

- > Provide details of the incident and discuss what assistance is required and when it is required.

### 3 LIAISE WITH COMPANY PERSONNEL

- > Ask and clarify what your driver / crew need from management.
- > Dispatch Site Manager to attend scene (if required).
- > Provide passenger lists or detail of group contact person to staff (if possible).
- > Inform driver / crew who you have appointed as Site Manager and Psychological Services Provider and expected arrival time at the scene.
- > Delegate a company spokesperson (may be a professional person or State Association).
- > Notify relevant jurisdiction (ie. Transport Regulator and / or investigator)

### 4 INFORM THOSE WHO MAY NEED TO RESPOND TO ENQUIRIES

- > Board members, company legal advisors, insurance company.
- > Office staff / reception OR divert all enquiries to Company Spokesperson OR provide clear message regarding what has happened, what is in place and what is being done.
- > Travel Agent or Booking organization, school, next of kin.
- > In the case of a major incident, police may take charge.

### 5 PROVIDE PRACTICAL SUPPORT TO DRIVER / CREW

- > Record details of events/communications in Incident Activity Log.
- > Despatch new driver / crew and organise vehicle / property recovery.
- > Organise alternative arrangements, such as route, itinerary, meals, refreshments, etc.
- > Liaise and co-operate with Emergency Services as required.
- > Keep in regular contact with driver / crew and Site Manager.
- > Follow up requests, provide feedback on what has been / is being done.
- > Enquire how driver/crew/passengers (and their families) are coping. What do they require? How do we get it to them?
- > Consider legal representation for your staff.
- > Consider using independent experts for surveying, photographing and documenting. Delta V Experts have 24/7 services, call 1300 335 828.
- > Make sure insurer and legal advisor have been informed.

DEPOT PHONE

DEPOT AFTER HOURS

ADDITIONAL EMERGENCY

# MOVING PEOPLE

> Pocket Guide

## IMMEDIATE ACTIONS For Managing Incidents



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Bus and Coach Industry  
Incident Management  
Pocket Guide



## DRIVERS IMMEDIATE ACTION LIST – In the Event of Serious Accident or Incident



### 1 REMAIN CALM

- > Secure vehicle in as safe a place as possible – apply park brake and hazard lights.
- > Turn off engine if vehicle is best not moved.

### 3 ASSESS THE SCENE

#### PHONE: 0-0-0 EMERGENCY SERVICES (if required)

- > If it is a BOMB threat, DO NOT USE mobile phone or two-way within 150 metre radius of threat.
- > Is the scene safe? Before evacuating, consider wind direction if gas/fumes/smoke are involved.
- > Are there any other road hazards?
- > Are passengers injured? Assist if safe to do so. Delegate if possible.
- > Are exits blocked?
- > Does vehicle need to be evacuated – and if so, how quickly?
- > Activate duress / emergency button if required.
- > Are Emergency Services Required? – if so, call 000.

### 4 EVACUATE PASSENGERS

**IF they are safer away from vehicle**

**IF Bus is isolated in a dangerous place**

**IF Bus has caught fire or has toxic fumes**

**IF there is a suspicious item**

- > If you are incapacitated, enlist help of others to take control.
- > Nominate safe assembly area. Delegate someone to lead the group.
- > Leave all personal items on the bus.
- > Open all doors if possible and ensure everybody gets off the bus.
- > Consider a buddy system for disabled or young passengers.
- > Dependent on the risk, you may have to move injured passengers. Enlist help to do this.

### 5 ENSURE SAFETY OF OTHER ROAD USERS

**Place portable warning triangles around vehicle**

**IF your vehicle has GVM of 12 tonne or more**

**IF your vehicle is not visible at any time for at least 200 metres in all directions**

- > If speed limit is greater than 80 kilometres per hour, and vehicle is not visible for at least 300 metres, place 1 triangle at least 200 metres, but not over 250 metres, behind the vehicle and place 1 triangle at the side of the vehicle in a position that gives sufficient warning to other road users.

- > If speed limit is less than 80 kilometres per hour, and vehicle is not visible for at least 200 metres, place 1 triangle at least 50 metres but not over 150 metres behind the vehicle and place 1 triangle at the side of the vehicle in a position that gives sufficient warning to other road users.

\*Guideline in accordance with Australian Road Rules as at February 2012. Rules applied in each State may vary according to State legislation.

### 6 CONTACT THE DEPOT

- > Contact your depot. Provide description of incident and your location.
- > WHAT SUPPORT DO YOU NEED – Counselling for passengers; People with special needs/medication; a company site manager/representative.
- > Keep depot informed until site manager arrives.

### 7 IF POSSIBLE, OBTAIN NAMES & CONTACT DETAILS OF PASSENGERS LIAISE WITH EMERGENCY SERVICES

- > Enlist help of someone to get name and contact details of all passengers.
- > Liaise with Emergency Services and follow their instructions.
- > If you have evacuated vehicle, advise passengers not to return to vehicle.

## OPERATORS IMMEDIATE ACTION LIST – In the Event of a Serious Accident or Incident



### 1 CLARIFY DETAILS OF INCIDENT

- > Identify the driver and the vehicle involved.
- > Number of people involved, injured or affected and any special needs.
- > Extent of injuries.
- > Contact Emergency Services if not already done.
- > What Emergency Services are involved or needed – record names and phone contact details of Emergency Services personnel.
- > Record Date, Time and Location of incident.
- > Obtain or get access to the passenger list or group contact person.

### 2 CALL DAVIDSON TRAHIRE FOR TRAUMA COUNSELLING (if required)

**PHONE: 1300 360 364**

- > Identify your call as a request for Critical Incident-Trauma counseling for your bus/coach company.
- > Provide your name, contact details, company name & address.
- > Provide details of incident: location, type, degree of impact, number of staff/passengers; known physical condition.