

1. Clarify details of incident

- Identify the driver, the vehicle and location involved
- Number of people involved, any injuries and/or special needs
- Identify whether Emergency Services are involved or needed
- Contact Emergency Services via 000 if this has not already been done
- Ask what assistance the driver needs from management
- Dispatch new driver/crew and organise vehicle/property recovery if required
- Notify the Transport Management Centre (ph. 1300 725 886) of the incident and if the bus is being used on a TfNSW contracted service, also notify your TfNSW Contract Manager via phone or text to advise them of the incident
- Commence an incident log including incident details, notifications, key decisions and actions taken to date
- Obtain passenger list or group contact person for long distance, tourist or charter services
- Advise the driver to preserve the scene as far as practical to support evidence collection and investigation.

2. Assistance to driver and passengers

- Dispatch a suitable manager to attend the site to lend assistance to driver and passengers and to liaise with emergency services and media
- Provide Site Manager with passenger list or group contact person for long distance, tourist or charter services
- Inform driver who the Site Manager is and their expected arrival time on site.

3. Inform relevant personnel

- Notify the Office Transport Safety Investigations (ph: 1800 677 766) where relevant and discuss assistance required.
- If there is a serious injury or a death, report to SafeWork NSW immediately on 13 10 50. This relates to any person, whether an employee or member of the public.
- Nominate a company spokesperson (may be a professional person) to answer media enquiries

- Instruct office staff and/or reception to forward all enquiries to company spokesperson OR provide approved message on what has happened, what is in place and what is being done
- Inform any other relevant parties e.g. school, next of kin, insurance company, Board members, legal advisors, etc.

4. Follow-up

- Record details of ALL events/communications in Incident Log
- Liaise and co-operate with Emergency Services as required
- Keep in regular contact with driver and Site Manager
- Where the incident results in death or serious injury or the bus cannot resume its journey, ensure the driver undergoes a blood or urine test for drugs/alcohol within 4 hours of the incident. If the police have been called they will normally perform this test.
- Consider using independent experts for surveying, photographing and documenting
- Report the incident on Bus Incident Management Database within 3 days (72 hours).

5. Counselling

- Contact nominated trauma counsellor and provide details of incident, discuss what assistance is required and when it is required
- Ensure driver and other affected staff are offered counselling on return from incident site
- Offer counselling to passengers and other affected parties e.g. witnesses to incident.

6. Risk management

- Manager or nominated staff member to conduct full investigation of incident
- Incident included on Risk Register and discussed at safety/staff meetings
- Controls developed and implemented to prevent and/or minimise incident re-occurrence.

This guide has been developed in partnership with BusNSW



This information has been created for general guidance purposes only and to assist drivers/operators to appropriately assess and manage certain critical incidents. Specific types of critical incidents may however require a different approach or response and this information may not be relevant in all cases. This information does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice.