

25/10/2011

**MEMORANDUM**

**TO:** A/Inspector Alexander

**FROM:** D/Superintendent Devaney

**DATE:** 25 October 2011

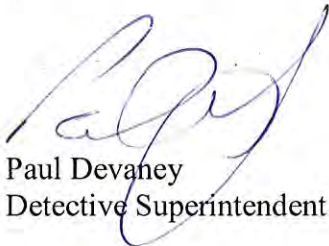
**ISSUE:** Advice received regarding the proposal to remove the P5 collision reporting criteria and amendment to P4 criteria to exclude towed vehicle, non-injury collisions.

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A/Inspector Alexander,

The attached documents relate to the proposed amendments to the P4 reporting criteria and removal of P5 reporting requirements. Feedback has been received from a number of Commands including Traffic Services. Would your team analyse the submissions and prepare a report on the feedback received regarding the proposal with a view to progressing the matter. Inquiries may have to be made to ensure all submissions have been received at PIPC.

This should be completed by 30 November 2011.



Paul Devaney  
Detective Superintendent

## Response Draft

### Region Summary

The support for the proposal was mixed across the various regions and commands:

**Western Region** – Support the proposed changes.

**North West Metropolitan Region** - Generally support the proposal citing the benefits of freeing up staff to attend to more serious crime. Raise some issues that should be considered prior to implementation.

**Central Metropolitan Region** - Agree to removal of police recording of P5 collisions. Disagree with tow only collisions being changed to P6 status.

**Southern Region** - Generally support the proposal but raise some issues that should be considered prior to implementation.

**South West Metropolitan Region** – Generally do not support the proposal but like the idea of P5 collisions being reported online.

**Northern Region** – No response.

**Prosecutors** – No problems with the proposal from a legal perspective. Neither supportive nor against the proposal.

**Operational Communications Information Agency** – Support the first proposal that current P5 collisions no longer be recorded. Do not support creation of P6 category. Counter propose that ‘tow only’ collisions be re-classified as P5.

**Traffic Services Branch** – Do not support any part of the proposal. Raise numerous issues for consideration. Recommend 6 month delay so more data can be gathered on the success of the Victorian program.

### Issue Summary

Many of the regions raised similar concerns regarding the impact the proposal would have on our policing responsibilities. I have summarised the issues below:

1. **Traffic offences will go undetected.** This issue was raised by NWMR, CMR, SR, and TSB. TSB particularly cited our obligation under Section 6 of the Police Act to investigate offences: i.e. ‘Tow only’ collisions usually result from somebody breaching some part of the State traffic laws so, having it brought to our attention, we are required by legislation to investigate. Specific concerns on this issue were in regard to suspended/disqualified and alcohol impaired drivers getting away with repeated offences undetected.
2. **Fraudulent owner/driver activities.** This issue was raised by NWMR, CMR, and TSB. The issue is that, if police don’t investigate these offences then it

will be much harder to detect or prevent fraudulent owner/driver behaviours. Specific concerns are:

- a. Drivers involved in tow only collisions may provide a false driver's license.
  - b. Owners may fraudulently report 'write off' collisions and lack of police investigation may make it easier for them to successfully defraud insurance companies.
  - c. Drivers/passengers may fraudulently report delayed injuries resulting from these 'more serious' collisions and a lack of immediate police investigation at the scene may make it easier for them to successfully defraud insurance companies.
  - d. A flow on effect from the potential increase in fraudulent claims may lead to greater burdens on the State judicial systems. There may also be a cost to the police force where police who attend accidents (but do not investigate) are required to give evidence at the increased number of contested claims.
3. **Enforcement of Tow Truck Industries Act.** This issue was raised by CMR, SR, and SWMR. The issue is simply that there have historically been a lot of problems with tow truck operators using stand-over tactics and other unethical behaviour at collision locations. If police do not attend 'tow only' collisions then there will be no supervision to ensure tow truck operators comply with their legal obligations.
4. **Equity and community perceptions / expectations.** This issue was raised by NWMR, CMR, OCIC and TSB. Specific concerns are:
  - a. If we don't attend 'tow only' collisions the community perception may be that collisions are no longer a priority for police.
  - b. The community will interpret a lack of police investigation as a relaxation of traffic enforcement.
  - c. There is an equity issue in that it will look bad if we issue a ticket to a driver for going through a red light and not causing a collision, but if they go through the red light and cause an accident where vehicles need to be towed they may not be issued an infringement.
  - d. The driver not at fault expects the driver at fault that has seriously damaged their car to be held to account by police.
5. **Loss of Road Safety Intelligence.** This issue was raised by CMR and TSB. There are two parts to this issue:
  - a. Police attending are in a position to identify 'hazards' which may otherwise go unnoticed (eg. Power pole integrity, oil/diesel spills, black ice, road engineering issues).
  - b. Motor Vehicle Collision data (including P5s) is used by several external key stakeholders who are partners with us in the area of road safety. These include the RTA, the State Motor Accidents Authority, the National Road Safety Committee, and local councils. The data is used to assist in road safety improvement strategies. These partner key stakeholders do not have the capability to collect this information independently. The NSW Police Force should consult with these stakeholder organisations prior to implementing the proposed changes to assess the potential impact the changes may have on the stakeholder organisations.

6. **Loss of Government Revenue.** This issue was raised by NWMR and SR. The concern is that the State Government may resist the proposed changes because it could mean a loss of revenue. The suggestion is that the State Government should be consulted on the proposal.
7. **The Victorian Police approach has not yet been proven successful.** This issue was raised by TSB. The issue is that the proposed savings in police resources in the collision reporting area has not yet been shown to be beneficial in other areas of policing. In relation to this, the savings proposed by the current proposal are challenged and TSB have asked where the savings in police resources (if any) will be re-allocated. The Assistant Commissioner, Traffic Services Branch recommends a 6 month delay so more data can be gathered on the success of the Victorian program.
8. **“Injury” will have to be clearly defined.** This issue was raised by NWMR and CMR. The concern is that there will need to be clear guidelines for how delayed injury reports after an initial ‘tow only’ PAL report would be recorded (and whether they would be investigated).
9. **International Licenses.** This issue was raised by NWMR. The concern is that international licenses may confuse members of the public.

### **Additional comment on the OCIC submission**

The report generally states agreement with the proposal, however that agreement appears, at least in part, to be based on a significant incorrect assumption by OCIC; namely, the assumption that tow-away collisions would only be reported at a similar rate as is currently the rate of P5 collisions.

OCIC fully support a proposal that P5 MVC reports no longer be accepted by police. This would mean a reduction in this type of report by 14 343, allowing policelink to focus their efforts in other areas.

OCIC want tow away collisions to be classified as P5 (not a separate category of P6) and on this basis believe that of the of the 22 890 type collisions it is likely only about 39% of these would actually be reported (8 930) meaning a net saving of effort in the MVC reporting area for OCIC of around 5 500. However, tow away collisions cannot be treated as P5 due to the legislated requirement that tow away collisions must be reported to police (S287(3d) NSW Road Rules 2008). Hence, OCIC would likely find itself with a net increase of effort in the MVC reporting area of possibly 8 500.

It is probable that OCIC support is dependent on tow away collisions being non-mandatory reporting. Their position should be clarified prior to any commencement of proposed changes.



## Notes on advice received regarding the proposal to remove the P5 collision reporting criteria and amendment to P4 criteria to exclude towed vehicle, non-injury collisions.

### Western Regions

Recommendation supported. Nil additional.

### Operational Communications & Information Command

The report generally states agreement with the proposal, however that agreement appears, at least in part, to be based on a significant incorrect assumption by OCIC; namely, the assumption that tow-away collisions would only be reported at a similar rate as is currently the rate of P5 collisions.

OCIC fully support a proposal that P5 MVC reports no longer be accepted by police. This would mean a reduction in this type of report by 14 343, allowing policelink to focus their efforts in other areas.

OCIC want tow away collisions to be classified as P5 (not a separate category of P6) and on this basis believe that of the of the 22 890 type collisions it is likely only about 39% of these would actually be reported (8 930) meaning a net saving of effort in the MVC reporting area for OCIC of around 5 500. However, tow away collisions cannot be treated as P5 due to the legislated requirement that tow away collisions must be reported to police (S287(3d) NSW Road Rules 2008). Hence, OCIC would likely find itself with a net increase of effort in the MVC reporting area of possibly 8 500.

It is probable that OCIC support is dependent on tow away collisions being non-mandatory reporting. Their position should be clarified prior to any commencement of proposed changes. Additionally, A/AC Adney emphasised the need for any change to be clearly communicated to the community to ensure public perception and expectations are in line with service delivery.

