

# PICKYOU UP

## ***INCIDENT MANAGEMENT PLAN***

This document is supplied in good faith without commercial benefit to *Pick You Up* , to provide a template for developing a passenger transport ***Incident Management Plan***, as required under legislation for Operator Accreditation.

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## **Definitions and Explanations**

<b>Term</b>	<b>Definition/Explanation</b>
<b><i>Injured</i></b>	Means injured in a way that requires immediate medical treatment or hospitalisation.
<b><i>Relevant Service</i></b>	Means a public passenger service for which operator accreditation is required.

<b><i>Relevant Vehicle</i></b>	Means a vehicle providing a public passenger service for which driver authorisation is required.
<b><i>Incident [S4]</i></b>	<p>An incident is an event that involves a relevant vehicle and/or driver of a relevant vehicle and/or a passenger in a relevant vehicle and/or a relevant service, if the event:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Prevents the provision of the relevant service.</li> </ul> <p>An incident may include any of the following:</p> <ul style="list-style-type: none"> <li>• An event involving the relevant vehicle in which a person is injured or killed.</li> <li>• A breakdown or accident involving the relevant vehicle.</li> <li>• A fire in the relevant vehicle.</li> <li>• Unsafe road conditions.</li> <li>• 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.</li> <li>• 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.</li> <li>• An assault or threat to the driver of, or passenger in, the relevant vehicle.</li> <li>• A medical emergency involving the driver of, or a passenger in, the relevant vehicle.</li> </ul>
<b><i>Incident Site Supervisor</i></b>	Responsible for the 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.
<b><i>Incident Manager</i></b>	Responsible for the overall management of any incident. In many organisations this role might be filled by an Operations Manager/ Supervisor or the Accredited Operator of the service.
<b><i>Operator</i></b>	The Accredited Operator of the public passenger service is responsible for ensuring that a documented Incident Management Plan is in place and followed.

# Incident Management Plan

## Requirement:

Under the *Transport Operations (Passenger Transport) Standard 2010*, Operators must have an *Incident Management Plan* [IMP] which is followed and ensure there is a copy of the parts of the plan **relevant to the driver** in each bus or coach.

An operator of a relevant service must ensure an incident report is filled in within 24 hours after any incident (which the operator must keep and archive) [S34].

An IMP must be documented, outlining procedures to be followed by the bus and coach operator and employees (including the drivers), if an incident occurs.

It must outline the drivers' responsibilities about the immediate informing of the operator about the reason for the service disruption and for school/parents and passengers arrangements to be made to complete the service [S13 and S35(c) and (d)]

It must encompass the correct process to ensure the requirements of incident report are compliant [S36].

The IMP must be reviewed at least once every 12 months [S37].

## Purpose:

To ensure that there are documented instructions and procedures in place to follow in the case Of an incident, which will maximise Passenger safety and minimise Service disruption. A detailed IMP which contains procedures that are to be followed by Operators, Drivers and other Employees, will enable an Operator to respond quickly to an incident in an appropriate and professional manner.

## Roles and Responsibilities:

Identification of key employees and the allocation of specific responsibilities to these employees will provide a systematic and coordinated response to an incident. Roles and responsibilities will include but are not limited to:

- a. incident reporting and documentation,
- b. containment of the incident,
- c. immediate action to prevent incident escalation or further impact,
- d. advising Emergency Services,
- e. providing and coordinating effective communications and communication protocols,
- f. onsite risk identification and minimisation,
- g. repair and maintenance, and
- h. site clean up.

## Incident Site Supervisor.

Responsible for the immediate onsite management of an incident, this will normally be the Driver of the vehicle involved in the incident. The following steps are to be taken 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 to others, if 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 the 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 action taken.
- 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 Site Supervisor Action Plan is on page 17*

### **Incident Manager.**

Responsible for the overall management and coordination of the incident, this may be the Operations Manager/Supervisor or the actual Accredited Operator. The Incident Manager should:

- Provide advice to the Incident Site Supervisor to ensure the timely and professional management of any incident.
- Ensuring effective 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 expediently.
- 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.

*Incident Managers Action Plan is on page 18*

### **Liaison/Communication Manager.**

Responsible for all liaison and communication between the Media, Parents, Schools and relevant Government authorities, this may be the Incident Manager, Accredited Operator or an external provider.

