

Information Bulletin

PT 222/11.15

Guidelines for Developing an Incident Management Plan

This document is provided as a guide for operators of public passenger services in Queensland. It is not intended to be a definitive document, but provides advice on some basic requirements for operators who are required under section 34 of the *Transport Operations (Passenger Transport) Standard 2010* to have a documented Incident Management Plan.

Operators need to develop and maintain a plan specific to their own organisation. An operator's Incident Management Plan may include examples supplied in this guide provided these are modified to suit the operator's service. Operators may well choose to develop a plan that provides more details than that outlined in this document.

Key employees of the operator will need to be trained in the requirements of the plan to ensure that appropriate actions are taken in the event of an incident. Written confirmation that individual employees have completed training in the requirements of the Incident Management Plan must also be kept.

It is recommended that this document be read in conjunction with the Department of Transport and Main Roads information bulletin PT221 – "Incident Management Plans", which is available on the department's website at www.tmr.qld.gov.au.

Definitions

The following terms are defined for the purposes of this document.

Injured means injured in a way that requires immediate medical treatment or hospitalisation.

Relevant service means a public passenger service for which operator accreditation is required.

Relevant vehicle means a vehicle providing a public passenger service for which driver authorisation is required.

What is an incident?

Definition

An incident is an event that involves a relevant vehicle and/or the driver of a relevant vehicle and/or a passenger in a relevant vehicle and/or a relevant service, if the event:

- disrupts the provision of a service for more than 30 minutes after the scheduled or agreed time for the provision of the relevant service; or
- prevents the provision of the relevant service.

An incident may include any of the following—

- An event involving the relevant vehicle in which a person is injured or killed.
- A breakdown or accident involving the relevant vehicle.
- A fire in the relevant vehicle.
- Unsafe road conditions.
- A terrorist act or terrorism (within the meaning of the *Police Powers and Responsibilities Act 2000*, section 211) involving the relevant vehicle or the driver of, or passenger in the relevant vehicle.
- The use or attempted use of a chemical, explosive or weapon by a person in a way that involves the relevant vehicle or the driver of, or passenger in, the relevant vehicle.
- An assault or threat to the driver of, or passenger in, the relevant vehicle.
- A medical emergency involving the driver of, or a passenger in, the relevant vehicle.

An operator's Incident Management Plan should cover all the above-mentioned types of incident. It is recommended that an operator's Incident Management Plan use the above descriptions to help ensure that employees understand what constitutes an incident and respond accordingly. Employee training should also cover all of the above situations.

Purpose of incident management plans

It is mandatory under the *Transport Operations (Passenger Transport) Standard 2010* for an operator to have in place an Incident Management Plan. Having documented procedures will help operators respond quickly and professionally to incidents when they arise. An operator's Incident Management Plan needs to be flexible enough to accommodate incidents of varying magnitude and duration. With proper preparation, the plans will help ensure passenger safety and minimise the disruptive effects of incidents.

General advice

The diverse nature of possible incidents that may occur in the passenger transport industry means that individual operators need to create plans that are flexible but which also provide meaningful direction for all employees in the event of an incident.

Operators should ensure the plan adequately covers their requirements in the event of any of the incident types previously listed.

Items to include in an incident management plan

1. Roles and responsibilities

An operator needs to determine who will handle the various responsibilities associated with dealing with an incident if it arises. The following information outlines some specific roles and functions. An operator who is the only person involved in their business would need to manage all of these requirements. The titles and responsibilities may vary from organisation to organisation.

Generally, three roles need to be identified. These are:

- **Incident Site Supervisor.** Responsible for management of an incident at the site of the incident. In many instances this will be a driver of a vehicle involved in the incident.
- **Incident Manager.** Responsible for the overall management of any incident. In many organisations this role might be filled by an Operations Manager or the accredited operator of the service.

- **Operator.** The accredited operator of the public passenger service is responsible for ensuring that a documented incident plan is in place and followed.

Some examples of specific responsibilities that could be included in an Incident Management Plan are set out below.

Incident site supervisor responsibilities

The Incident Site Supervisor should take the following steps immediately following an incident.

- Survey the incident site to determine what has happened and determine the nature of any injuries and if any fatalities have occurred.
- Assess the site for danger to themselves or others. If it is safe to do so, remove the danger. If not, move people away from the danger if this can be achieved safely.
- If necessary, contact emergency services on 000.
- If required, apply first aid.
- Assess any life threatening conditions and take appropriate action.
- Contact the Incident Manager.
- Details provided to the Incident Manager should include:
 - Exact location of incident.
 - A contact phone number and any other contact options.
 - What happened – details known about the incident.
 - Whether there have been any fatalities and whether anyone is injured, sick or at risk or otherwise in need of assistance.
 - Details about the nature of any injuries.
 - Details about actions taken. (For example, ambulance called.)
- Act on advice given by emergency personnel or the Incident manager.
- Advise passengers about the situation. If the vehicle cannot complete the service, this advice should include the reasons why and details of alternative arrangements that are being made.
- Make written records of the incident and include the time and date of any action taken.

Incident manager responsibilities

Responsibilities of an Incident Manager under an Incident Management Plan may include the following—

- Providing advice to the Incident Site Supervisor to ensure the timely and professional management of any incident.
- Ensuring effective communication. This may include communication with passengers, emergency services, parents, schools, media, and relevant government authorities.
- Ensuring risks are minimised.
- Ensuring disruptions are minimised.
- Ensuring vehicle repairs are undertaken expeditiously.
- Ensuring backup vehicles and backup drivers are provided if needed.
- Ensure an incident site clean-up is adequately managed.
- Completing an Incident Report within 24 hours of the incident occurring.