### North West Metropolitan Region

Generally support the proposal citing the benefits of freeing up staff to attend to more serious crime. They have raised several issues that they would want addressed prior to implementation of any changes:

1. A clear definition of “injury” for police to refer to (also mentioned in Central Met report?)
  - a. What happens if injury reported outside 24hrs? **Answer – Handbook states: Only record details where the injuries suffered are of a personal or bodily nature and it is reported to you in writing, within 28 days of the incident. A longer period is acceptable where the nature of the injuries precludes the person from making an earlier report. Where an existing MVA Event is recorded on COPS, create a further occurrence only incident in the Event, to record the reported injuries and attach the written report to the COPS generated site diagram. If there is no record on COPS, create an occurrence only Event and mark it for the station summary.**



- b. What would be the longest period to accept a reportable injury?  
**Answer** – As above: within 28 days. Longer if the nature of the injury precludes reporting within 28 days.
  - c. Will P6 collisions reported to PAL be referred to the local LAC if an injury is claimed outside time frames? **Answer** – There is no reason why this would need to be referred to the local LAC. No investigation takes place if outside the 24hrs.
2. What happens if a driver's license is suspended/disqualified?
  - a. Will they now get away with it and consequently re-offend with impunity? **Answer** – It is current practice for P5 reports that, where a driver reported in the MVC is suspended or disqualified the event is disseminated to that driver's Local Area Command for follow up investigation. This practice would be appropriate for the P6 reports.
3. What happens if a driver provides false details? **Answer** – This would be referred back to the LAC to be dealt with as a 'Fail to exchange particulars' accident.
4. Loss of evidence if police do not attend and sight damage to check consistency with drivers' versions. **Answer** – Police involvement in this evidence gathering would appear to generally be for civil purposes only and as such may be considered un-necessary.
5. Less government revenue. **Answer**- Not technically our problem although may be a political consideration.
6. Community perception that MVCs no longer a priority for police. **Answer** – Would have to be managed by appropriate public relations activities.
7. International drivers licenses causing difficulties for other drivers involved. **Answer** – Difficulties in recovering civil damages? Does this make it a police priority?
8. High rise in injury collisions (assume persons involved fake injury to get police involvement?) **Answer** – This may occur but it is an assumption that does not appear to be evidence based.

### Central Metropolitan Region

Agree to removal of police recording P5 collisions.

Disagree with tow only collisions being changed to P6 status for "Public Interest" reasons:

1. If serious enough to require a tow then action should be taken.
2. Public expectation is that police will attend, particularly where major congestion. **Answer** – As in the Victorian model, the proposal is that police would still attend to assist in traffic duties as required.
3. Public will interpret lack of police investigation as a relaxation of traffic enforcement. **Answer** – Possibly. This may be managed by way of good public relations strategy.
4. If police are not obliged to investigate, they will probably not investigate and it is likely that a lot of traffic offences will go undetected or unprosecuted. This would be a bad thing. **Answer** – It is very possible that the proposed change in approach may result in a shifting of police and particularly general duties resources away from prosecution of traffic offences and towards some other crime area. This may be seen as either a good or a bad thing.
5. Same as NWMR issue 2.



6. The proposed changes are likely to increase the fabrication of collisions to 'write off' vehicles. **Answer – This may occur but it is an assumption that does not appear to be evidence based.**
7. Same as NWMR issue 4.
8. Same as NWMR issue 8.
9. Loss of intelligence gathering for road safety issues. **Answer – The statistics will still be gathered via the report to PAL.**
10. Same as NWMR issue 1.
11. Consultation should also include other key stakeholders in road safety (RTA, local councils, National Road Safety Committee). **Answer – Agreed.**

### **Leichhardt LAC**

Identify the following additional issues:

1. Police attending the scene of tow collisions ensure compliance with the Tow Truck Industry Act. **Answer – Agreed. This supervision may suffer although police will likely still attend many of these collisions if only for traffic management and could supervise this issue.**
2. Police attending are in a position to identify 'hazards' which may otherwise go unnoticed (eg. Power pole integrity, oil/diesel spills, black ice, road engineering issues). **Answer – As above.**

### **Burwood LAC**

Fully supportive.

### **Prosecutors**

Nil Return.

### **Southern Region**

Generally agree to the changes with the following caveats:

1. Suggest police should still issue infringements where offences are detected but agree that the reporting function could be moved to PAL. **Answer – Could be complicated. If police issue the ticket the COPS event will have to be updated by the officer anyway and an investigation will also be taking place.**
2. Suggest there should be differentiation between simple human error and driver negligence (i.e. collisions that result from drivers using mobile phones should be considered more serious or more worthy of infringements being issued). **Answer – As above, implies a level of investigation. If an investigation takes place then might as well issue ticket as is currently the case.**
3. Same as NWMR issue 5 (revenue).
4. Same as **Leichhardt LAC** issue 1.

### **Traffic Services Branch**

Does not support any aspect of the proposal. Concerns are:

1. Presumed savings, either financial or human resource are not evidence based and the reallocation of any presumed savings is not discussed. **Answer – Further discussion.**
2. P5 collision reports are a vital tool for identifying key road safety issues. The NSWPF Corporate Plan and the NSW State Plan requires Police to 'reduce road trauma'. P5 collision reports are important for achieving this goal.



- Answer – Are traffic services able to provide any data on how many traffic policy decisions have resulted from P5 collision data?**
3. External stakeholders (RTA) use P5 data to identify road safety issues.  
**Answer – As above (Q2)**
  4. If we cease taking P5 reports there is potential for a resultant increase in burden to the NSWPF where fraudulent claims are referred for investigation.  
**Answer – Are traffic services able to provide any correlation data between P5 collision reporting and fraudulent claim reports?**
  5. The State judicial resources may be negatively impacted by a significant increase in contested damages claims having to be resolved before the courts.  
**Answer – As above.**
  6. The NSW Motor Accidents Authority do not have the resources to collect P5 data. So, if we don't do it, nobody is going to do it and the potential intelligence data will be lost. **Answer – very similar to above issues.**
  7. Non investigation of tow only collisions amounts to police not carrying out their functions under section 6 of the Police Act.
    - a. Collisions usually the result of breaches of the law, or **Answer – The suggestion seems to be that, by turning a 'blind eye' to what is very likely to be a breach of the law, we are failing in our responsibility as police. Obviously policing is always going to be a balancing act whereby resources invested in one crime area will mean those resources are not available to another crime area. The issue here is whether removing police resources from investigating tow only collisions will provide a greater policing return somewhere else.**
    - b. Collisions also may be the result of roadway design or environmental factors and there is a responsibility for Police to rectify these for the protection of the community **(similar to Leichardt LAC issue 2).**
  8. Breaches of road rules should be dealt with equitably by police: If police are going to issue a ticket to somebody that they see go through a stop sign, they should equally be willing to investigate and issue a ticket to somebody who, while not directly witnessed by police, goes through a stop sign causing a tow away collision. **Answer – Similar to 7a (above) and Central Met issue 4.**
    - a. Repeat traffic offenders may go undetected **(similar to NWMR issue 2).**
  9. Possible fraudulent claims of injuries reported outside the 24hr period may lead to police being required to attend civil action claims, thus diverting police resources away from core responsibilities. **Answer – Any data to support this assertion?**
    - a. Police have an interest in preventing fraudulent claims as this is a criminal offence. Police ability to prevent those fraudulent claims will be limited if tow away non injury collisions are not investigated in the first instance. **Answer – similar to 7a.**
  10. The Victorian program should not be considered a success yet, as the full implications of the program have yet to be realised.
    - a. Claimed savings of 1500 shifts per year are unsupported by any documentation provided.
    - b. There is no indication of what the 1500 saved shifts will be used for.  
**Answer – Noted. Perhaps more enquiries with the Victorian program?**
  11. Drug/Alcohol impaired drivers may get away with offences because involved parties might not recognise the impairment and subsequently contact police.



**Answer** – Possibly, although it might be fair to assume that persons involved in a tow away collision might be more likely to be taking particular notice of the breath/demeanour of the other driver, and more than willing to ring police if they believe the other person was drinking.

Assistant Commissioner, Traffic Services Branch recommends 6 month delay so more data can be gathered on the success of the Victorian program. **Answer** – for consideration.

