

# Information Bulletin

PT 221 (11.19)

## Incident Management Plans

This document outlines Incident Management Plan requirements applicable to holders of operator accreditation (accredited operators).

### Who has to have an incident management plan?

Under section 34 of the *Transport Operations (Passenger Transport) Standard 2010*, an accredited operator of a public passenger service is required to have and comply with an Incident Management Plan and must complete an Incident Report within 24 hours of the occurrence of an incident.

### What is the purpose of an incident management plan?

The purpose of having an Incident Management Plan is to ensure that there are documented instructions and procedures in place to follow in the case of an incident. By detailing procedures to be followed by operators, drivers and other employees, a documented Incident Management Plan will help operators ensure that incidents are appropriately and professionally responded to.

### 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?

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.

## **Matters to consider in preparing an incident management plan**

There is no "one type fits all" Incident Management Plan. It is recommended that an operator should give consideration to the following matters when developing an Incident Management Plan.

- The different types of incident that could occur.
- Operators and drivers have a duty of care to all passengers while on board and during pick-up and drop-off.
- The special needs of passengers, for example: children, the elderly, people with a disability.
- Ensuring that employees have adequate training and knowledge to deal with incidents in accordance with the requirements of the Incident Management Plan. (For example, consider training needs for first aid, off-road driving, radio and communication procedures, responding to a robbery, emergency or other incident.)
- Identifying who will be responsible for managing an incident.
- Identifying who will be responsible for interacting with the media.
- Preparing for the possibility of employees needing treatment or counselling following a major incident.
- The types of services provided.
- The impact of location (urban, rural or remote) and climatic and geographical conditions on services.
- The ongoing suitability of vehicles being used to provide services.
- The likelihood of vehicle breakdowns and estimated timeframes for repairs and maintenance.
- The availability of backup vehicles and sources that could provide replacement vehicles in an emergency situation or when a vehicle cannot continue regular services.
- The availability of backup drivers who could be used when rostered drivers are unavailable to provide or continue regular services.
- Means for identifying the best alternative routes in the event of unforeseen road closures or unsafe road conditions.
- Key contact details. (For example: emergency services (including the Queensland Police Service); schools, during and outside of school hours; the local Department of Transport and Main Roads office; local authorities; mechanics and repairers.)
- The use of effective communication devices in vehicles and premises, taking into account the type of areas where services are provided.
- Equipment requirements in vehicles. For example: first aid kits, fire extinguishers, global positioning systems and vehicle recovery equipment.
- The possible use of passenger manifests to enable a quick check of passengers in the event of an incident.

## **Requirements about incident management plans**

An operator must—

- Have an Incident Management Plan.
- Comply with the Incident Management Plan.
- Ensure Incident Reports are completed within 24 hours of an incident occurring.
- Retain a copy of the Incident Management Plan and all Incident Reports for audit purposes.
- Ensure a copy of those parts of the plan relevant to a driver is kept in each vehicle used to provide a service.

The Incident Management Plan must—

- Be in writing.
- Set out procedures to be followed by the operator and employees (including drivers) if an incident happens.
- State that, if an incident happens, a driver of a relevant vehicle must tell the operator and passengers about:
  - the reason for the disruption or prevention of the provision of the service
  - the arrangements being made for the completion of the service.
- If the service is a school service, state that if an incident happens, the operator of the school service must as soon as reasonably practicable tell the school:
  - the reason for the disruption or prevention of the provision of the service
  - the arrangements being made for the completion of the service
  - if the school is unattended and the operator of the service has reasonable access to the contact details of a parent of a student who is a passenger on the school service, tell the parent about the above.

An operator must have a plan to cover all of the scope of incidents outlined earlier in this bulletin. While one set of procedures may cover a range of incidents, the operator must ensure the plans have sufficient detail to cover all aspects relating to the type of incident. In many cases, the Incident Management Plan will need to be specific to different types of incident.

For operators of school services, it is recommended they consider covering the following matters in their incident management plans—

- If drivers can't stop at their school or usual stops, they check-in with their operator or bus depot to confirm a new safe and accessible drop off point that can be communicated immediately to the school in order to inform the child's parents or carers.
- School bus drivers have a high duty of care and safety obligation due to carrying young children. In the event of an incident, drivers should closely monitor students and if needed, communicate with their bus depots, operator, schools, teachers, and other relevant parties.
- Safety of students is paramount. If there is a perceivable risk to a child, drivers should encourage the child to remain in the vehicle until contact is made with the child's parent or carer, school or other relevant party. If contact cannot be made with a parent or carer, it may be appropriate for the driver to return the student to the school (provided that the school is supervised). Alternatively, a child could be transported to a local Queensland Police Station. As a last resort and if appropriate, it may be necessary to take the child to the bus depot (provided the depot is supervised) until contact can be made with the child's parent or carer.

