New South Wales

Who can make a claim?

- People injured in a motor crash in NSW.
- If the crash is work-related, you will need to also make a workers compensation claim.

Details you need to make your claim

- Details of the crash, including -
  - Details of any drivers involved.
  - Details of any vehicles involved.
  - Contact details of witnesses.
  - Time, date and location of the crash.
  - Whether police and/or emergency services attended the crash.
  - Any photos of the scene.
- Police event number - contact the Police Assistance Line on 13 14 44.
- Medical Certificate or Certificate of Fitness.
- Receipts of all medical treatments related to the crash.
- Proof of earnings.

How to make a claim

There are three ways to make a claim -

1. Claim through Service NSW using your MyServiceNSW Account - www.sira.nsw.gov.au
2. Download the *APPLICATION FOR PERSONAL INJURY BENEFITS* form and email or post
3. Contact the insurer of the vehicle most at fault and lodge directly with them.

When to make your claim

- Your claim must be submitted within 28 days of the crash OR
- After 28 days with an explanation for the delay.

What you can claim

- Treatment and care.
- Income support payments.
- Lump sum payments.

Need more assistance lodging your claim?

Contact CTP Assist on **1300 656 919** or ctpassist@sira.nsw.gov.au.

This guide is for general information only. It is not legal, financial or professional advice. Please contact the relevant State Insurance Regulator for more information.

New South Wales

Fatality Claim

For Financial Support

Who can make a claim?

- If you were financially dependent on a family member who died in a motor crash, you may be entitled to compensation.

How to make a claim

1. Complete the *APPLICATION TO COMPENSATE RELATIVES'* form or the *APPLICATION FOR FUNERAL EXPENSES* form - www.sira.nsw.gov.au
2. Submit directly to the insurer.
    - If you are unsure which insurer to approach, complete the online form as above or contact CTP Assist directly.

What you can claim

- Funeral expenses.
- Death certificate expenses.

For Psychological Injury

Who can make a claim

- For people who have lost a family member in a motor vehicle crash on NSW roads.

How to make a claim

1. Review the *PERSONAL INJURY BENEFITS FOLLOWING A MOTOR CRASH FATALITY* guide.
2. Contact the NSW SIRA on 1300 656 919 and ask to speak to a Principal Liaison Coordinator.

What you can claim/access

- Trauma support services, including -
    - Up to 6 sessions with a psychologist.
    - Access to 24/7 crisis counselling.

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Journey to Recovery