South Australia

Who can make a claim?

- If you are injured in a motor vehicle crash caused by a SA motor vehicle.

Details you need to make your claim

- Vehicle collision report number from the police.
- Medical certificate.
- Proof of identity and age.
- Breath, drug, and blood analysis if relevant and where available.
- Evidence of loss of income if claiming.
- Details of the crash.
  - Date, time and location.
  - Road surface and road conditions.
  - Details of all vehicles involved.
    - Registration, make and model.
    - Contact details of all drivers.
- Details of any witnesses.
- Employment details at the time.
- Receipt of expenses relating to the crash.

How to make a claim

- Complete the *INJURY CLAIM FORM* through the online portal - ctp.sa.gov.au OR
- Download and send the completed form to the relevant CTP insurer – visit the CTP Regulator's site to find out which one.

When to make your claim

- You must submit your claim within 6 months of the crash OR
- As soon as reasonably practicable if the at-fault vehicle was unable to be identified or was unregistered.

What you can claim

- Medical treatment, care and support.

Need more assistance lodging your claim?

Contact the CTP Insurer of the at-fault vehicle, or contact SA CTP Regulator on **1300 303 558** or ctp@sa.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.

Journey to Recovery

South Australia

Fatality Claim

For Financial Support

Who can make a claim?

- If a family member has died because of a motor vehicle crash caused by a South Australian vehicle and the deceased was not solely responsible for causing the crash.
- A family member includes,
  - A spouse or domestic partner.
  - A child or grandchild.
  - A parent or grandparents.
  - Siblings – including step and half.

How to make a claim

- Complete the *FATALITY CLAIM* form.
  - Lodge through the online portal.
  - Download, complete and send to the at-fault vehicle's CTP Insurer.
    - If you know the registration number, use EzyReg to find out – available on the CTP Insurance Regulator site.
    - If you do not know the registration number, send the form to the SA CTP Regulator.

What you can claim

- Loss of financial support from the deceased.
- A partner's loss of their romantic relationship.
- Suffering caused by losing a child or parent.

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Journey to Recovery