

Online Collision Reporting – Frequently Asked Questions

When should this OCR application be used?

An online collision report can be submitted on the Online Collision Reporting (OCR) application if all the following criteria are true, and a person needs a police reference number for insurance purposes:

- The collision occurred in South Australia.
- No one was injured or killed.
- All drivers or owner of the property have provided their details.
- The incident was not a hit and run.
- No police vehicles were involved.
- No vehicles were towed or carried away.
- A fair estimate of the value of the damage is \$3000 or less.
- Police do not need to investigate the collision.

Making an online collision report is the same as making a statement to South Australia Police (SAPOL).

What if a collision does not meet the above criteria?

If the answer to any of the above criteria is false, this website cannot be used. A report must be made at a police station as soon as possible but, except in exceptional circumstances, within 24 hours after the crash. The officer taking the details will enter them into a Motor Vehicle Collision (MVC) occurrence.

What happens when you make an online collision report?

When the online collision report is completed, you will be given a chance to review the information before clicking 'Submit'. After submitting the report, an online collision reference number is displayed which can be provided to an insurance company.

You can then print or save your report using your internet browser print and save options.

What if I did not keep a copy of my report?

If you did not keep a copy of the report, you will have to go to a police station and complete, form PD268 – Application for Report and pay the appropriate fee to have a copy of the report sent out.

What should you do next?

After making an online collision report, if the property is covered by insurance, contact the insurance company and provide them with a copy of the OCR report.

What if the damage is more than originally estimated?

If an incident is reported on the OCR website and it is later learned that a person suffered an injury or the damages total more than \$3000, then the collision must be reported to a police station as soon as possible.

The officer taking the report will add the OCR record number to the MVC record created.

Can I update or change the information in the report at a later date?

No. Once a record is saved in the OCR application, it cannot be changed by anyone. SAPOL cannot change statements made by a member of the public.

What if a mistake was made in the online collision report?

As the collision is below the threshold which requires reporting by law no further action is necessary. In the event of a query from an insurance company or SAPOL, a written correction will need to be provided in response to the insurer or SAPOL.

Can I email SAPOL a correction to an online collision report?

No. If you email SAPOL with a correction, you should be sent the following response:

“As the collision is below the threshold which requires reporting by law, no further action is necessary. SAPOL cannot change a statement which has been made via the online collision reporting website. In the event of a query from an insurance company or SAPOL, you will need to provide a written correction in response to the insurer or SAPOL.”

Who will see this information?

After creating an OCR record, you will be able to print or save the report using your internet browser print or save options.

SAPOL will be able to use the OCR Query to look up online collision reports.

OCR records with all personally identifiable information removed may also be provided by SAPOL Records Release Unit upon request to the Department for Infrastructure and

Transport and the Centre for Automotive Safety Research (CASR) for analysis and research.

Will I be able to look up my report?

You will not be able to look up your report. To protect your personally identifiable information the record is automatically removed from the public view after two minutes.

How long will this information be kept?

The Operational Records Disposal Schedule for SAPOL states that reports may be maintained and kept indefinitely.

What if I do not have internet access or cannot use a computer?

The OCR application can be accessed via the internet.

If you cannot reasonably access the internet or use a computer, you may phone or visit a police station, where an officer will enter the report information online on your behalf.

Why can't I go to the next screen? I am clicking the "Next" button.

You cannot proceed to the next screen if there are errors or incomplete information on the current screen. You will need to correct any errors marked with red validation messages.

Why is the OCR application saying the incident is over the threshold for online reporting?

The total of all estimated property must be no more than \$3000. If the total value is estimated at more than \$3000 you can make a report at a police station.

The estimated total value of all items must match the combined value of each item entered.

What computer devices can I use to complete my application?

The OCR application works best using a desktop computer or mobile device such as a laptop or tablet.

We do not recommend that you use a smart phone such as iPhone or Android to complete your OCR application.

Where should I report problems with the OCR application?

If you are having problems using the OCR application, you should go to a police station and make your report in person. The front desk police officer can then enter the report for you online.

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