

ACCIDENT CHECKLIST

What to Do After a Car Accident: A Step-by-Step Guide for Brisbane Drivers

A calm, practical walkthrough for the minutes, hours, and days after a crash — so you know exactly what to do, in order.

No one plans for a car accident. One second you're driving to work, picking up the kids, or heading home after a long day - the next, your heart's racing and you're not sure what to do first.

Most drivers focus on the crash itself. But what happens in the minutes right after is what actually protects you - legally, financially, and physically. Knowing the right order of steps takes the guesswork out of a genuinely stressful moment.

The good news? You don't need to remember every detail. You just need this checklist.

In this guide, Brisbane Towing and Recovery walks you through exactly what to do after a car accident, step by step, from the moment it happens to the weeks after, when your claim is still being sorted out. Save it to your phone or print it for the glovebox, because you never know when you'll need it.

What to Do After a Car Accident, Step by Step

1 Stop and Make the Scene Safe

Never drive away from an accident, even a minor one - it's not worth the legal trouble, and it's not the right thing to do either. Stop the car, switch on your hazard lights straight away, and take a breath before you do anything else.

If it's safe to move the vehicle, ease it out of traffic and onto the shoulder or a nearby side street. Don't overcorrect or brake hard - a slow, steady move is all it takes. If moving the car doesn't feel safe, stay inside with your seatbelt on until help arrives.

2 Check for Injuries Before Anything Else

Check yourself and your passengers first, then check on anyone else involved if it's safe to approach them. If someone may have a neck, back, or head injury, don't move them unless there's an immediate danger such as fire.

Call 000 straight away if anyone is injured, trapped, or if there's a fuel leak or fire risk. Adrenaline can mask pain in the first few minutes, so even if everyone seems fine, it's worth being cautious.

3 Call the Right People

Once everyone's safe, it's time to make a couple of calls, not just one. Call 000 for anything involving injury, a blocked road, or a serious hazard. For accidents that still need reporting but aren't an emergency - like property damage or a hit-and-run - Police Assist on 131 444 is the number to use.

Then call a tow truck. Your car might look driveable, but a crash can damage steering, suspension, or fuel systems in ways you can't see from the outside. Brisbane Towing and Recovery is available 24/7 on [0438 155 555](tel:0438155555), and we'll get a tow truck moving toward you as soon as the scene is safe.

You might also find these helpful

- [Accident recovery Brisbane](#)
- [Car towing service Brisbane](#)
- [Insurance tow recovery](#)
- [Underground towing recovery Brisbane](#)

4 Document Everything While It's Fresh

Take photos of all vehicles involved, from a few different angles, along with number plates, visible damage, and road conditions. If there are skid marks, get those too - they can matter more than you'd expect once an insurer is piecing together what happened.

Note the exact location, the time, and the weather and lighting conditions. It feels unnecessary in the moment, but these small details are hard to recall accurately a week later.

5 Exchange Details the Right Way

Get the full name, phone number, vehicle registration, and insurance details of every driver involved, along with their driver's licence number. If anyone stopped to witness what happened, ask for their name and contact details too - an independent witness can make a real difference to how a claim plays out.

6 Call Your Insurer Sooner Rather Than Later

Contact your insurance company as soon as you reasonably can, while the details are still fresh. Give them your photos, the other party's information, and a clear, honest account of what happened.

Ask about your excess, which repairers are approved, and how long the claim is likely to take. Keep a note of your claim number - you'll want it handy for every follow-up call.

7 Don't Drive a Damaged Car, Get It Towed Properly

It's tempting to just drive home if the car seems to start fine, but that's exactly how a manageable situation turns into a much bigger repair bill - or another accident. Even a short drive on a crash-damaged vehicle isn't worth the risk.

Call Brisbane Towing and Recovery on [0438 155 555](tel:0438155555) and we'll handle it properly. If your insurer needs the vehicle taken to a specific repairer or assessment centre, just let us know - we can coordinate that side of things directly, so it's one less thing on your plate.

8 Follow Up in the Days After

Write down your own account of what happened while it's still clear in your mind - memory fades faster than people expect, especially after something stressful. Follow up with your insurer for updates, and arrange alternative transport if your car's going to be off the road for a while.

And save our number for next time - [0438 155 555](tel:0438155555). Hopefully you won't need it again, but if you do, we'd rather you didn't have to search for it.

Need a Tow After an Accident in Brisbane?

There's no ideal time for a car accident, but there is a better way to handle one. Brisbane Towing and Recovery provides fast, professional accident towing across Brisbane and its surrounds, 24 hours a day, 7 days a week.

Call [0438 155 555](tel:0438155555)
brisbanetowingandrecovery.com.au