident, what do I do?").

Police also have the discretion to attend and investigate traffic crashes in which there exists a compelling public interest to do so. For example, crashes involving dangerous operation of a motor vehicle or where there is significant damage caused to public infrastructure.

### **What types of traffic crashes will Police investigate?**

Police are only required to investigate traffic crashes when one of the following 'police investigation criteria' has occurred;

1. death or injury (requiring medical attention from a qualified ambulance officer, nurse or doctor),

2. confirmed involvement of drugs and/or alcohol following attendance,
3. A driver fails, has failed or is refusing to provide required details

Although police generally will not investigate crashes outside this criteria, they retain the discretion to investigate and take action for any traffic offences detected when they deem it appropriate.

If a crash is not required to be investigated by Police the information provided in the traffic crash report is used for statistical and intelligence purposes.

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### **What if an involved driver cannot provide you their required particulars?**

If a driver involved in a traffic crash does not provide you with required particulars (i.e. their name, address, details of vehicle owner if it is not their own vehicle, vehicle registration number as per previous question), you can call Policelink on 131 444 who will determine if police attendance is required.

### **I believe the other driver has provided me with false details, what should I do?**

If you suspect that false details have been provided or there is some other suspicious behaviour involved, you should call Policelink on 131 444 and they will determine if attendance is required.

If you have left the crash site and suspect that false details were provided, report the matter to a police station. Police will make further inquiries and investigate where appropriate.

### **I believe the other driver/s is unlicensed, what should I do?**

If you have reason to suspect another involved driver is unlicensed or there are other suspicious circumstances you should contact Policelink on 131 444 who will determine if police attendance is required.

If you have already left the scene, report the matter to a police station and they will investigate the suspected license offence.

### **I believe the other vehicle/s is unregistered, what should I do?**

You can check the registration status of any vehicle registered in Queensland by downloading the QLD Rego Check mobile application for free from iTunes or Google Play, by visiting [www.qld.gov.au/checkreggo](http://www.qld.gov.au/checkreggo) or phoning Department of Transport and Main Roads on 13 23 80.

You can check the registration status of any vehicle registered interstate by visiting the relevant State's Department of Transport website.

Victoria - <https://vre.vicroads.vic.gov.au/>

Western Australia - <http://www.transport.wa.gov.au/licensing/vehicle-licence-check-online.asp>

South Australia - <https://www.ecom.transport.sa.gov.au/et/checkRegistrationExpiryDate.do>

New South Wales - <http://www.service.nsw.gov.au/transaction/check-registration-and-history-vehicle>

Northern Territory - <http://www.transport.nt.gov.au/mvr/rego-check>

Tasmania - <https://www.transport.tas.gov.au/MRSWebInterface/public/regoLookup/registrationLookup.jsf>

If you have reason to suspect an involved vehicle is unregistered or there are other suspicious circumstances you should contact Policelink on 131 444 who will determine if police attendance is required.

If you have already left the scene, report the matter to a police station and they will investigate the suspected registration offence.

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### **Should I call police if the traffic crash has caused significant damage to property?**

If you are involved in a crash of an unusual nature or there is significant damage to property which is currently or likely to cause a hazard or obstruction, call 000 (triple zero) and request police and they will determine what response is required based on the circumstances.

### **How will I know if other drivers are affected by alcohol and/or drugs if police do not attend?**

If you have any reason to suspect that a driver at a traffic crash is affected by alcohol or drugs (due to appearance, behaviour, smell etc.) you should immediately call Policelink on 131 444 and request police.

If the suspected alcohol/drug affected driver has already left the scene, contact Policelink on 131 444 and they will determine if attendance is required.

### **What if aggressive or abusive behaviour is occurring at the scene?**

If any aggressive or abusive behaviour is occurring at the scene, you should move to a position of safety if it is safe to do so then call 000 (triple zero) and request police.

