

**Only complete this form if you are the person claiming personal injury, or you are the owner of the motor vehicle or property.**

**Please Note: The request of this information is not acceptance of liability. All claims are assessed on their own merit and any payments made will come from City of Newcastle (CN) funds.**

## 1. Contact

If you contacted CN, please provide the 'IN' reference number provided.

Did you stop at the time of the alleged accident/incident occurring and report it to our staff member?

Yes

No

If 'Yes' has been selected, please provide the name of our staff member and any other relevant details.

## 2. Type of compensation sought

Please select the type of compensation being sought:

- Property damage
- Personal injury
- Motor vehicle
- Other

If 'Other' selected, please explain:

Details of alleged accident/incident:

Details of what you are claiming:

### 3. Your contact details

Title: Mr  Mrs  Ms  Miss  Dr  Prof

First Name:

Last Name:

Email:

Contact number

Mobile:

Address:

Suburb:

State:  Postcode:

Correspondence: Do you agree for all correspondence to be sent to you via email?  
Yes  No

If 'No' selected, please provide preferred method of contact.

### 4. Date and time of alleged accident/incident

Date of incident  Time of incident

### 5. Location of alleged accident/incident

Address

Suburb:

State:  Postcode:

To assist us in identifying the exact location, please provide details of the nearest cross streets and/or any identifying landmarks where the alleged accident/incident occurred.

## 6. Insurance details

Have you claimed against your insurer?

Yes

No

Claim/Policy number:

Insurance provider:

Contact name:

Contact number

## 7. Witness

It is the responsibility of the claimant to obtain the witness statement and submit with your claim.

If a witness statement has not been attached to your claim, a decision will be made in the absence of this evidence. We will not contact the nominated witness.

Did anyone witness the accident/incident?

Yes

No

Contact name:

Contact number:

Email:

Address:

Suburb:

State:

Postcode:

## 8. Evidence and supporting documentation

You are required to establish that we caused the alleged loss and/or damage through some form of negligence. In any public liability claim, the burden of providing proof of negligence rests with you as the person seeking compensation. We cannot assist you in this.

Evidence and supporting documentation are required to evaluate your claim. If this information is not provided it may delay your application.

Please refer to our website <http://www.newcastle.nsw.gov.au/Council/Contact-Us/Claims-against-Council> to assist you in determining the evidence and documentation required to be submitted with your claim.

**Evidence** - e.g. report from a qualified service provider i.e. engineer, plumber, medical practitioner

Have you supplied the necessary evidence?

Yes

No

**Supporting documentation** - e.g. quotations, out of pocket medical expenses

Have you supplied the necessary supporting documentation?

Yes

No

## 9. Photographs

One of the most effective ways to avoid confusion about the circumstances surrounding your claim is through the use of photographs. We use photographs to ensure we are investigating the correct location and/or issue.

**Only take photos if it is safe to do so.** You are requested to provide a variety of shots and angles to clearly show the situation that supports your claim.

Your photographs need to show the following (where applicable):

**Vehicle damage examples:**

- The area that has sustained damage e.g. car door, windscreen
- A photo clearly showing the side where the damage occurred e.g. passenger/driver's side

**Personal injury examples:**

- A clearly marked area where the accident/incident occurred
- A photo clearly showing the surrounding area in relation to the alleged hazard

Have you attached the required photos? Yes  No

## 10. Authority for an Agent to Act

Do you wish for a third party to act on your behalf in this claim? Yes  No

Name:

Address:

Suburb:

State:  Postcode:

Email:

Contact number:

Signature:  Date:

## 11. Declaration and Acknowledgement

I declare that the information supplied to the City of Newcastle in this claim form is true and correct and confirm the statements are honestly made.

Completion and acceptance of this form (including completion of the Authority for an Agent to Act, when completed) does not represent an admission of liability on the part of CN and/or our insurers. Your claim for compensation will be subject to investigation and will be assessed on its own merits.

Signature:  Date:

Please return completed form:

- In person - 12 Stewart Avenue, Newcastle West NSW 2302
- Post - PO Box 489, Newcastle NSW 2300
- Email - [claims@ncc.nsw.gov.au](mailto:claims@ncc.nsw.gov.au)

## Privacy Disclaimer

City of Newcastle is committed to protecting your privacy. We take reasonable steps to comply with relevant legislation and our Privacy Management Plan. By giving us your personal information, you consent to us collecting, storing, using and disclosing it in accordance with our Record Management Policy.

**Purpose:**

We will use the information to process your claim.

**Intended recipients:**

Authorised CN Officers, contractors or agents.

**Supply:**

Voluntary.

**Consequence of non-provision:**

We may not be able to process your claim.

**Storage and security:**

Information will be stored in our electronic database and will only be available to authorised CN Officers, contractors and agents and will be kept in accordance with the State Records Act and our Record Management Policy.

**Access:**

Your information can be checked for accuracy by calling us on (02) 4974 2000 or attending our Administration Office at 12 Stewart Avenue, Newcastle West.