### **South West Metropolitan Region**

Recommend the following:

1. Continue to accept P5 reports but primarily via online reporting
2. Do not change P4 for tow away collisions because: Dodgy tow truck operators (Leichardt LAC issue 1), and repeat at fault drivers not being identified or punished or having their licenses removed. **Answer** – It is probable that repeat at fault drivers would suffer significant financial deterrent via insurance excesses (if they have insurance), but it may be relevant for those drivers who don't have insurance and simply don't pay for the damage they cause. It may be that the P6 report could create an alert if the same driver has been involved in a number of similar incidents in a set period of time.



17/09/2012

**ISSUE:**

Assessment of the Victoria Police TIS Reporting Project (Non-injury collisions).

**BACKGROUND:**

Recommendation 25 in the NSW Police Force Red-tape Reduction Working Group Report called for an assessment to be made of the Victoria Police system.

**COMMENT:**

The assessment found the Victoria Police TIS Reporting Project saved considerable administrative time, which increased the amount of time for police officers to patrol. A formal review of the project is yet to be published by Victoria Police.

Innovations by WA Police and feedback from internal stakeholders were also considered by the assessment which proposes four options for the working group to consider:

- A. Initiate online crash reporting (WA approach)
- B. Streamline crash recording requirements (Victoria approach)
- C. Cease investigating non-casualty collisions
- D. Do nothing

I have attached a copy of the assessment to this report for consideration.

**RECOMMENDATION:**

That the Deputy Commissioner, Field Operations note the assessment as part of the Red-tape Reduction Working Group Report recommendations for implementation.



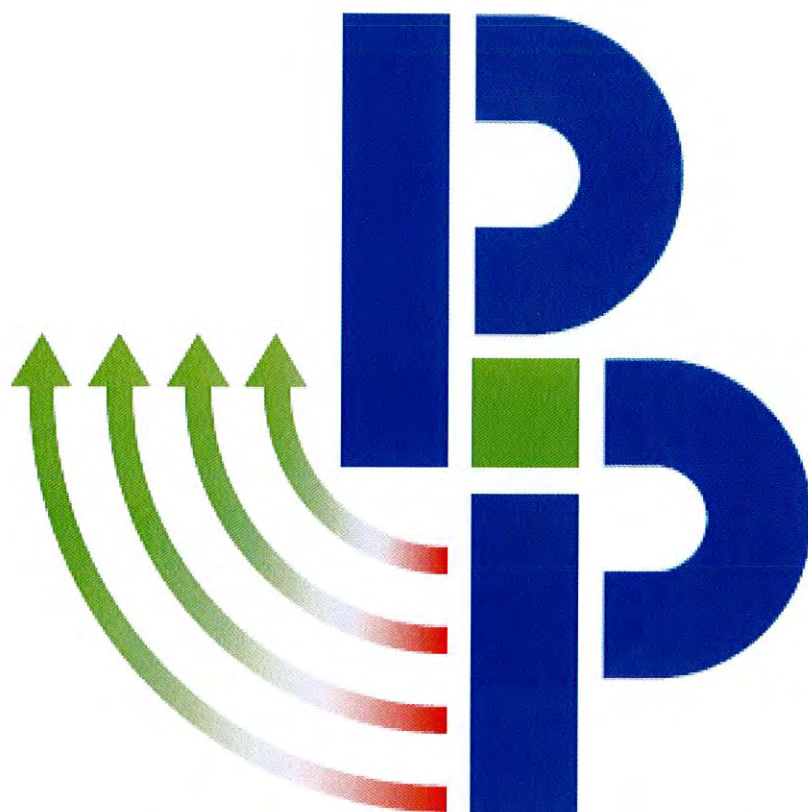
J. T. Donald  
Inspector  
Assessment & Improvement Manager  
Performance Improvement &  
Planning Command  
EN: 28004  
17 September 2012

1. Commander, Performance Improvement & Planning Command
2. Deputy Commissioner, Corporate Services



3. Deputy Commissioner, Field Operations





**PERFORMANCE  
IMPROVEMENT & PLANNING  
COMMAND**

**Assessment of the Victoria Police TIS Reporting  
Project (Non-injury collisions)**

Insp Jason Donald  
Assessment & Improvement Manager  
September 2012



Table of Contents

Introduction ..... 3

Key considerations..... 3

Assessment..... 4

Victoria Police Upfront Project..... 5

Western Australia perspective ..... 7

Options for the New South Wales Police Force..... 8

Annexure A – Victoria Police information ..... 11

    Chief Commissioner’s Instruction..... 11

    Project plan exec summary ..... 14

Annexure B - WA Police information ..... 16

Annexure C – NSW Police Force statistics..... 17

## Introduction

The Minister for Police and Emergency Services has requested an assessment of the streamlined Victoria Police motor vehicle crash recording procedures.

The aim of the assessment is to determine whether similar red-tape reduction action should be implemented in New South Wales.

## Key considerations

- Police officers desire to spend less time writing reports and more time carrying out front-line police activities
- Our customers expect us to be accessible 24/7
- Government expects us to cut 'red-tape' where possible, especially when it will reduce the cost of doing business with government
- Using information communication technology can increase public sector productivity
- There is a strong preference for the use of e-government service channels
- Four in five people (82%) use the internet to contact government because it is convenient
- We record about 95,000 motor vehicle crash incidents in COPS each year of which:
  - 25,500 are optional 'self report' minor traffic crash incidents, and half of which are reported by telephone to PoliceLink.
  - 50,000 are non-casualty traffic crash incidents, and half of which have enforcement action taken by police.
  - 17,500 are fatal/injury motor vehicle crash incidents.
- Each year after investigating motor vehicle crashes we issue about:
  - 6,000 court attendance notices
  - 32,000 penalty notices
- It takes about 60 minutes for a police officer to record a non-casualty traffic crash incident in COPS, and longer with each additional crash entity
- It takes about 10 minutes for either police station or Policelink staff to record a minor traffic crash in COPS
- Crash records are used by police, other government agencies, businesses, and citizens
- Each year 15,000 applications are made to the Police Force to obtain motor vehicle crash reports at a cost of \$79 per report. (\$1.2 million)
- Western Australia, South Australia, and the ACT police provide online crash reporting to the public
- Victoria Police have saved a significant amount of time by not recording non-injury crashes



## Assessment

Advances made by both Victoria Police and WA Police pave the way forward for the NSW Police Force to review its motor vehicle collision reporting requirements. With information communication technology developments there is an opportunity for the Police Force to streamline its crash reporting procedures, increase customer satisfaction and increase frontline police deployment capacity.

Four options have been identified for the Police Force to consider.

- Option A - Initiate online crash reporting
- Option B - Streamline crash recording requirements
- Option C - Cease investigating non-casualty collisions
- Option D - Do nothing

**Option A is recommended** as the preferred option that will reduce internal administrative procedures and contribute to reducing administrative costs of external agencies, businesses and the community. It will however require an investment to develop and implement the information technology.

Option B is the next preferred option and would require no new investment in technology but would incur change management costs.

Option C is the next least preferred option. It would save time but may come at a cost to customer satisfaction levels and road safety.

Option D is the least preferred option and requires no effort or cost. However, opportunities to reduce administrative costs will be missed.

## Victoria Police Upfront Project

- Saved time by cutting out data entry for non-injury collisions
- Continued attending crashes and taking enforcement action

The Upfront Project was initiated by Victoria Police to identify administrative activities undertaken by frontline police that could be modified or eliminated that would free up police resources for greater deployment.

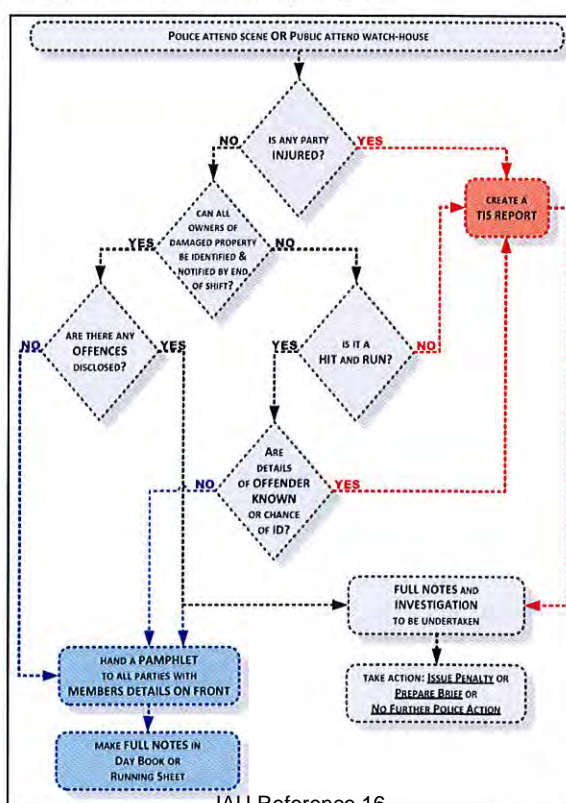
The project team identified that 'all party present' non-injury crashes represented 60 – 70% of the total collisions reported in their Traffic Information System (TIS). They discovered that the data extracted from non-injury collisions reported was not used by any party with TIS access. So they reviewed the TIS reporting requirement in relation to 'all party present' non-injury crashes and carried out pilot testing and consultation with stakeholders.