### **What if the crash involved serious reckless, dangerous or menacing driving?**

If you witness any driving offences you may report these to police via the hoon hotline at any time regardless of whether they relate to a crash. You may report a driving offence on-line at <http://www.police.qld.gov.au/apps/reports/hoonOnline> or by calling 13 HOON (13 4666). Police will determine based on the individual circumstances what action will be taken.

If you are involved in a crash of an unusual nature you can contact Policelink on 131 444 for advice and, if required, police will attend.

Although police generally will not investigate a minor crash, they retain the discretion to investigate and take action for any traffic offences detected when they deem it appropriate.

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### **Can Police arrange a tow truck to tow my vehicle?**

No, you must make your own arrangements if your vehicle requires towing from the crash, unless injury prevents you.

You can arrange for a tow truck by

- Contacting a tow company directly
- Requesting assistance from your insurance company in arranging a tow truck
- Contacting a friend or relative to make arrangements
- Arranging the tow through a tow operator at the scene (if present)

Police will only arrange a tow for vehicles involved in these types of crashes if the driver/owner fails to arrange their own tow and police determine the vehicle to be causing or likely to cause a hazard or obstruction to the free flow of traffic. This tow will be as per police contract tow arrangements and at the owner's expense.

### **Can I move my vehicle?**

If it is safe to do so you may move your vehicle.

If any of the following circumstances exist you should not move your vehicle and call 000 (triple zero)

- any exceptional circumstances surrounding the traffic crash, e.g. unreasonable risk to the safety of the public;
- the vehicle is unable to be immediately moved as a consequence of the size of the vehicle and/or spillage

If any of the following circumstances exist you should not move your vehicle and call Policelink on 131 444 -

- there is a suspicion of the involvement of drugs or alcohol;
- there is a risk of further damage to property or vehicles

### **What should I do if I think the tow truck driver is behaving inappropriately at the traffic crash site?**

You are entitled to have your vehicle towed by a towing company of your choice.

Section 20 of the [Tow Truck Regulation 2009](#) regulates tow truck drivers conduct at the scene of a crash. If you have concerns about the behaviour of a tow truck driver call Policelink on 131 444. The primary responsibility for monitoring and regulating the Tow Truck Regulation rests with the Department of Transport and Main Roads.

### **Do I have to report a traffic crash to Police?**

You must report a traffic crash to police if it involves one or more of the following criteria:

- death or injury (requiring medical attention from a qualified ambulance officer, nurse or doctor), or
- a driver fails or has failed or is refusing to provide required details\*,
- vehicle not driveable - A vehicle involved in the crash is towed or carried away by another vehicle

If none of these circumstances exist, you are **not** required to report the traffic crash to police.

Any 'reportable crash' that police attend will be reported by attending police officers. However, if police did not attend you will have to report the matter.

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## How do I report a traffic crash?

If your traffic crash involved

- death or injury (requiring medical attention from a qualified ambulance officer, nurse or doctor),
- suspected involvement of drugs, alcohol , or
- a driver who failed/refused to provide required details

You must report the traffic crash at a police station or attending police will take the report, if applicable.

If your traffic crash involved

- a vehicle that required towing

You must report the traffic crash either

- online at [www.policelink.qld.gov.au](http://www.policelink.qld.gov.au)
- using the Policelink Application for smart phones and tablets (via the My crash function),
- phoning Policelink 131 444, or
- attending your local police station.

The Policelink Application (using the My Crash button) has been designed to allow people to take details at the scene of a crash, including the ability to map their exact location and take photos of the scene. The Policelink Application is available from application stores by searching for 'policelink'.

If on attendance to a police station your crash is able to be reported to Policelink or online a Police or staff member will assist you to report the crash by helping you to complete the online form or telephoning Policelink.

*If your traffic crash does not meet the requirements of a 'reportable crash' and you still wish to make a record of it with police, it is recommended you report via the online form available at [www.policelink.qld.gov.au](http://www.policelink.qld.gov.au) or use the Policelink app (My Crash button) to submit the notification.*

## What if my traffic crash is not a 'reportable crash', can I still report it?

?If you wish, you may make a record of a non-reportable crash to Police for insurance or other purposes online at [www.policelink.qld.gov.au](http://www.policelink.qld.gov.au) or use the Policelink app (MyCrash button). Non-reportable traffic crashes may not be investigated by Police and the information provided will be used for statistical and intelligence purposes only.

