

HOW TO REPORT ROAD ACCIDENTS OR ISSUES



Other road safety issues/concerns?
Contact the Road Accident Action Group:
0455 022 299 or admin@raag.com.au



Reporting Road Issues and Accidents Guide

Is it an emergency?

Call Triple Zero (000), or report through the [Emergency Plus](#) App (for use Australia wide)

Need to report an incident/accident (non-emergency)?

Call police link on 13 14 44 (Australia Wide) or lodge the incident online via [Police Link](#) (Qld only)

Got feedback on a road issue/condition?

Use the [Snap Send Solve](#) App to lodge the issue and it will be sent to the relevant authority. If not using Snap Send Solve app, go to the [QLD traffic website](#) or [app](#) find out who is responsible for the relevant road and it will advise the best contact details. Otherwise call 13 19 40 (The Department of Main Roads) or your local council.

You can also contact TMR online - <https://www.tmr.qld.gov.au/Contact-us> - prior to fill out the online form, please check the QLD traffic website to ensure the road you are inquiring about is a TMR owned road.

Is there livestock on the road?

STOP (if safe to do so) and **CALL** either 000 (if it's an emergency) or 13 19 40 (Department of Main Roads QLD) – with an accurate description and GPS location. You can use either Emergency Plus or Snap Send Solve apps to find your GPS location.

Other road safety issues/concerns?

For other road safety concerns within the Mackay & Bowen Basin region, contact RAAG on admin@raag.com.au or 0455 022 299.

Useful Apps:



Emergency Plus – In an emergency, time and location accuracy are critical. By downloading the ‘Emergency +’ app, you’ll equip yourself with a powerful tool that will help you call Triple Zero (000) quickly and allow you to accurately communicate your location to emergency call-takers. This can be used Australia wide. Click the icon to download.



Snap Send Solve – Snap Send Solve makes reporting community issues in Australia and New Zealand simple. Your reports are instantly sent to the responsible authority with the necessary details for a speedy Solve. No need to know who to contact, then wait on the phone or write long emails. Click the icon to download.



QLD Traffic - is the official source of live traffic and travel information from the Queensland Government. It lets you check traffic conditions and plan your journey before you drive. If in other States, check with your transport department for their relevant traffic app or website. Click the icon to download.

Useful Links:

Qld Police Link – <https://www.police.qld.gov.au/policelink-reporting>

Qld Traffic Updates – <https://qldtraffic.qld.gov.au/>

Mackay Regional Council – <https://www.mackay.qld.gov.au/>

- lodge a customer request/issue - <https://onlineservices.mackay.qld.gov.au/>

Isaac Regional Council - <https://www.isaac.qld.gov.au/homepage/237/roads>

- lodge a customer request/issue - <https://www.isaac.qld.gov.au/contact-us/request-for-service>

Whitsunday Regional Council - <https://www.whitsundayrc.qld.gov.au/water-waste-and-roads/roads/roads-footpaths-and-verges>

Useful Phone Numbers:

Triple Zero – 000 (Australia Wide)

Police Link – 13 14 44 (Australia Wide)

Department of Transport and Main Roads (TMR) – 13 19 40 (QLD only)

Mackay Regional Council – 1300 622 529 - customer requests

Isaac Regional Council – 1300 47 22 27 - Service request / reporting an issue.

Whitsunday Regional Council - 1300 972 753