- Liaise with the Incident Manager to obtain all relevant information.
- Provide a single point of contact for all information relating to the incident.
- Prepare media statements/release, interviews etc.
- Provide feedback to the Incident Manager and Accredited Operator.
- Monitor and control social media (particularly of employees).

### **Accredited Operator Responsibilities.**

Responsible for ensuring the provision of and compliance with the Incident Management Plan. Accredited Operators must 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 Operators 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.

### **Training:**

Key identified employees of the Accredited Operator are to be trained in the requirements of the Incident Management Plan at induction and annually thereafter. Comprehensive training will ensure appropriate actions are taken should an incident occur. The Accredited Operator must keep written records of all Incident Management Plan training completed by employees.

*Employee Training Record is page 19*

### **Contact List:**

The Accredited Operator is to ensure that a detailed and up to date list of all relevant Contacts for use during an incident is provided and regularly maintained. Our Contact List is on Page 20.

### **Review Requirements:**

The Accredited Operator is to ensure that the Incident Management Plan is reviewed annually or when required, a record of the review is kept. *Incident Management Plan Review on page 21*

### **Incident Reports:**

The Accredited Operator must ensure that an Incident Report detailing the incident is completed within 24 hours of the incident occurring. All

Incident Reports are to be kept by the Accredited Operator for audit purposes.  
*Incident Report* on page 22.

## PERSON INJURED OR KILLED PROCEDURE

Driver	Operator
1. Secure the vehicle.	1. Provide advice to the Incident Site Supervisor.
2. Assess the site for any further danger and remove if safe to do so, or move Passengers away from the danger if safe to do so.	2. Ensure effective communication with Passengers, Emergency Services, Parents, Schools, Media and relevant Government authorities.
3. Contact Emergency Services <b>000</b> .	3. Ensure risks are minimised.
4. Assess any life threatening conditions and take appropriate action.	4. Arrange a relief driver and vehicle if required.
5. If required apply First Aid.	5. Arrange counselling.
6. Contact the Incident Manager.	6. Arrange vehicle towing and repairs if required.
7. Act on advice given by the Emergency Services or the Incident Manager.	7. Arrange incident site clean up if required.
8. Advise Passengers about the situation.	8. Complete an Incident Report within 24 hours of the incident occurring.
9. Document the incident including date, time and action taken.	
10. Remain calm and wait for help to arrive.	



## BREAKDOWN OF VEHICLE PROCEDURE

Driver	Operator
1. Secure the vehicle.	1. Provide advice to the Driver.
2. Passengers are to remain seated or exit the vehicle in a calm and controlled manner to a location that is deemed to be safe by the Incident Site Supervisor.	2. Ensure effective communication with Passengers, Parents, Schools, Media and relevant Government authorities.
3. Place safety warning devices around the vehicle to warn other drivers.	3. Ensure risks are minimised.
4. Contact the Incident Manager.	4. Arrange a relief driver and vehicle if required.
5. Act on advice given by the Incident Manager.	5. Arrange vehicle towing and repairs if required.
6. Advise Passengers about the situation.	6. Arrange incident site clean up if required.
7. Document the incident including date, time and action taken.	7. Complete an Incident Report within 24 hours of the incident occurring.
8. Remain calm and wait for help to arrive.	

## FIRE IN VEHICLE PROCEDURE

Driver	Operator
1. Secure the vehicle.	1. Provide advice to the Incident Site Supervisor.
2. Assess the site for immediate danger and evacuate Passengers in a calm and controlled manner to a location that is deemed to be safe by the Incident Site Supervisor.	2. Ensure effective communication with Passengers, Emergency Services, Parents, Schools, Media and relevant Government authorities.
3. Contact Emergency Services <b>000</b> .	3. Ensure risks are minimised.
4. Assess any life threatening conditions and take appropriate action.	4. Arrange a relief driver and vehicle if required.
5. If required apply First Aid.	5. Arrange counselling.
6. If safe to do so attempt to extinguish the fire.	6. Arrange vehicle towing and repairs if required.
7. Contact the Incident Manager.	7. Arrange incident site clean up if required.
8. Act on advice given by the Emergency Services or the Incident Manager.	8. Complete an Incident Report within 24 hours of the incident occurring.
9. Advise Passengers about the situation.	
10. Document the incident including date, time and action taken.	
11. Remain calm and wait for help to arrive.	

