

Claim Notification

📍 Civic Centre, 68 Elizabeth Street, Moss Vale NSW 2577 (PO Box 141, Moss Vale NSW 2577)
☎ (02) 4868 0888 ✉ mail@wsc.nsw.gov.au



General Information

Thank you for reporting an incident to Council.

Please read the information contained within this form and if you wish to proceed with a claim against Council for loss or damage arising from the reported incident, complete the attached form, together with your supporting documentation, to allow us to properly investigate your claim.

All claims will be considered on a *Without Prejudice* basis. Generally, Council will only accept liability where negligence has been proven.

The issue of this form is not an admission of liability.

Notice to Potential Claimants

Before Council is obliged to pay compensation for any for any injury, loss or damage suffered, it must be established that the injury, loss or damage was caused through negligence on the part of the Council, employees or agents of the Council.

Personal Injury: When claiming for personal injury, you may be asked to provide copies of medical reports, details of the treatment you have received and evidence on how council was at fault.

Roads: When claiming for damage caused by conditions of Council property, such as a pothole, Council will investigate it further. Council will determine if there was a prior knowledge of the damage and if it has a reasonable amount of time to rectify it. Please refer to the *Civil Liabilities Act 2002*, Section 42 to 45, to assist you in understanding what is considered reasonable.

Property: If your property, including your vehicle, is damaged, it is recommended you report it to your insurer first. Should your insurer believe Council is responsible, they will seek compensation from Council. If you don't have insurance, you may still raise a claim with Council.

How to Make a Claim

You will need to complete this form and gather your supporting documentation.

The completed form should be sent to:

Insurance and Risk Officer
Wingecarribee Shire Council
PO Box 141, Moss Vale
NSW 2577
mail@wsc.nsw.gov.au

Council may choose to have your claim managed by a third party on our behalf. You will be contacted in writing to acknowledge your claim by either Council directly, or our representative. Once the claim has been investigated and a decision has been made you will be contacted in writing of the outcome.

Working with you

Claimant Details

Claimant's Full Name:	
Claimant's Address:	
Email Address:	
Contact Phone Number:	

Details of the Injury, Loss or Damage

Date of Incident:		Time of Incident:	
Location of the Incident: Please include any relevant details such as cross streets or house numbers			
Description of the Incident: Please include a full description of what happened and how it occurred, including weather conditions or speed.			
If an injury occurred, did the injured person require medical assistance?	Yes		No
Do you regularly use the area where the incident occurred?	Yes		No
If yes, how frequently?			

Witness Details

Witness Full Name:	
Witness Address:	
Email Address:	
Contact Phone Number:	

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What are you claiming for? Please include all costs you are seeking reimbursement for.	
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Documentation

Please provide the details of your attached documents: Please be aware, where possible, you are required to provide two comparative quotes.	
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Claim History

Have you previously notified the Council about this incident or hazard?	Yes		No	
If yes, what is the reference number?				
Have you lodged a claim with your Insurer in relation to this incident?	Yes		No	

Declaration

I declare that the information provided on this form and all supporting documentation, to the best of my knowledge, are truthful, accurate and complete.

Name:	Signature:	Date:

Privacy Statement

In lodging this form, you are providing personal information such as your name and contact details. The personal information that Council has collected or is collecting from you is personal information for the purposes of the *Privacy and Personal Information Protection Act 1998* (PPIPA). Your personal information will be handled in accordance with the PPIPA and Council's [Privacy Management Plan](#). For further information regarding Council's privacy obligations, see [Privacy Guidelines](#).

Purpose of collection: Your personal information is being collected for assessing your claim against Council.

Intended recipients: Your personal information may be sent Council's third-party claims manager Jardine Lloyd Thompson Pty Ltd, should Council choose to have a representative act on their behalf.

Supply: Supply of your personal information is voluntary, however, if you cannot or refuse to provide some or all of the information sought, Council may be unable to process your claim.

Access/Correction: You may make application for access or amendment to your personal information held by Council. Council will consider any such application in accordance with the Privacy and Personal Information Protection Act (PPIPA).

Storage: Your personal information is being, or has been, collected and will be held by: Wingecarribee Shire Council, Civic Centre 68 Elizabeth Street, Moss Vale NSW 2577. This form will be placed on a relevant file and/or in Council's electronic document and records management system.