

# After a car crash



Being involved in a car crash can be frightening for everyone involved. Luckily most crashes are minor and lead to nothing more than a dented bumper or broken brake light.

Sometimes though, the consequences can be more severe. Following some simple steps will not only make reporting the incident easier, but will also help with handling any insurance matters.

## What to do if you're involved in a crash

- » Stop your car immediately and remain calm.
- » If it's safe, check to see if anyone has been injured.
- » Switch on your hazard lights.
- » If possible, move cars out of an intersection.
- » Call 000 for an ambulance or send someone to get help if required.
- » Only if it is safe, remove glass or other dangerous items from the road.
- » Remain calm and avoid getting angry or aggressive with other drivers.
- » Don't offer to pay for damage or repairs.
- » If someone has been injured stay at the scene of a crash until the police and ambulance arrive.
- » If the crash is minor and there aren't any injuries, the police don't need to be called and vehicles should be moved off the road.
- » Even if it appears as though the crash was your fault, don't admit responsibility as this could affect your rights and insurance decisions.

## What details should you collect?

The following checklist details the information you should collect and steps to follow after a crash:

- » The date and time of the crash.
- » Exact location of the crash, including any cross streets.
- » Swap details with any other drivers or owners of property that has been damaged during the crash  
Including:
  - > Name, address and phone number
  - > Insurance company details
  - > Vehicle details including number plates, vehicle colour, make and model.
- » Collect the details of any witnesses to the crash.
- » Draw a map of what happened.
  - > Include the direction the vehicles involved were travelling in, any obstacles, traffic lights, road signs and name of the streets where the crash occurred.
  - > Note down any other crash features e.g. wet road conditions or curves in the road.
- » Make a note of any visible damage to vehicles and property and if possible take some pictures.

## When you should report a crash?

Report a crash to the police if the damage to the vehicles or property looks to be more than \$3,000 in total, or if the owner of the damaged property isn't present. Often repairs can be costly, so if in doubt report the crash.

If someone has been injured report the crash to the police and the Insurance Commission of Western Australia regardless of the estimated cost of the damage.



## Need a tow truck?

If your vehicle needs to be towed and you're an RAC Insurance Member, ring our local claims team on **13 17 03** we will arrange a tow for you. Avoid accepting an unsolicited offer to tow your vehicle.

Remember that only you or the police are entitled to authorise the towing of your vehicle and you have the right to request that the car be towed to the nearest RAC Insurance Approved Repairer.

## Do you have the right level of car insurance?

We recommend that you review your insurance regularly to make sure you have the right level of cover to suit your needs.

### Useful contacts

WA Police **131 444**

Report a crash online at [crashreport.com.au](http://crashreport.com.au)

Insurance Commission of Western Australia

**9264 3333** or **1800 643 338**

RAC Insurance Towing **13 17 03**



#### Don't forget

Take photos of any vehicle damage and the other drivers license.

Need to lodge a claim?  
Call **13 17 03** or visit [rac.com.au](http://rac.com.au)



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