Operator responsibilities

Operators should ensure that—

- Employees taking on responsible positions under the plan are fully trained and have the capability to respond to an incident in a calm and professional manner.
- The Incident Management Plan must include a list of contact numbers that might be required to assist with an incident. Apart from external contacts, this listing should also include the contact details for employees who have assigned roles under the plan. Backup employee details should also be given for situations where the primary employee is unavailable.
- Copies of the parts of the Incident Management Plan that are relevant to drivers must be kept in each vehicle used to provide a service. Employees should also know where to locate a copy of the plan at the operator's premises.
- Communication devices appropriate to the area where services are provided.
- Where possible, backup vehicles and drivers are identified for use in the possible event of an incident.
- The Incident Management Plan is reviewed annually and takes into account any measures stated in an Incident Report as possible means to prevent the recurrence of a particular incident.

2. Communication equipment

The Incident Management Plan should include details about the equipment used in vehicles and depots, including any emergency communication equipment. In the event of an incident, drivers should have access to adequate communication equipment that would enable them to contact the operator, emergency services and any other person required to be contacted under the plan.

3. Training

The Incident Management Plan should include details about training given to employees to fulfil obligations under the plan. These details should state when an employee received training. It is also recommended that employees should sign an acknowledgement that they have received training and will comply with the instructions given in that training. Sign-off on the training might be completed on a form similar to that shown in *Attachment A*.

Larger organisations could outsource the training requirements.

It is recommended that any new employees be introduced to the requirements of the operator's Incident Management Plan at induction.

4. Insurance

Operators should do some form of risk assessment to ensure they are adequately insured should the organisation suffer a major incident. Physical treatment and counselling for employees involved in a major incident should be covered off as part of the plan. It is recommended that the operator's Incident Management Plan detail the relevant insurance held by the operator.

5. Contact list

An Incident Management Plan must include a list of key contacts in the event of an incident. A contact list might look like the example given in *Attachment B* and it could include many further contacts such as schools, taxi operators, and so on.

6. Review requirements

An Incident Management Plan must be reviewed at least once a year. A record of the review must be kept – refer to example shown in *Attachment C*.

7. Incident reports

An operator of a relevant service must ensure an Incident Report about an incident is completed within 24 hours of an incident happening. These reports must be kept by the operator for audit purposes. An Incident Report might include the details shown in the example presented in *Attachment D*.

Assistance

The Internet is a great source of material for operators developing Incident Management Plans. Specific examples of incident management plans can be found on the internet together with generally accepted responses to the different incidents that may occur.

Websites belonging to State and Commonwealth government departments such as the Queensland Ambulance Service, Queensland Fire and Rescue, the Australian Government National Security Website as well as the Bus Industry Confederation's website have provided information that has assisted in the preparation of this document.

Although the internet can be a good research tool, operators need to be cautious when developing their Incident Management Plans to outline processes that are relevant to their own organisation and which provide an effective and professional response to incidents.

Attachment B

Contact Lists		
Organisation/Role	Name	Contact No.
Incident Manager (Company)		(w) (m)
Deputy Incident Manager (Company)		(w) (m)
Emergency Services (police, fire or ambulance)		000
Insurance Provider		
National Trauma Debriefing Provider (Bus operators only)	(Get permission)	1800 666866
Mechanical Repairs		(w) (m)
Mobile Towing Service		(w) (m)
Traffic Reports		13 19 40
Translating & interpreting Service		13 14 50
Local Bus Operator		
Department of Transport and Main Roads (regional office)		
National Security Hotline (24 hour)	Possible Terrorist activity	1800 123 400 Email: hotline@nationalsecurity.gov.au

Attachment C

Incident Management Plan – Maintenance Log

Date and Time of Update/Review _____

This update related to: Ad Hoc Review/Update Annual Review

Ad Hoc Review/Update required as a result of:

Summary of Update: _____

Other Issues Identified: _____

Comments: _____

Update/Review Completed by: _____ Date: _____

Incident Management Report

To be completed within 24 hours after the accident

Attachment D

1. Operator Accreditation details

Name:

Number:

2. Driver involved in the incident

Name:

Driver Authorisation number:

3. Person the incident was reported to

Name:

Role:

When incident was reported:

Date / / Time :

4. When incident occurred:

Date / / Time :

5. Location of incident:

6. Description of incident:

7. Nature of assistance required (if any) for example: ambulance, fire brigade, police or mechanic

8. Describe the course of action taken in response to the incident

9. Number of persons involved in the incident:

Seated: Standing:

10. Number of persons injured or killed as a result of the incident:

Number of	Minor	Serious	Fatal
Passengers			
General public			
Employees			
Trespassers			

11. Registration number of the vehicle involved:

12. Certificate of Inspection number of the vehicle involved:

13. Nature and extent of damage to vehicle (if any):

14. Was the vehicle able to continue the journey?

Yes No

15. Was the vehicle moving at the time of the incident?

Yes No

16. What alternate arrangements were made?

17. What advice was given to passengers and/or school?

18. Did the incident highlight any inadequacies in the current Incident Management Plan?

Yes No

19. Measures taken to prevent similar incident:

20. Comments...

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Signature of Operator Accreditation holder or representative

Date:/...../.....