On 1 July 2011, Victoria Police ceased recording 'all party present' non-injury crashes and expected to save police officers an estimated 11,700 hours of data entry time.

Victoria Police did not alter their response to when collisions are reported to police. They continued to attend collisions and take enforcement action in accordance with established procedures. Rather they restricted the circumstances when they would record a collision report in the TIS to when:

- a party is apparently injured
- the owner of damaged property cannot be notified before the end of shift
- an alleged 'hit and run' where there are offender details or there is a chance of identification
- an injury is reported at a later time as a result of a collision previously identified as 'Non-injury'
- the collision involves a police vehicle or bicycle.

The revised process is mapped in the following diagram.





The TIS Reporting Project required no additional investment and was entirely funded from within the existing budget.

Following implementation of the project the Victoria Police records section advised us that they observed:

- reduced number of applications for accident reports,
- an increase in the percentage of not-recorded results from applications that were made,
- reduced workload of record section staff and decreased average turn around time for processing applications,
- some insurance companies were unhappy but have adapted to the change
- increased patrol hours
- no impact on road safety partners
- increased costs to print crash pamphlets
- increased focus on injury crashes

A formal review of the TIS Reporting Project has been completed and is yet to be published.

Their greatest area of difficulty was customers ringing the records section to obtain a copy of the police report and discovering that none were kept. Customers were concerned that without a police report they would be unable to get the offending party to pay for their damage.

Further details about the TIS Reporting Project including the project plan are included at **annexure A**.

## Western Australia perspective

- Crashes can be reported from home
- Reduced data entry workload

In March 2009, as a joint initiative between the Insurance Commission of Western Australia, and West Australia Police they established an Online Crash Reporting Facility (OCRF). It allows for a driver to report their crash via the internet and fulfil their legal obligations to report crashes to police and the insurance commission for both personal injury and property damage crashes.

In their annual report for 2010, WA Police reported that the OCRF yielded an 80% reduction in workload from data entry through to investigation. It allows motorists to report minor accidents without the need to attend a police station, providing greater convenience for the public as well as resource savings for the WA Police. Police will still attend where a person is injured or there is a combined damage to property exceeding \$3000. On these occasions infringements can be issued to offending drivers however the collision report can be completed online. In the case of online reporting, based on the content of the online report, infringements can be issued to offending drivers.

This initiative reduced the amount of time spent on administrative tasks and released officers back to the frontline. Funded and hosted entirely by the WA Insurance Commission the technology investment cost around \$2 million.

Details about the WA Police were published in their official magazine, *Newsbeat*, in Spring 2009 have been included at **annexure B**.



## Options for the New South Wales Police Force

Four options have been identified for consideration.

### Option A – Initiate online crash reporting

If the Police Force were to implement online crash reporting it would:

- significantly reduce the amount of data entry time by frontline police officers and increase operational capability
- provide a one-stop shop with 24/7 accessibility for customers to report injury and property damage crashes via the internet
- take advantage of information communication technology to increase productivity and meet customers preference for contacting government
- eliminate the workload of entering 'minor traffic collision' reports at Policelink and at police stations
- streamline and reduce the cost of providing police reports to external applicants
- reduce the multiple handling of crash data to users such as the Centre for Road Safety
- police could potentially use the same portal for recording 'reportable' crashes obviating the need to make improvements to COPS or add another internal recording system
- have no impact on police crash attendance, breath tests and taking enforcement action for detected offences where persons are injured or combined damage exceeds \$3000.
- require an investment to develop and implement the technology.

### Option B – Streamline crash recording requirements

The Police Force could invest in a 'fast and efficient three month intervention' similar to the Victoria Police Upfront Project to identify frontline police administrative activities that could be streamlined, minimised or ceased. This would involve piloting and consulting with stakeholders to identify and address concerns.

If the Police Force were to remove any requirement to record 'all party present' non-injury crashes it would:

- significantly reduce the amount of data entry time by frontline police officers and increase operational capability
- need to manage the expectations of customers desiring to report a crash to police
- need to manage the expectations of stakeholders who desire non-casualty crash data from police
- have no impact on police crash attendance, breath tests and taking enforcement action for detected offences.

## Option C – Cease investigating non-casualty collisions

The Red-tape Reduction Working Group has recommended restricting the circumstances where police attend and investigate motor vehicle collisions to where:

- someone is killed or injured
- a party fails to stop and exchange particulars
- a driver is allegedly under the influence of intoxicating liquor or a drug

The working group recommends that the Police Force decline to record minor motor vehicle crashes and only allow motorists to report tow-away collisions to PoliceLink.

If the Police Force were to implement this option it would:

- increase the number of COPS events created by PoliceLink by 37% to around 37,000 per annum\*
- significantly reduce the amount of data entry time by frontline police officers and increase operational capability
- reduce the number of breath tests conducted on motorists after a collision
- reduce the opportunity to modify driver behaviour through the issuing of a penalty notice to motorists after a collision
- need to manage the expectations of approximately 27,000 customers per annum desiring to report a minor motor vehicle crash to police

## Option D – Do nothing

If the Police Force continues its present practice:

- police officers will continue to enter crash data into COPS for all motor vehicle collisions (approximately 68,000 per year) except those meeting the 'minor traffic collision' criteria
- customers will continue to attend police stations or telephone Policelink to report minor traffic collisions requiring data entry onto COPS (approximately 25,500 per year)
- manually process about 15,000 applications through the insurance services unit for collision reports every year at a cost of \$1.185 million to the community and business
- provide weekly crash data to the Centre for Road Safety in a format that still requires additional processing (including printing each individual report, third party coding and data entry) and conversion into additional databases.

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\* Assuming that PoliceLink would record tow-away collisions as minor motor vehicle crashes (P5) incidents.



The phased implementation of revised reporting arrangements may also be considered as would the trial of any option. The trialling of an option eg Option B, and progression towards online reporting (Option A) after funding is secured is a consideration.

IN CONFIDENCE

IAU Reference 21

136598 Supplementary

10  
Government Information Public Access Act (2009)

Document has been released by the NSW Police  
Force Information Access Unit.

# Chief Commissioner's Instruction

## Authority

The following instruction is issued pursuant to the powers of the Chief Commissioner under section 17, *Police Regulation Act 1958* and in the exercise of their office under the *Public Administration Act 2004*. This instruction expires 12 months from publication or until earlier cancelled or reissued.

## Context

As part of the Upfront Project, established to optimise deployment of policing resources, police members proposed that the Traffic Incident System reporting requirement for collisions without injury (where all parties involved are present) be removed.

Road Safety Strategic Services Division (RSSSD) ran a pilot in Divisions 1 and 3 of the Western Region from 1 September 2010 which was then expanded to include Division 1, Southern Metro Region to further test the feasibility of this proposal. The pilot successfully reduced the frequency of access and the amount of form uploads, with minimal impact on service provision by police officers. Victoria Police Executive (VPE) approved the implementation of this change to apply state-wide from 1 July 2011.

It remains that when a collision is reported to police, irrespective of the circumstances, action must still be taken in accordance with the Victoria Police Manual. However, if no injury occurred and all property owners can be notified, no TIS report is required. Instead, the police member distributes a 'Collision Information Pamphlet', and makes full notes in their day book or Patrol Duty Return (Form 501).

## Application

The following instructions apply to:

- All general duties members
- Patrol Units and Traffic Management Units

## References

This CCI is supported by and should be read in conjunction with the following:

- *Police Regulation Act 1958*
- *Police Regulations (Fees and Charges) Regulations 2004*
- VPMP Use and Disclosure of Information
- VPMP Road Policing
- VPMG Vehicle Collisions
- VPMG Release of Accident and Property Records

## Definitions

The following definitions apply to this CCI:

- Regulatory Offence - an offence contained in a regulation, statute or local by-law
- TIS - Traffic Incident System

Also refer to the general [VPM Dictionary](#) for definitions and acronyms.



## Rules and Responsibilities

### Collisions

The first police member on duty at a collision scene or who has a collision reported to them (where police do not attend the scene) is responsible for conducting the preliminary investigation to determine what course of action is appropriate. Should this investigation result in the identification of offences; these are to be dealt with as usual, independent of any requirement to complete a TIS report.