## UNSAFE ROAD CONDITIONS PROCEDURE

Driver	Operator
1. Stop and secure the vehicle.	1. Provide advice to the Incident Site Supervisor regarding alternative routes and or drop off/pickup points.
2. Do not proceed if road conditions are considered unsafe, remember SAFETY FIRST.	2. Ensure effective communication with Passengers, Emergency Services, Parents, Schools, Media and relevant Government authorities.
3. Passengers are to remain seated.	3. Ensure risks are minimised.
4. Contact the Incident Manager.	4. Complete an Incident Report within 24 hours of the incident occurring.
5. Act on advice given by the Incident Manager.	
6. Advise Passengers about the situation.	
7. Document the incident including date, time and action taken.	

## TERRORISM ACT OR TERRORISM INVOLVING THE RELEVANT VEHICLE, DRIVER OR PASSENGERS PROCEDURE

Driver	Operator
1. Stay calm and quiet.	1. Provide advice to the Incident Site Supervisor.
2. Comply with all requests or demands given by the Terrorist.	2. Ensure effective communication with Passengers, Emergency Services, Parents, Schools, Media and relevant Government authorities.
3. Commit to memory the Terrorists appearance (hair colour, height, weight, clothing, nationality, age, identifying marks etc).	3. Ensure risks are minimised.
4. Contact Emergency Services <b>000</b> when safe to do so.	4. Arrange a relief driver and vehicle if required.
5. Assess any life threatening conditions and take appropriate action.	5. Arrange counselling.
6. If required apply First Aid.	6. Complete an Incident Report within 24 hours of the incident occurring.
7. Contact the Incident Manager.	
8. Act on advice given by the Emergency Services or the Incident Manager.	
9. Advise Passengers about the situation.	
10. Document the incident including date, time and action taken.	
11. Remain calm and wait for help to arrive.	

## USE OR ATTEMPTED USE OF A CHEMICAL, EXPLOSIVE OR WEAPON BY A PERSON IN A WAY THAT INVOLVES THE RELEVANT VEHICLE, DRIVER OR PASSENGER PROCEDURE

Driver	Operator
1. Secure the vehicle.	1. Provide advice to the Incident Site Supervisor.
2. Assess the site for immediate danger and evacuate Passengers in a calm and controlled manner to a location that is deemed to be safe by the Incident Site Supervisor.	2. Ensure effective communication with Passengers, Emergency Services, Parents, Schools, Media and relevant Government authorities.
3. Contact Emergency Services <b>000</b> .	3. Ensure risks are minimised.
4. Assess any life threatening conditions and take appropriate action.	4. Arrange a relief driver and vehicle if required.
5. If required apply First Aid.	5. Arrange counselling.
6. Contact the Incident Manager.	6. Arrange vehicle towing and repairs if required.
7. Act on advice given by the Emergency Services or the Incident Manager.	7. Arrange incident site clean up if required.
8. Advise Passengers about the situation.	8. Complete an Incident Report within 24 hours of the incident occurring.
9. Document the incident including date, time and action taken.	
10. Remain calm and wait for help to arrive.	

## ASSAULT OR THREAT TO THE RELEVANT VEHICLE, DRIVER OR PASSENGER PROCEDURE

Driver	Operator
1. Secure the vehicle.	1. Provide advice to the Incident Site Supervisor.
2. Provide assistance or try to defuse and isolate the situation if safe to do so.	2. Ensure effective communication with Passengers, Emergency Services, Parents, Schools, Media and relevant Government authorities.
3. Commit to memory the Attackers appearance (hair colour, height, weight, clothing, nationality, age, identifying marks etc).	3. Ensure risks are minimised.
4. Assess the site for any further danger and remove if safe to do so, or move Passengers away from the danger if safe to do so.	4. Arrange a relief driver and vehicle if required.
5. Contact Emergency Services <b>000</b> .	5. Arrange counselling.
6. Assess any life threatening conditions and take appropriate action.	6. Arrange vehicle towing and repairs if required.
7. If required apply First Aid.	7. Arrange incident site clean up if required.
8. Contact the Incident Manager.	8. Complete an Incident Report within 24 hours of the incident occurring.
9. Act on advice given by the Emergency Services or the Incident Manager.	
10. Advise Passengers about the situation.	
11. Document the incident including date, time and action taken.	
12. Remain calm and wait for help to arrive.	