## **Requirements about incident reports**

An Incident Report must:

- Be in writing and be completed within 24 hours after the occurrence of an incident.
- Explain the course of action taken in response to the incident.
- Describe the incident by including all of the following:
  - the date, time and location of the incident
  - the type of incident
  - the estimated number of persons involved and the number of persons injured or killed in the incident
  - if a person was injured - the apparent nature and extent of the person's injuries

- if the vehicle was damaged - the apparent nature and extent of the damage to the vehicle
- if any help was required - the nature of the help (for example, the attendance of an ambulance, fire brigade, police officer or mechanic)
- if a person mentioned in the Incident Management Plan was informed of the incident, include:–
  - (1) the person's name; and
  - (2) the capacity in which the person was informed
  - (3) the date and time at which the person was informed.
- Detail the advice the driver provided to the passengers regarding the reason for the delay or why the relevant vehicle could not complete the service and what alternate arrangements have been made for the completion of the service.
- If the service was a school service, detail the advice the operator provided to the school or parents of the students regarding the reason for the delay or why the vehicle could not complete the service and what alternate arrangements have been made for the completion of the service or for an alternate drop-off point.
- State all of the following:
  - the vehicle's certificate of inspection number and expiry date
  - the driver's name and driver authorisation number
  - the operator's name and operator accreditation number
  - the registration number assigned to the vehicle by the Department of Transport and Main Roads
  - measures, if any, which could be taken to prevent a similar incident from happening in the future.

## Review of incident management plans

Operators must review their Incident Management Plans at least once a year. When reviewing Incident Management Plans, operators must consider any measures mentioned in an Incident Report to prevent the reoccurrence of an incident. In addition, delegated officers within the Department of Transport and Main Roads may at any time direct an operator to review their Incident Management Plan.

## Assistance to develop your incident management plan

It is recommended that this document be read in conjunction with information bulletin [PT222 Guidelines for developing an Incident Management Plan](#)

In addition, the following industry associations may be able to provide assistance to their members:

Queensland Bus Industry Council Inc. Suite 6/96 Cleveland Street Stones Corner Qld 4120 Tel: (07) 3397 1700 Email: <a href="mailto:admin@qbic.com.au">admin@qbic.com.au</a> Internet: <a href="http://www.qbic.com.au">www.qbic.com.au</a>	Queensland School Bus Alliance PO Box 94 Sumner Park Qld 4074 Tel: (07) 3376 3140 Email: <a href="mailto:qsba@bigpond.net.au">qsba@bigpond.net.au</a>
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## Passenger transport audits

An operator's Incident Management Plan will be reviewed as part of a regular passenger transport audit. For more information refer to information bulletins [PT210 Public Transport Audit Checklist](#) and [PT208 Records to be Kept by Operators](#) .

As part of the audit process operators will be required to provide:

- A written Incident Management Plan addressing all the incident types outlined in this information bulletin and any other type of incident that an operator may experience.

- Proof that copies of those parts of the plan that are relevant to drivers are held in each vehicle used to provide a service.
- Evidence that employees (including drivers) have been trained in the requirements of the plan. Copies of Incident Reports, if applicable, which detail actions undertaken in response to the incident and which outline measures, if any, that could be taken to prevent a similar incident reoccurring.
- Proof that Incident Management Plans are reviewed and take into account any measures proposed in Incident Reports to prevent a recurrence of a past incident.

## **Additional information**

This bulletin has been produced as a guideline and is not a reference to a point of law. Clarification of any information in this bulletin may be obtained by contacting your local passenger transport office. Details of passenger transport locations can be accessed at: [www.translink.com.au/contact-us](http://www.translink.com.au/contact-us)

The *Transport Operations (Passenger Transport) Act 1994*, *Transport Operations (Passenger Transport) Regulation 2018* and *Transport Operations (Passenger Transport) Standard 2010* can be accessed on the internet at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au).

Additional information about public passenger services is available on the Department of Transport and Main Roads internet site at [www.tmr.qld.gov.au/information\\_bulletins](http://www.tmr.qld.gov.au/information_bulletins).