## 2. Preliminary Investigation

### *When a TIS Report is not required*

- When there is no apparent injury to any party, parties details are exchanged and the owner or representative of any other damaged property can be notified of the collision before the end of the investigating member's shift.
- In the instance of an alleged 'hit and run' collision where there are no apparent injuries to any party and there are no offender details or chance of identification.
- Instead:
  - The investigating police member must distribute the Collision Information Pamphlet (containing contact details legibly stated) to all parties involved at the scene or those present reporting the incident.
  - The investigating police member must also make suitably detailed notes in their daybook or Patrol Duty Return (Form 501) in accordance with section 2, **VPMG Recording of Operational Duties**, as this information may be relied upon in the future by police members or other vested parties. Supervisors must ensure these notes are appropriately comprehensive.

### **When a TIS Report must be made**

- If the preliminary investigation indicates an apparent injury to any party, a TIS report is to be created and completed in accordance with section 4, **VPMP Road Policing**.
- When there is no apparent injury to any party but the owner of damaged property cannot be notified before the end of shift.
- In the instance of an alleged 'hit and run' where there are offender details or there is a chance of identification.
- An injury is reported at a later time as a result of a collision previously identified as 'Non-Injury'. The police member notified of such injury must create a TIS report. Only by agreement with any member noted on the collision pamphlet, can the informant details on the TIS report be changed to the noted member on the pamphlet. This must be done in consultation with the supervisor of the member notified of the injury.
- The collision or incident involves a police vehicle or bicycle. Refer to **VPMG Police Vehicle Collisions**.

## 3. Public requests for collision information

- When requested to supply a collision report or details of other involved parties, search TIS first for any record. If a TIS report already exists, follow **VPMG Release of accident and property records**.
- If there is no TIS report, the police member should:
  - Inform the member of the public that no TIS report was recorded.
  - Advise them to contact the attending member whose details are on the collision pamphlet which was originally distributed at the scene or at the time the collision was reported. If that member is not available they may contact the Officer in Charge of the station.

## Consequential amendments

This instruction amends VPMP Road Policing, VPMG Vehicle Collisions and VPMG Release of accident and property records. Where there is any inconsistency, this instruction applies.

## Further Information

For further information regarding this instruction, please contact the TIS Business Support Unit during business hours (0800 - 1600) on T4(d)

[FF  
064010/10]

IN CONFIDENCE

IAU Reference 24



## Executive Summary

### Background/History

The Upfront Project was initiated to deliver fast and efficient three month intervention designed to identify administrative activities undertaken by frontline police that could be streamlined, minimized or ceased and thereby assist in maximizing the effective deployment of policing resources.

The project's short term objectives were to:

- Reduce time spent on front line administrative functions
- Stream line existing front line police systems and processes
- Reduce duplication of data capture and collection
- Reduce unnecessary or non police-specific data capture where possible

As part of the program of works, a review of the TIS reporting requirements in relation to non-injury collisions was proposed.

In September 2010 a pilot began in Western Region Division 1 (Geelong), and Western Region Division 3 (Ballarat) to trial this proposal. The pilot was initially conducted for one month, however, it was determined that this was an insufficient timeframe to assess the impact of implementing a statewide change to reporting processes. The pilot was extended for a further two months and expanded to include a metropolitan area; Stonnington and Port Phillip police service areas (PSAs).

In January 2011, the Upfront Project Manager, Assistant Commissioner Lucinda Nolan presented an Upfront Project briefing report to the Victoria Police Executive (VPE). The report included an assessment of the pilot and a recommendation. Concerns were expressed regarding any potential risks associated with the change, particularly in relation to external Road Safety Partner stakeholders and their respective legislative requirements. The VPE endorsed the conduct of a further state-wide 12 month pilot in order to better assess the benefits, and the degree to which additional risk mitigation would be required.

In February 2011 the Project Manager of this project, T3(a) TIS Business Support Unit, met with agency representatives including T3(a) (Transport Accident Commission) and T3(a) (VicRoads) to further discuss their concerns. The key areas of discussion were, possible non compliance of Transport Accident Commission (TAC) legislation and potential loss of collision data for analytical purposes.

The consultation with stakeholder representatives re-confirmed they did not use Victoria Police non-injury data in their reporting or strategy development, such as "Black-spot" identification or road engineering purposes, and that a review and refinement of the Victoria Police Manual (VPM) collision reporting and investigation policy, the member instructions and the public pamphlet would further assist in mitigating risks concerning non compliance.

As a result of those discussions it was determined that a state-wide 12 month pilot, would not necessarily identify any new information or issues that could not be addressed through ongoing member training and policy review. Subsequently a recommendation was made to the VPE via



Deputy Commissioner Kieran Walshe that the recording of 'all party present' non-injury crashes cease to be reported in TIS from 1<sup>st</sup> July 2011. This recommendation was approved by the VPE on the 12<sup>th</sup> April 2011.

Deputy Commissioner Kieran Walshe requested action to implement the recommendation commence.

### Business Drivers

The primary driver for implementing this project is to reduce the administrative burden on front-line police members. Non injury all party present reports make up a large percentage (60-70%) of the total collisions reported. During the initial stages of this project it has been discovered that the data extracted from non injury collisions reported is not used by any party that has access to TIS data. Consequently this project is being implemented in order to reduce administrative burden for frontline members so they may spend this time on other tasks, such as, building the capacity to allow members to spend more time on investigations and activities aimed at reducing road trauma.

### Key Objectives

- Review all policy documents and ensure appropriate sign-off
- Develop a communication strategy and implement by 1<sup>st</sup> July 2011
- Ensure internal TIS – TAC Claims process is up to date and scalable
- Develop before/after measures to ensure data quality of injury collisions remains consistent

### Benefits

The primary benefit expected to be realized upon implementation of this project is the reduction in the administrative burden for members and returning capacity to the front line of service delivery. According to Assistant Commissioner Lucinda Nolan's report, the expectation is an estimated 1,473 shifts per year will be saved.

### Impacts

The primary impact of this project is the potential for the reduction in report-taking to affect the data quality of reports.

Where an injury occurs due to a motor vehicle collision and a party involved chooses to make an injury claim with the TAC, a police Traffic Incident System (TIS) report is required. There are some instances where an injury does not become apparent until some time after the day of the collision. For these instances no police TIS report will be created. However, once it is determined an injury has occurred and/or TAC claim is being proceeded with then a TIS report is required. Whilst TAC legislative requirements will be met with this business process, a known risk associated with the 'reported later' scenario relates to data quality, e.g. delay in reporting an incident may affect the quantity and quality of detail available.

Another potential impact is that the non injury data that will no longer be captured and may be required at some later stage. However, all internal and external work units/agencies have been consulted on numerous occasions, and there has been no evidence presented to suggest that non injury data is used.



# Online crash reports

Making it easier

04

**S**ome of the stress involved with reporting traffic crashes has been removed with a joint project between Western Australia (WA) Police and the Insurance Commission of Western Australia (ICWA). The project team has developed an online crash reporting facility for crashes in WA.

## Going live

The first phase of the Online Crash Reporting Facility (OCRF) for reporting personal injury crashes went 'live' in January this year at [www.crashreport.com.au](http://www.crashreport.com.au) and via the WA Police internet site [www.police.wa.gov.au](http://www.police.wa.gov.au). Rolling out the second phase of the OCRF to accept all personal injury and/or property damage crash reports is expected in October 2009.

Frontline Business Improvement's Senior Sergeant Lloyd Van Der Schoor said the new technology enhances the speed of reports being sent to relevant Government agencies for them to meet their business outcomes.

## Crashes can be reported from home

A key feature of the new facility is it enables people who are involved in a crash to report it from home.

*People no longer need to go to a police station...*

"People no longer need to go to a police station to complete the forms," Senior Sergeant Van Der Schoor said. "They can access the internet from home and report the crash online."

Also, instead of hand drawing a crash diagram, the OCRF uses location mapping linked to both Metroview (street mapping) and Google Earth, creating clear standardised maps for pinpointing the crash. The system also supports uploading of jpeg images taken at crash scenes.

## Decreased workload for staff

Last year, more than 100,000 paper-based traffic crash reports were processed at WA Police's Information Capture Centre. This created around 250 archive boxes of work bound for off-site storage. Most of these reports started their journey with police station Customer Support Officers attending to the task, with each paper-based report taking up to an hour to complete.

Online reporting will enable WA Police to screen and load reports into the Incident Management System that meet investigation criteria and store the remainder electronically which drastically reduces expensive storage costs.

