



Head Office
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Eastern Transport Register Accident Procedure

In the event of an accident the following procedure should be followed:

1. Keep calm, do not panic.
2. If possible, move vehicle to the side of the road.
3. Switch off ignition.
4. Activate emergency hazard lights (if required).
5. Keep yourself and others off the road.
6. Ring ambulance and police if there are injuries. Call 000 emergency number.
7. Do not admit to any party the fault or negligence of you or the parties involved.
8. Exchange your name and address and the vehicles' owner details (as detailed on your vehicle profile with the party or parties involved).
9. Record the registration number, make and model of the other vehicle(s), name of insurer of the other vehicle and the name of the driver and owner of the other vehicle.
10. Note the time and place of the accident (draw a picture of the accident scene including traffic signs and other vehicles).
11. If anybody is injured in the accident the police must be notified.
12. If names and addresses cannot be exchanged (eg due to injury) the police must be notified.
13. Record the name, address and phone number of as many witnesses as possible.
14. If your vehicle can be driven, check brakes/steering/oil and water before driving.
15. Do not drive the vehicle if it is not roadworthy.

NOTE: A motorist is under no legal obligation to make a written statement to the police or to sign a statement the police may take down.

- Phone the RACV if the vehicle needs to be towed
- Notify the ETR Duty Officer as soon as possible.

Emergency Contact Numbers:

FIRE/POLICE/AMBULANCE	000
RACV	13 1111
ETR Duty Officer	0438 987 078
Eastern Volunteers Head Office (Business Hours)	9870 7822
Traffic Hazards (traffic signals and faults)	13 1170