## Who is required to report a traffic crash?

All drivers (regardless of fault) are required to report a 'reportable crash' to Police.

A driver, rider, owner, passenger, cyclist, pedestrian or driver's representative involved

in the traffic crash is able to report the crash. If you witness a traffic crash, police may also take details from you.

### **I was involved in a traffic crash, but I know the other driver has reported the traffic crash to police. Should I still make a report?**

In circumstances where the crash is required to be reported to police, each driver involved in a traffic crash is required to report the traffic crash to police.

If the crash is not required to be reported, both drivers may report the crash if they choose too. New methods of recording details of crashes not required to be formally reported to police include the Policelink Application (using the My Crash function) or via an online form available at [www.policelink.qld.gov.au](http://www.policelink.qld.gov.au).

The Policelink Application is available for download from app stores by searching for 'policelink'.

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### **How soon do I need to report the traffic crash?**

Section 287 of the *Transport Operations (Road Use Management – Road Rules) Regulation 2009* requires a reportable traffic crash be reported to Police within twenty four (24) hours after the crash, except in exceptional circumstances where it must be reported as soon as possible.

### **What information do I require to report a traffic crash to Police?**

To report a traffic crash you will need to provide the following information –

- Date and time of crash
- Precise location of crash
- Description of how the traffic crash occurred
- Your personal details (required particulars) including your licence details
- Your vehicle details (if applicable)
- Details of other involved persons and vehicles – including witnesses (if known and it is a reportable crash)
- Details on damage to vehicle and damaged property (if applicable)
- Details on injury (if applicable)
- Further crash features including site attributes (e.g. speed limit, number of lanes), site conditions (e.g. Traffic control, lighting) and contributing circumstances if applicable.

If you report the crash online or via the smart phone application, you will also need an email address and your drivers licence/18+ card or passport.

Your insurance company may request additional details. For information on what details insurance companies will require, please see Section 18(1) (a) – (f) of the [Motor Accident Insurance Regulation 2004](#) or contact your insurance company.

### **How will the information I provide in my traffic crash report be used?**

The Department of Transport and Main Roads uses crash data to develop road safety campaigns, monitor vehicle standards and legislation and improve road infrastructure; with the aim of providing Queensland motorists with a safe driving environment.



Traffic crash data can be used by the Queensland Police Service as part of their intelligence based traffic enforcement operations.

### **Will Police investigate my traffic crash?**

If the traffic crash does not meet one of the 'police investigation criteria' it is not required to be investigated under Queensland Police Service policy. The information provided in traffic crash report will be used for statistical and intelligence purposes.

Police retain discretion to investigate and take action for any traffic offences detected when they deem it appropriate.

If you are insured, you may wish to provide any detailed information to your insurer.

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### **Why do I need to report a traffic crash?**

If you are a driver involved in a 'reportable crash' in Queensland you are obliged by law to report the crash, if you do not report it you may be fined or imprisoned.

### **What happens after I make a record of my traffic crash with Policelink/online?**

You will be provided a police reference number which if insured can be provided to your insurance company. This reference number will also assist police if you have any follow up questions.

### **How do I obtain a copy of the Police traffic crash report?**

If you need to obtain a copy of your traffic crash report you will need to apply to CITEC Confirm (Application can be made to CITEC in person, facsimile, email or in person). You can apply for a copy of the report by downloading the application form at <http://www.confirm.com.au/citecConfirm/services/index.shtml> or you can contact CITEC on 1800 773 773 for further information.

### **What can I do to ensure the correct party is found 'at fault' in crashes that are not investigated by police?**

Determining 'at fault' status in relation to damage liability for traffic crashes is and always has been the responsibility of insurance companies and/or the driver's legal representatives. The QPS traffic crash reporting changes will have no impact on this responsibility. Insurers and legal representatives do not rely solely on police reports, they perform their own investigations.

