

# Hawkesbury City Council

## Guidelines for making a claim

### IMPORTANT INFORMATION

In requesting the information, Hawkesbury City Council is obtaining evidence to enable it to investigate the claim and is not making any admission as to liability.

- You are required to submit documents and information in support of your claim that has not previously been provided.
- Claim documents can be uploaded with your claim or sent by:

**Mail:** Insurance Officer  
PO Box 146  
Windsor NSW 2756

**Email:** [council@hawkesbury.nsw.gov.au](mailto:council@hawkesbury.nsw.gov.au)

- Shortly after submitting your claim documents you will receive a letter from Council acknowledging the claim and/or requesting any further information required by Council to investigate and/or assess your claim.

### Investigation by Council


- Upon receipt of the completed claim form Council will undertake an investigation.
- The standard investigation time is a period of four to six weeks. This will however depend upon the circumstances and complexities of your claim.
- You may also be required to provide a signed statutory declaration outlining the allegations made against Council.
- In processing your claim, Council will assess the reasonableness of the claim and may appoint a Loss Assessor or Claims Manager. If this is required we will contact you to make the necessary arrangements.

### Referral of your claim

- Your claim may need to be referred to a contractor, another local council, Roads and Maritime Services (RMS) and other external bodies for further handling.
- If your claim is referred outside Council, we will advise you in writing as soon as possible and provide you with the relevant contact details.

### Determination by Council

- When the investigation is completed Council will notify you of its decision in writing.
- Each claim is investigated and determined based on its individual facts and circumstances.
- Councils' decision may be based on the relevant provisions of the *Civil Liability Act 2002* (NSW), specifically sections 5G and 5H (Negligence - Assumption of Risk) and sections 42 and 45 (Liability of Public and Other Authorities) of that Act.
- Other factors or legal issues may also be relevant to your claim and we will advise you of these in writing when the investigation is completed.
- If:
  - You dispute a decision made by Council, you can request a re-investigation by providing written reasons outlining why you dispute the decision.
  - Council is prepared to accept your claim, we will send you an Agreement of Release which needs to be signed in the presence of a witness and returned to Council, following which your payment will be arranged. Any payment will be made to the owner of the damaged property.

 This document contains important information.  
If you do not understand it, contact the  
Telephone Interpreter Service on 131 450.



#### Hawkesbury City Council

Address: 366 George Street  
Windsor NSW 2756

Mailing Address: PO Box 146  
WINDSOR NSW 2756

Phone: (02) 4560 4444

Fax: (02) 4587 7740

Email: [council@hawkesbury.nsw.gov.au](mailto:council@hawkesbury.nsw.gov.au)

Council Website: [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au)

Office Hours: Monday to Friday 8:30am-5pm