

ARRANGING A TOW TRUCK AFTER YOU'VE HAD A CRASH

If you were involved in a crash and need a tow in the greater metropolitan area of Adelaide, would you know what to do?

This film shows you what you need to know to get a tow truck when you've had a crash.

In Adelaide the attendance of tow trucks at accident scenes is controlled by legislation.

It's called the Accident Towing Roster Scheme. Every tow truck is dispatched to a crash from the ATRS control centre, so there will only ever be one tow truck sent for each damaged vehicle.

If you need to be towed all you have to do is look at the back of your car's registration sticker.

There you will find a phone number – eight two three one double five double five (8231 5555).

When you ring this number, it will be answered by a trained operator, and you will be asked for information:

Firstly you will need to know your exact location.

The operator will help to determine whether Police attendance is required. If it is, the operator can arrange for a Police patrol to be sent.

If your car has been moved after the crash, you will need to give the exact location of where the accident actually happened as well.

You will also be asked to give the make, model and colour of the car, and its registration number.

With this information, the operator can pinpoint your location and dispatch the next available tow truck straight to your car.

The operator will provide you with the name of the towing service that has been sent to tow your car.

IMPACT DAMAGE WITHOUT A COLLISION

Sometimes impact damage can happen without a collision. This can be due to a fault in the suspension causing damage to the underside of the car when it impacts with the ground.

Crashes can also happen at places other than on roadways. In these cases, only a tow truck dispatched by the ATRS control centre can tow away your vehicle.

The tow truck will have a special number plate that identifies it as a member of the ATRS.

YOUR CHOICE OF DESTINATION

It's your choice of destination.

After an accident you may be in shock or confused but it is important that you make the decision about where you want your vehicle to go. The tow truck driver may offer to take your car to the business he works for but the choice of destination is completely up to you.

By law, the tow truck driver must give you an Authority to Tow form to sign before your vehicle can be towed away.

Read both sides of the form and make sure the place where you want your vehicle to go is written down.

You should only sign the Authority to Tow form when you are completely satisfied with the details.

TOWING FEES

What about towing fees? Before making payment, ask the driver to explain the fee structure, including charges for excess kilometres, or additional labour and equipment. All towing fees are fixed regardless of the towing company.

The tow truck driver may ask you to pay the towing fee at the crash but if you can't, they are still obliged to take your vehicle to the place of your choice written on the Authority to Tow form.

WHAT IF THERE IS A DISPUTE ABOUT DESTINATION?

What if there is a dispute about destination? Well, simply inform the driver you will report the situation, then call eight two three one double five double five (8231 5555) and your operator will advise you.

POLICE ASSISTANCE

If you are not able and can't arrange for someone else to accompany the vehicle to a private address, Police may authorise the tow truck driver to take your vehicle to a secure storage yard. The owner of the vehicle is responsible for all legally charged towing fees.

ACCIDENT TOWING ROSTER SCHEME

We hope you never need to call the Accident Towing Roster Scheme, but if you do, remember the number is on the back of your vehicle's registration sticker.

Drive safely.