

Property Claims

The following has been prepared to assist agencies when making property claims.

Email address: ACTIANotifications@act.gov.au

Early and ongoing communication with ACTIA and attention to the issues below will allow ACTIA to process your claim in a timely manner.

Stop Damage/ Make Safe	Take immediate action to minimise the extent of the loss or damage and to prevent any further loss or damage.
Immediately contact ACTIA	Report the damage and agree the next steps forward. If burglary or theft report to Police. If ACTIA determine necessary, a Loss Assessor will be appointed to attend & assess the loss/damage.
Assess the Loss	Document all damage including photo's along with a detailed list of damaged items and retain damaged stock. Do not destroy or dispose of damaged items without documenting same.
Agree the repairs/replacement	If/when an assessor is appointed, they will liaise with agency & ACTIA staff in relation to the scope/timing/future strategy of repair/replacement works
Deliver the repairs/replace items	Agency delivers work in accordance with their own procurement guidelines (repairs do not go through procurement) &/or the Loss Assessor &/or ACTIA instructions/recommendations.
Submitting your claim	Agency to assemble all information to support the claim including: <ul style="list-style-type: none"> • Quotes to repair or replace damage/items • Any other documentation to support the amount being claimed • Invoices for repairs or replacement • Oracle vouchers/proof of payment • Detailed spreadsheet of claim reimbursement
ACTIA processing of claim	<ul style="list-style-type: none"> • Review of documents • Seek clarification if needed • Process reimbursement less any agency excess