For more information about online crash reporting go to [www.police.wa.gov.au](http://www.police.wa.gov.au)



(L-R) Senior Sergeants Pat Bernard and Lloyd Van Der Schoor from Frontline Business Improvement demonstrate the advantages of the new online crash reporting system.

## Annexure C – NSW Police Force statistics

Table 1

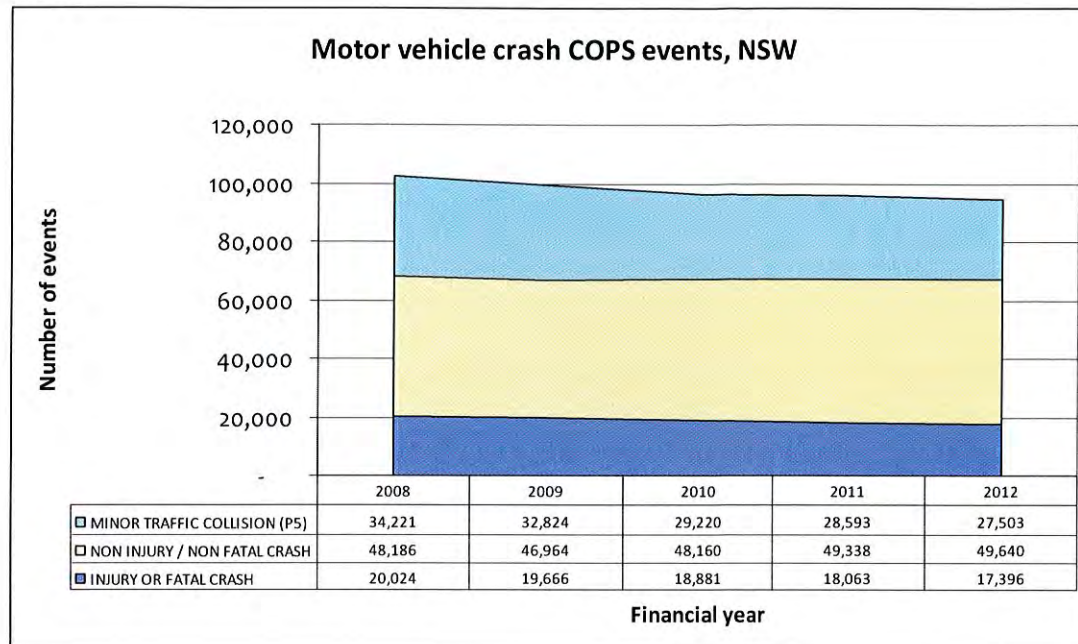


Table 2

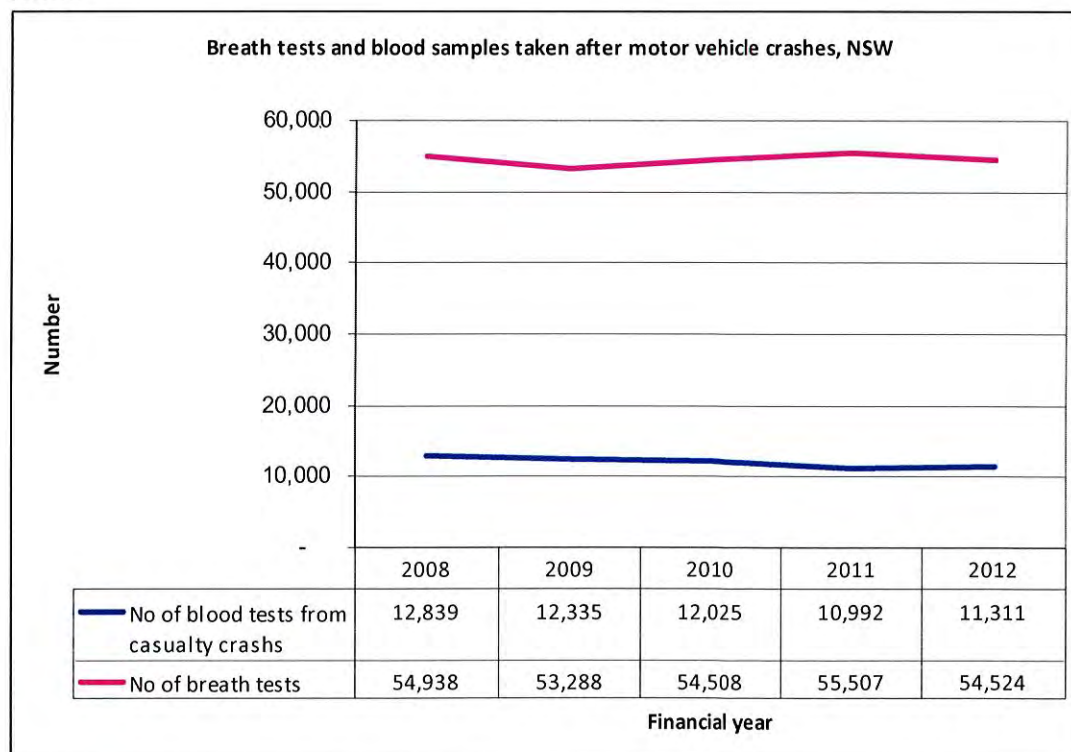




Table 3

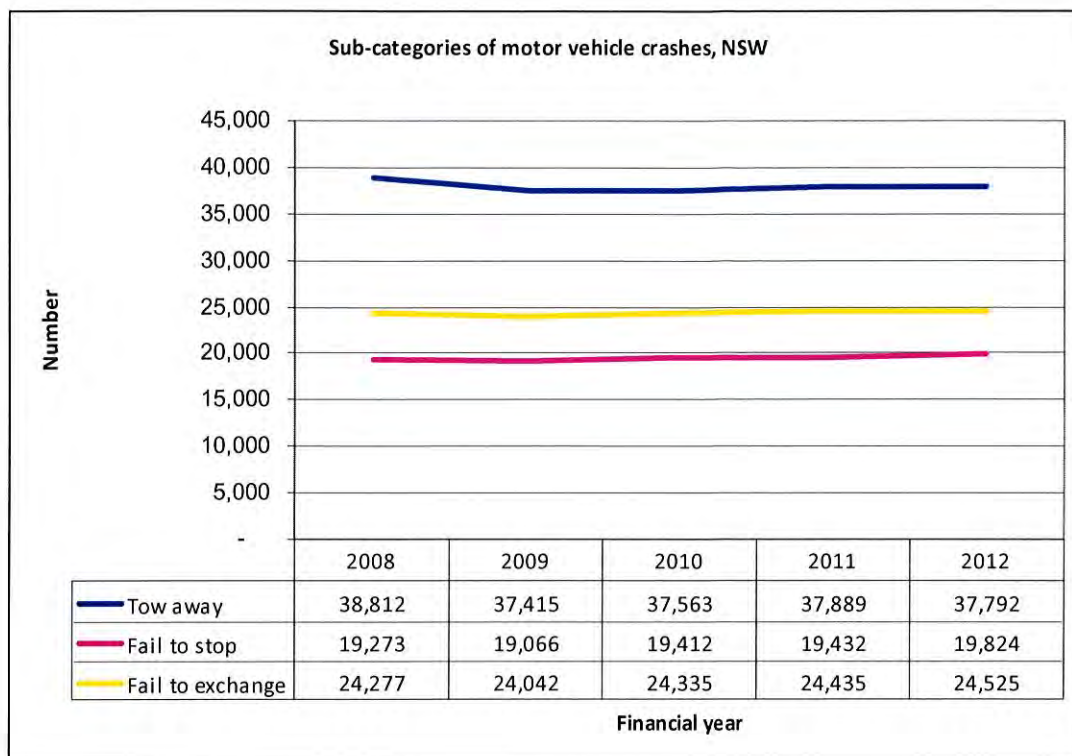
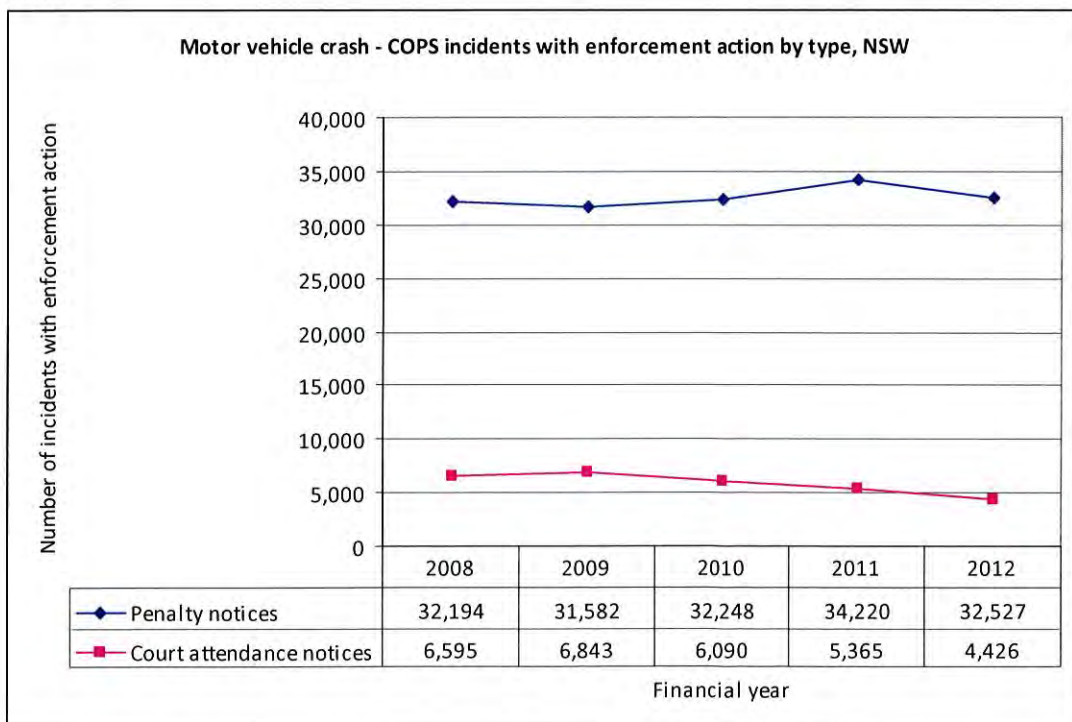


