

Crash and theft procedure

Motor vehicle crash

If you are involved in a vehicle crash you must:

- stop at the scene of the crash (failing to stop at the scene is against the law);
- assist anyone who is injured;
- telephone 000 if there is danger or serious injury;
- telephone 131 444 if you require Police assistance; and
- if safe to do so, move your vehicle off the road if Police are not attending.

Exchanging information

Exchange your information with other driver(s) or their representative(s) and anyone else involved in the crash including the owner of any property damaged at the scene.

Information that should be exchanged with other driver(s):

- driver name, driver's licence number, work telephone number and work address;
- name and address of the vehicle owner;
- vehicle registration number;
- any other information needed to identify the vehicle or needed by the police about the crash.

Do not admit liability or responsibility for the crash to any party, the Police attending or in any subsequent report.



Photos of the crash scene may assist your claim

Insurance arrangements

The South Australian Government Financing Authority (SAFA) is a self-insurer with respect to vehicle damage claims, and should be named as the insurer when exchanging particulars after a crash.

SAFA does not insure or cover the following:

- the driver's or passenger's personal belongings;
- any Agency owned options fitted to the vehicle (i.e. GRN radios, phones);
- any property belonging to the hiring Agency;
- any towed items (e.g. trailers, caravans); and
- bodily injury claims, as these are managed by Compulsory Third Party Insurers (CTP).

Please note that if the towed item causes a crash that results in damage being sustained, any damage to the SAFA vehicle and other property may be claimable against the owner of the towed item.

Personal insurance arrangements for towed items may be prudent.

Report the crash to Police

Report to the Police within 90 minutes of a crash if:

- you were a driver of one of the vehicles involved; and
- someone was injured or killed; and
- Police did not attend the scene.

Report to the police as soon as possible within 24 hours of a crash if:

- the total property damage exceeds \$3,000; and
- no one was injured or killed; and
- Police did not attend the scene.

Information that will need to be provided to Police includes:

- your personal details (including driver's licence details);
- your vehicle registration;
- the date, time and exact location of the crash;
- details of the other people involved; and
- the vehicle registration details of the other vehicles involved.

You will be given a Vehicle Collision Report (VCR) number for future reference.

Repairs and towing

If your vehicle is in a **roadworthy condition** and **can be driven** safely, then take the vehicle directly to a **SAFA Accredited Crash Repairer** (it is the driver's responsibility to take the vehicle to an accredited crash repairer for assessment and repair of any damage).

If your vehicle **cannot be driven**:

Metropolitan Adelaide	Telephone the Accident Tow Truck Authority on (08) 8231 5555 to organise towing of your vehicle.
All other areas and after hours assistance	Telephone Roadside Assistance on 1800 818 048 . When prompted, press 3 for assistance; <ul style="list-style-type: none"> • advise the operator it's a SAFA vehicle; • advise the operator of the registration number of the vehicle; and • the operator will be able to organise a tow through the nearest tow truck operator.

If your vehicle is considered to be **un-roadworthy**, but **can be driven** or has been moved at least 200 metres from the scene of a crash unassisted by any tow truck operator (as defined under the *Motor Vehicle Act 1959*).

Metropolitan Adelaide	Contact the nearest SAFA Accredited Crash Repairer to coordinate a trade tow. A list of accredited crash repairers is in the glovebox of your vehicle.
All other areas and after hours assistance	Telephone Roadside Assistance on 1800 818 048 . The Contractor will answer calls from drivers of SAFA owned vehicles that have been involved in a vehicle crash in regional areas and will arrange a tow service back to the closest practical depot for secure storage.

Report the crash to SAFA

It is a requirement for your agency to complete an [online claim form](#) within 24 hours (or next working day) and email a signed copy to motorclaims@sa.gov.au

Late submission of claim forms exceeding 30 days from date of incident may result in a \$300 inc GST administration fee being charged to your agency.

SAFA can no longer accept handwritten claim forms or old versions of claim forms that reference Fleet SA.

Please note: Where a claim form is received and it contains insufficient information, and it is identified that there are multiple areas of damage (which indicates that the vehicle sustained damage from more than one incident) SAFA has the discretion to charge multiple deductibles to the applicable agency.

Report the crash to your Agency Fleet Coordinator

All crashes, especially those resulting in personal injury to government employees whilst on duty, must be reported as an incident in accordance with the agency's incident or injury notification procedures as required by the *Work Health and Safety Act 2012*.

Short Term Hire

SAFA owns and operates a pool of vehicles available for use by eligible clients to hire on an hourly basis from two hours for up to three months. There are several vehicle models for agencies to hire from SAFA's Booking Office located on 176 Gawler Place, Adelaide.

Bookings can only be made with a valid authority card, please contact your agency Fleet Coordinator for more information.

Any short term hire will be charged out at the applicable hire rate in addition to the long term lease rate for the vehicle that is being repaired, further information can be found on [SAFA's Fleet Customer Portal](#)

Motor vehicle theft, vandalism or burglary

Where a SAFA leased vehicle is stolen, a report must be made as soon as practical to the Police, and as soon as practical to SAFA and within 24 hours (or next working day).

Personal items belonging to employees, family or other personal or departmental items that are stolen from a SAFA leased vehicle are not covered by SAFA's vehicle insurance arrangements.

Complete an [online claim form](#) within 24 hours (or next working day) and email a copy to motorclaims@sa.gov.au

- vehicle details (make, model, type and registration number);
- vehicle last known location;
- date and time of theft or vandalism; and
- the Police Station, Police Officer, Police Report Number and date / time of report.

Lost or stolen fuel cards are to be reported to **LeasePlan** on **1300 651 088** as soon as possible.

Should your agency receive notification from the South Australia Police that a stolen vehicle has been recovered, the vehicle is not to be driven by an agency representative until the following have been completed:

- A sharps test to inspect the vehicle for any hazards;
- A mechanical and safety inspection completed by a servicing dealership; and
- Any panel repairs

Further information

SAFA Motor Claims	(08) 8429 0564 or (08) 8429 2428
	motorclaims@sa.gov.au
Roadside Assistance	1800 818 048 toll free 24/7
Accident Tow Truck Authority (metro only)	(08) 8231 5555
LeasePlan	1300 651 088
Pete's Towing	0405 447 777
Dial-a-Tow	(08) 8266 2222

This procedure and further information is also available from <https://www.safa.sa.gov.au/fleet/crash-or-incident> or [Crash and theft \(sharepoint.com\)](#)

Last updated November 2023.