



Livestock**ASSIST**

LivestockASSIST: FAQs for Drivers

Q: What information do I need to provide to LivestockASSIST when I call?

A: Your Full Name & Contact Number, Employer Name, Exact Location of Incident, and Details of the Incident including:

- *Insurance details – if known.*
- *Size and or combination of vehicle involved (Body truck, single, bdouble, road train etc).*
- *What species of animal, approx. weight and how many are on load or involved in incident.*
- *Advise of any injuries sustained by driver or livestock.*
- *What side did trailer fall over (left or right, this will help to identify if gates and doors can be opened or need to be cut out to free stock).*
- *Any assistance you require such as veterinary or vehicle recovery.*

Q: What information will LivestockASSIST provide to the driver?

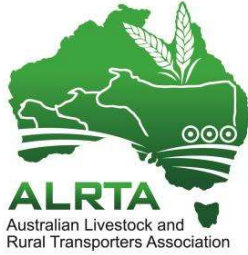
A: The LivestockASSIST operator will contact the nearest member contact and relay to the driver their details and any emergency services or road authority contacts they may need.

If contact details for nearby veterinary services, animal handlers etc are available those will also be provided to the driver or their employer.

The driver will also be advised that all costs associated with the attendance by members and or any suggested service providers will be subject to their authorisation and that they or their employer will be liable for all costs.

It should be noted that members and service providers do not act on behalf of the ALRTA, LivestockASSIST or NTI. The ALRTA, LivestockASSIST and NTI are not liable or responsible for the actions or services provided by service providers.

LivestockASSIST Hotline (1800 425 782 or 1800 4 ALRTA)



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Q: What should I do at the scene of an accident?

A: If you are involved in an accident, here are some steps to follow:

- **Contact your insurance provider:** Report the accident and provide all necessary details. They will guide you through the claims process.
- **Legal implications:** Depending on the severity of the incident, you may need to consult with a legal professional, especially if there are significant damages or injuries.
- **Notify relevant parties:** Inform your employer (if applicable) and any associations you belong to, as they may have specific protocols for handling such incidents.
- **Document everything:** Keep records of all communications, reports, and any expenses incurred related to the accident for insurance and legal purposes.

Depending on the circumstances of the incident, the National Heavy Vehicle Regulator (NHVR) or local government agencies may get involved.

Q: Will my insurance cover the cost of livestock loss or injuries?

A: Insurance coverage for livestock loss or injuries varies by policy. Dependent upon the circumstances of the accident, truck and trailer insurance may cover damage to the vehicles, but not all policies include coverage for livestock.

It is essential to:

- Review your insurance policy to understand your coverage limits and exclusions.
- Discuss with your insurance agent to clarify what is covered, especially regarding livestock-related incidents.

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This information is general only and does not take into account your objectives, financial situation, or needs. When making decisions about insurance, consider the relevant Product Disclosure Statement or Policy Document and Target Market Determination which you can get from your insurer or advisor.

Q: What kind of support does LivestockASSIST help me arrange after an accident?

A: LivestockASSIST can help, with authorisation from you or your employer, to arrange, or alternately put you in contact with support services at the accident scene. These support services may be able to assist you with the following:

- **Emergency coordination:** Organising emergency services and managing the scene of the accident.
- **Livestock welfare:** Ensuring the well-being of any injured or distressed livestock, including veterinary care and animal handling services.
- **Vehicle recovery:** Arranging for the safe removal of damaged vehicles from the accident site.
- **Site clean-up:** Organising the cleanup of debris and managing the accident scene responsibly.

Note – All costs associated with the provision of these, and other services, are the responsibility of the owner of the vehicle. It is recommended that you contact your insurance provider, insurance broker or agent as soon as practical.

If you are insured with NTI additional support services may also be available including:

- **Medical assistance:** Coordination of immediate medical care for any injured individuals.

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- **Driver repatriation:** Assistance in transporting drivers back to their destination or home if needed.
- **Follow-up support & Trauma Counselling:** Providing ongoing support and guidance in the aftermath of the incident, including assistance with claims and recovery.

Q: What if I need urgent veterinary assistance?

A: In the event of an accident or breakdown where you require urgent veterinary assistance, follow these steps:

Contact LivestockASSIST

- LivestockASSIST will contact the nearest responder to obtain details of the nearest recommended veterinary service.
- If LivestockASSIST are unable to provide immediate recommended services in your area, we will help locate the nearest available veterinary service or the state government vet if required for you.

Note – All costs associated with the provision of these, and other services, are the responsibility of the owner of the vehicle. The ALRTA, LivestockASSIST and NTI are not liable or responsible for the actions or services provided by the responders.

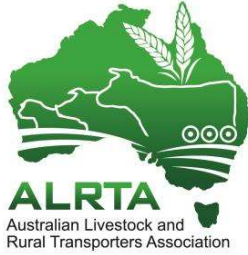
Q: Who will help coordinate the safe removal of livestock after an incident?

A: LivestockASSIST will, with authority from you or your employer, help coordinate the safe removal of livestock after an accident. They can arrange for emergency animal removal services, ensuring that any injured or distressed animals are handled by trained professionals.

This may include:

- Transporting surviving animals to veterinary facilities or safe locations.

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- *Ensuring that all removal is conducted humanely and in compliance with local regulations.*

***Note** – All costs associated with the provision of these, and other services, are the responsibility of the owner of the vehicle. The ALRTA, LivestockASSIST and NTI are not liable or responsible for the actions or services provided by animal removal service providers.*

By following these guidelines, drivers can navigate the complexities of livestock accidents more effectively, ensuring safety and compliance while receiving necessary support.

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