Table 4



**ISSUE:**

P4 Project status report.

**BACKGROUND:**

Project history (June 2011 to May 2013) refer to Annexure 1.

**COMMENT:**

The P4 Project has two primary objectives. These are: 1) That the NSWPF cease taking reports of 'Minor Traffic Collisions (P5s)'; & 2) The NSWPF cease investigating 'tow away only crashes' with reports primarily being recorded by PoliceLink Command via PAL phone reporting.

From May 2013 onwards, a P4 Project subcommittee has been in existence and held numerous meetings involving both original represented agencies (MPES, CRS, MAA, TMC and Insurance Council of Australia), internal NSWPF commands (THPC, PoliceLink Command and PIPC) and additional internal stakeholders including BTS, OCIC, Corporate Communications and the Police Media Unit. In order to meet objective 2, an agreed dataset has been established and agreed upon for the new segregated report category ('Tow Away Only Crashes' and subsequently identified 'Late Injury Report Crashes'). A BTS schedule of work has been created and substantially progressed (programming work to create a new COPS Event category), data extraction requirements have been determined and are under development (internal and external agency requirements), user acceptance testing of the event is scheduled for August 2014, draft SOPS and process logics for reporting have been created (PoliceLink specific), Education & Training Command has been scheduled for the development of internal education material (primarily SMITS), external marketing material has been developed (approx 10 million glove box crash guides to be printed for distribution to the NSW public) (see attached DL Flyer, Annexure 2), and external funding obtained (from the Centre for Road Safety via the General Manager, Margaret Prendergast: System development \$93K -> includes 'casualty collision data enhancement' to be addressed outside of this project, Media \$50K, Promotional Materials \$100K). Periodic update reports on the project as part of the 'Red Tape Reduction Strategy' (recommendation 25) have been provided to MPES via CET on an ongoing basis. Additionally, direct consultation with MPES Senior Policy Analysts has occurred on a periodic basis at their request.

In April 2014, CRS made a submission that the previously confirmed data set be substantially extended to meet their road safety analysis requirements. In consultation with Mr Chris Beatson (Director, PoliceLink Command) it was determined that current PAL resources would not be capable in the long term of handling the impact of the increased call time required to capture the additional data. In May 2014 a meeting was held with CRS and internal stakeholders where agreement was reached that the 'NSWPF Community Portal - On line reporting system (currently in development)' would be a viable option to handle the increased workload and was supported for examination. Later discussions with A/C Lanyon (Chair - Community Portal Project Committee) and Supt Willott (Manager, OPP - BTS) concluded that the inclusion of the 'Tow Away only Crash' event type would not be able to be included in phase 1 (Quarter 2, 2015) of the portal release, however it may be deliverable late 2015 dependant on numerous variables.

\* See TAB X  
for clarification



In May 2014 a Communications Strategy & Plan was developed and presented to the project group stakeholders. This plan was developed by Corporate Communications in consultation with the Police Media Unit. The plan originally indicated that public information would commence with a Press Launch and Release on 14 July 2014, however in early July this target was deferred by John Thompson (Director, Police Media Unit) pending further advice from the Police Executive and Ministry for Police and Emergency Services. ??

The scheduled implementation date for the changes (i.e. 'Go Live') is 15 October 2014 to align with technological, training and communication requirements. Project progress is on track to meet this target date. \*

Most recently it has been identified that priority attention is required in relation to the Communications Strategy. This priority relates specifically to ensuring senior staff in both the NSWPF and Ministry are appropriately briefed on potential public and political concerns that may be raised in relation to the pending changes. Mr Thompson is currently initiating contact with the relevant staff to progress this aspect.

**RECOMMENDATION:**

Submitted for information.



Darrin Gobbe  
Inspector, Manager  
Assessment & Improvement Team  
Performance Improvement & Planning Command  
EN: 28004  
23 July 2014

1. Commander, Performance Improvement & Planning Command

*No requested. An email copy has also been forwarded to DCOP Field, & DCOP Specialist SO's for information*

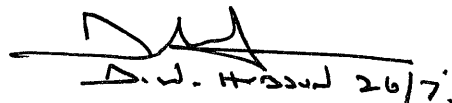


TONY FERGUSON  
COMMANDER

23/7/14

2. Deputy Commissioner, Corporate Services

*Noted. I suggest this will occur. Publicity once "go live" commences - 15/10.*



D.W. Howard 26/7/14

*Discussed with Col. Field Ops to further discuss*


*cc = DCOP FIELD, DCOP SPECIALIST*

3. Commissioner, at next weekly meeting please


136598 Supplementary

IAU Reference 31

4. ~~DCOP~~ DCOP Field Operations

*Nicole Rose*  
  
Government Information Access Act (2009)  
Document has been released by the NSW Police  
Office of the Information Access Unit.  
30/7/14



Re: P4 Project update; clarification appreciated   
Anthony Ferguson to: Anthony Jenkins  
Cc: David Roptell, Patrick Paroz

24/07/2014 16:11

Hi Tony,

Sorry for the delay, been in a meeting.

Initially the project scope was not to include this data set. The project team reconsidered the request when it was again raised by the CRS. The data set was discussed with THPC and PoliceLink and it was then accepted.

PoliceLink will pick up the role of this extra data capture until the Community Portal is able to include the self reporting functions, hopefully in the 3rd or 4th quarter of next year, reliant of course on issues with the go live of the portal.

The entire project team were involved in these discussions and the eventual final decision.

Kind Regards,

Tony Ferguson | Superintendent | Commander  
NSW Police Force | Corporate Services | Performance Improvement and Planning Command  
Level 8a, PHQ, 1 Charles Street, Parramatta NSW 2150  
Ph: 02 8835 8008 | E/N 28008 | Fax: 02 8835 9193 | E/N 29193 | Mob: T3(a)

Anthony Jenkins

Good afternoon Tony. I have just read your yellow u...

24/07/2014 13:43:34

From: Anthony Jenkins/9333873/Staff/NSWPolice  
To: Anthony Ferguson/24241/Staff/NSWPolice@NSWPolice  
Cc: David Roptell/27268/Staff/NSWPolice@NSWPolice, Patrick Paroz/20855/Staff/NSWPolice@NSWPolice  
Date: 24/07/2014 13:43  
Subject: P4 Project update; clarification appreciated

Good afternoon Tony.

I have just read your yellow update on the P4 project.

Do I take it that when the new arrangements commence in October 2014 the NSWPF won't be capturing the Centre for Road Safety's so-called "extended data set"? Is this a major issue?

