

# A quick guide

For people injured on NSW roads



The NSW Government has introduced a new compulsory third party (CTP) Green Slip scheme to better support people injured on NSW roads. The new scheme is focused on early support and recovery.

This information is provided by the State Insurance Regulatory Authority (SIRA) and applies to people who are injured on NSW roads on or after 1 December 2017.

What you can claim	What you need to do	What you need to know	Who can help
<p>Your <b>ambulance</b> and <b>public hospital</b> treatment are covered by CTP Green Slip insurance.</p> <p>Regardless of who caused the accident, you can claim up to 6 months of:</p> <ul style="list-style-type: none"><li>reasonable and necessary <b>medical and treatment</b> expenses</li><li>a percentage of your pre-accident weekly <b>income</b> if you need time off work</li><li>domestic and personal <b>care</b> if you need help while you recover.</li></ul> <p>Those who have been severely injured may be eligible for the Lifetime Care &amp; Support Scheme.</p>	<p><b>Seek medical treatment</b> and request a certificate of fitness from your doctor.</p> <p><b>Report the accident</b> to the Police Assistance Line (131 444) as soon as possible. This must be reported within 28 days.</p> <p><b>Notify the insurer.</b> CTP Assist can help you identify which insurer to notify.</p> <p>After you notify the insurer, you can request some early treatment before you lodge your full claim. This includes:</p> <ul style="list-style-type: none"><li>one GP visit</li><li>two treatment sessions, such as physiotherapy.</li></ul> <p>Lodge an <b>application for personal injury benefits</b> with the insurer if you need more support to recover.</p>	<p>You must lodge a claim within <b>3 months</b> of the date of accident.</p> <p><b>Note:</b> lodge your claim within 28 days to receive early income payments if you need time off work. If you lodge it after 28 days, you will not get back pay for loss of income from the date of the accident.</p> <p>You will need to provide evidence of your income such as payslips or a statement from your employer.</p> <p>You won't need to engage a lawyer to help you make a claim or to claim benefits.</p> <p>The <b>injury advice centre</b> on SIRA's website provides easy to understand, practical information to help you recover after a motor vehicle accident.</p>	<p>SIRA's online system makes claim notification easy and helps you identify which insurer you should lodge your claim with.</p> <p>CTP Assist can help, over the phone or via email with any queries and with filling out forms.</p> <p>CTP Assist can also connect you to other support services.</p> <p>SIRA has a dispute resolution service. If you have an issue with the insurer, we're here to help.</p> <p><b>If you need help with your claim call CTP Assist on</b></p> <p><b>1300 656 919</b></p> <p>or email <a href="mailto:ctpassist@sira.nsw.gov.au">ctpassist@sira.nsw.gov.au</a></p> <p>For more information go to <b><a href="http://www.sira.nsw.gov.au">www.sira.nsw.gov.au</a></b></p>

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