### **Who can get a copy of the traffic crash I report to Police?**

Any person (their agent, servant or representative) involved in a traffic crash or whose property was damaged as a result of a traffic crash can access information (for a fee) in relation to a crash they are involved with.

### **I witnessed a traffic crash that I was not involved in, how can I report what I saw?**

If you were not directly involved in the traffic crash but would like to provide details on what you witnessed you should contact Policelink 131 444 or attend your local police station.

### **I have already recorded a non-injury traffic crash but I now have an injury. What do I do?**

You will need to attend a police station as soon as possible to report the injury. You will need to provide police with the reference number given to you when the matter was initially reported.

If you are unable to attend a Police station please contact Policelink 131 444.

### **Do I have to take photographs of the traffic crash?**

If the traffic crash is not required to be reported to police, you are not required to supply police with photographs of the traffic crash. However, you may wish to keep them for your records or if insured, provide them to your insurance company.

If the traffic crash is required to be reported to police, you may provide photographs to police when you make the report. Please ensure digital photographs do not exceed 1MB in size

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### **What happens if I hit an animal or livestock?**

You are only required to report a crash involving an animal or livestock if it is a 'reportable crash.' This includes if your vehicle was towed.

### **What happens if I crash into an unattended parked car, a fence or other structure?**

If you crash into a vehicle, fence or other infrastructure it is still a requirement to provide your required details to the owner/s of the property. If extenuating circumstances exist and you are unable to exchange details at a crash site for any reason, call Policelink on 131 444 and they will assist.

### **Can I report a traffic accident that occurred in another state to Queensland Police?**

No, if a traffic crash occurred in another state the matter needs to be reported to the relevant local law enforcement agency.

### **Can I add further information to my traffic crash report?**

Yes, to add additional information to your traffic crash report you can go online to the Queensland Police website and submit a "Supplementary Report", contact Policelink 131 444 or attend your local police station with your reference number.

### **What are the changes to Queensland's traffic crash policy?**

As of 1 January 2015, Queensland's policy on attendance and reporting of traffic crashes has been amended. To reduce danger to road users and minimise traffic congestion you may no longer have to wait for police at a crash site in Queensland.

Police will only need to attend if:

- Death or injury (requiring medical attention from a qualified ambulance officer, nurse or doctor) occurs to any party involved
- A hazardous environment or threat to public safety exists, including congestion (E.g. fuel spill, power lines down).
- A driver appears to be under the influence of alcohol and/or drugs
- A driver had failed or is refusing to provide their required details
- A driver with an impairment or disability requires police assistance

People involved in a no-injury traffic crash will have the option to report the incident online through the QPS website, through the smart phone application or by calling Policelink on 131 444.

### **Why did Queensland change their traffic crash policy?**

On 1 January 2015, Queensland's traffic crash policies changed. The amendments support current QPS and Queensland Government initiatives to reduce red tape by redeploying officers to other duties. Furthermore, removing the expectation of police attendance will help decrease congestion as there will be no requirement for vehicles to remain at the scene of a crash awaiting police arrival. Vehicles remaining at the scene until police arrival increases the risk to road safety for all persons, directly or indirectly involved.

Specifically, the amendments to policies aim to:

- Increase police efficiency
- Reduce congestion and waiting times
- Be more efficient for the public
- Improve use of police time

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### **How will the traffic crash policy changes impact my insurance claim?**

Insurance companies have been made aware of the policy changes. The policy change is not expected to impact your insurance claim.

### **Do I need a police report number to make an insurance claim?**

Section 34 of the *Motor Accident Insurance Act 1994* requires persons who propose to make an insurance claim ensure the crash is reported to police, if the crash is required to be reported to police. If the crash is not required to be reported to police, insurance companies do not require a police report number.

### **Where can drivers involved in crashes get further advice about insurance claims?**

Your insurer should be your first point of contact for advice about insurance claims. However, if you encounter difficulties or require further advice, contact the Financial Ombudsman Service on 1300 780 808.