Grateful if you could let me know.

regards

Tony Jenkins  
45396

Anthony JENKINS | Office of the Commissioner – Executive Advisory Unit  
Police Executive Offices | Lvl 15/201 Elizabeth St Sydney NSW 2000





Eagle: 45473 Ph: 02 82636473

<mailto:jenklant@police.nsw.gov.au>



## Annexure 1

### Project history (June 2011 to May 2013)

- June 2011 - PIPC facilitates a Mystery Shopper scenario relating to motor vehicle collision reports which identifies a knowledge gap amongst front line police in relation to reporting requirements.
- July 2011 - Commander PIPC, Supt Devaney commenced inquiries in relation to recent changes to VICPOL collision reporting procedures. The inquiries determined that they no longer take reports of 'non-injury collisions', 'with all parties were present'. VICPOL stated that only fatal and injury collision data was used to inform decisions around operations and focus areas. VICPOL reported that overall the changes were supported and accepted by police and the public with only minor issues raised regarding motorists adjusting to the changes.
- August 2011 - Supt Devaney contacted the Insurance Council of Australia who stated their members were unanimously supportive of non-injury crashes not being reported to police.
- Approx August 2011 - Potential 'NSWPF Red Tape Reduction Initiative' for reduced NSWPF recording of non-injury collisions raised in the MPES Red Tape Reduction Working Group.
- September 2011 - Further PIPC inquiries reveal that WAPOL uses an on-line reporting process in relation to 'damage only collisions'.
- September 2011 - Supt Devaney forwarded a report to DCoP Corporate, DCoP Field, Commander Traffic Services and the Commander OCIC requesting comment in relation to the NSWPF; a) Ceasing to accept P5 collision reports, b) Amending P4 criteria to exclude NSWPF investigation of 'Towed vehicle collisions', & c) That a new P6 criteria be created to allow towed vehicle collision reports to be made to PAL. (D/2011/155362 -> file split and forwarded to Field and Specialist Regions by the Secretariat)
- September 2011 - Responses received from various field and specialist Regions / Commands in response to Supt Devaney's report. These responses provided varying levels of support and objections, ranging from acknowledging the significantly workload reduction/savings for the field (& other areas including prosecutions / complaints management), opportunity to focus on more serious crime / road safety priorities, to concerns regarding supervision of tow truck operators, lack of traffic enforcement / driver modification, road hazard identification, loss of revenue (infringements), public perceptions (lack of police interest in collisions), etc. Of significance, the then Traffic Services Branch was opposed to the changes and suggested a review of VICPOL's progress with their project in a further 6 months.
- October 2011 (Estimated) - Red Tape Reduction Strategy proposals including P4 Project considerations submitted to MPES. Ministry response required that the NSWPF assess the Victorian Police reporting model prior to proceeding.
- May 2012 - Advice received from DCoP Nolan (VICPOL - Strategy & Organisational Development) advising PIPC that their implementation of the changes was a great success and many of the concerns identified by NSWPF in their consultation did not eventuate in Victoria or were easily overcome. Of note was that officers in that state were still to issue infringements if they had cause to attend the scene and offences were detected.



- September 2012 - PIPC (Assessment & Improvement Team) assess VICPOL 'Non-injury collision' reporting project. The report identifies that WA, SA & ACT provide on-line crash reporting to the public. VICPOL have saved significant police time by no longer recording 'non-injury crashes'. On-line reporting was recommended by the report author (Insp Donald) as the preferred option. NSWPF ceasing to investigate 'non-casualty collisions' was noted as being a recommendation of the Red Tape Reduction Working Party, however the assessment identified risks relating to customer satisfaction and road safety implications. (The second of which has since been further examined in conjunction with the Centre for Road Safety and does not appear to be a valid concern)
- December 2012 - PIPC commenced consultation with the Centre for Road Safety (Transport for NSW) in relation to the proposed NSWPF crash reporting / investigation changes.
- March 2013 - In principal support for the changes obtained from CRS.
- Late March 2013 - Advice received from A/C Hartley (Commander THPC - via Supt S. Smith) advising that they were supportive of the project being progressed to determine the viability of the proposed changes. They suggested that a working party consisting of internal and external stakeholders (including MPES) be established to investigate existing data, reporting options and establish a position for NSWPF regarding 'non-injury collisions'.
- May 2013 - Senior Stakeholders meeting held (chaired by PIPC). External agencies represented included MPES, CRS, MAA, TMC and Insurance Council of Australia. Internal stakeholders included THPC, PoliceLink Command and PIPC. During the meeting background data was provided and three proposals presented; 1) NSWPF cease investigating towed vehicle non-injury collisions with self reports primarily being recorded by PoliceLink command via PAL (SUPPORTED), 2) NSWPF examine on-line reporting of towed vehicle non-injury collisions (NOT SUPPORTED AT THAT TIME), & c) NSWPF to cease recording P5 collisions (SUPPORTED). The senior stakeholders determined that a subcommittee was to be formed to progress the project objectives.



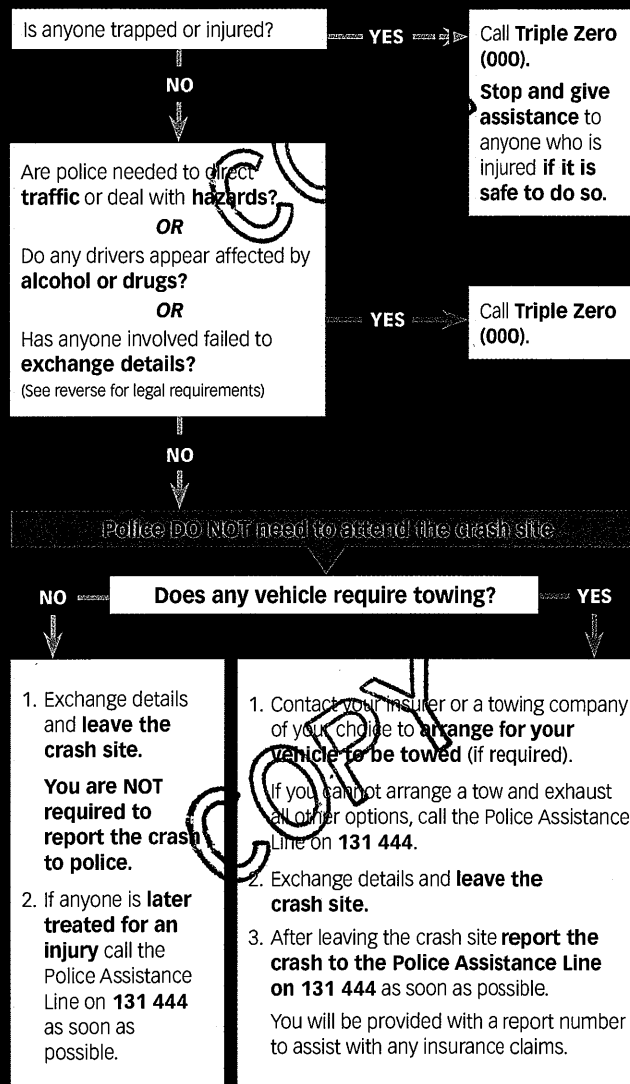
NSW Police Force

## WHAT TO DO AFTER A CAR CRASH

To help reduce danger to road users and minimise traffic congestion, from October 2014, you may no longer have to wait for police at a crash site in NSW.

Follow the chart below to find out what to do.

### ENSURE YOU ARE IN A SAFE LOCATION AWAY FROM THE TRAFFIC



PAB11305/0614



Be prepared and download the **Emergency+** app now by using your smartphone to scan these codes. The app can help determine your GPS coordinates to pass onto emergency services if an incident occurs.



iPhone



Android

Record your insurance and preferred towing company details below. Keep this card in your car glove box for future reference.

Registration No.: ..... Insurer: .....

Policy No.: ..... Phone: .....

Towing Company: ..... Phone: .....

#### CRASH DETAILS

Date: ..... Time: .....

Street: .....

Suburb: .....

Cross St/Landmark/Nearest street No.: .....

GPS coordinates (use *Emergency+* or car 'SATNAV' to obtain)

LATITUDE: ..... LONGITUDE: .....

- ..... 1 .....

#### VEHICLE 1

*\* Denotes minimum legal requirement for exchange of details.*

Registration No.\*: ..... State: .....

Make: ..... Model: .....

Driver Name\*: .....

Address\*: .....

Licence No.: ..... State: ..... Phone: .....

Owner Name\*: .....

Owner Address\*: .....

Insurer: ..... Policy No.: .....

#### VEHICLE 2

Registration No.\*: ..... State: .....

Make: ..... Model: .....

Driver Name\*: .....

Address\*: .....

Licence No.: ..... State: ..... Phone: .....

Owner Name\*: .....

Owner Address\*: .....

Insurer: ..... Policy No.: .....

For more information or to download extra copies of this flyer,  
visit [www.police.nsw.gov.au](http://www.police.nsw.gov.au)