## MEDICAL EMERGENCY INVOLVING THE RELEVANT VEHICLE, DRIVER OR PASSENGER PROCEDURE

Driver	Operator
1. Secure the vehicle.	1. Provide advice to the Incident Site Supervisor.
2. Contact Emergency Services <b>000</b> .	2. Ensure effective communication with Passengers, Emergency Services, Parents, Schools, Media and relevant Government authorities.
3. Assess any life threatening conditions and take appropriate action.	3. Ensure risks are minimised.
4. If required apply First Aid.	4. Arrange a relief driver and vehicle if required.
5. Contact the Incident Manager.	5. Arrange counselling.
6. Act on advice given by the Emergency Services or the Incident Manager.	6. Complete an Incident Report within 24 hours of the incident occurring.
7. Advise Passengers about the situation.	
8. Document the incident including date, time and action taken.	
9. Remain calm and wait for help to arrive.	



## A. Incident Site Supervisor Action Plan

Action	Log Details
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 to others, if 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 <b>000</b> .	
If required apply first aid.	
Assess any life threatening conditions and take appropriate action.	
<p>Contact the Incident Manager and provide the details listed.</p> <p><b>Incident Manager: <i>Raymond Tekii</i></b></p> <p><b>Contact Number: <i>0477783689</i></b></p>	<p><b>Exact location of incident:</b></p> <p><b>A contact phone and any other contact options:</b></p> <p><b>What happened – details know about the incident:</b></p> <p><b>Whether there have been any fatalities and whether anyone is injured, sick or at risk or otherwise in need of assistance:</b></p> <p><b>Details about the nature of any injuries:</b></p> <p><b>Details about actions taken:</b></p>
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.	<p><b>Incident:</b></p> <p><b>Date/Time of incident:</b></p> <p><b>Action taken:</b></p>

## B. Incident Manager Action Plan

Action	Log Details
Provide 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 expediently.	
Ensuring backup vehicles and backup drivers are provided if needed.	
Ensure and incident site clean up is adequately managed.	
Completing and Incident Report within 24 hours of the incident occurring.	

## C. Employee Training Record

<b>Incident Management Plan Employee Training Record</b>	
Drivers Full Name:	Chris McMillan
DA Number (if applicable):	19762782
Training Type:	<input type="checkbox"/> Induction <input type="checkbox"/> Annual
Date of Training:	04 / Jan / 2022
Trainers Name:	
Training Venue:	Onsite / Online
Topics/Subject Covered: <ul style="list-style-type: none"> <li>○ Driver Responsibilities</li> <li>○ Incident Management Training</li> <li>○ Complaints Process</li> <li>○ Vehicle Faults Process</li> <li>○ Fatigue Management</li> <li>○ Daily Inspection &amp; Trip Report Process</li> </ul>	
Driver Acknowledgement:  I, ....., acknowledge that I have completed the above training and will comply all requirements as detailed.  Signature: ..... Date:.....	
Trainers Acknowledgement:  I,....., have trained the above Employee on all Topics/Subjects as listed above and acknowledged their successful completion of this training.  Signature: ..... Date:.....	

## D. Communication Type and Location

Location	Mobile Phone	Alternative Phone
<i>1/16 Energy Cres. Molendinar QLD 4214</i>	<i>0456-789-811</i>	<i>0456-000-002</i>

## E. Contact List

<b>Contact List</b>		
<b>Organisation/Role</b>	<b>Name</b>	<b>Contact No</b>
Incident Manager	Chris McMillan	(w) (m)0456-789-811
Alternate Incident Manager	Cristian AOL	(w) (m)0414-472-001
Liaison/Communication Manger	Chris McMillan	(w) (m)0456-789-811
Emergency Services	ALL	<b>000</b>

## F. Incident Management Plan Review

Incident Management Plan Review Record	
<b>Date of Review:</b>	
<b>Reason for Review:</b>	<input type="checkbox"/> Annual Review <input type="checkbox"/> As Required
<b>Summary of Review:</b>	
..... ..... ..... ..... .....	
<b>Issues Identified:</b>	
..... ..... ..... ..... .....	
<b>Comments:</b>	
..... ..... ..... ..... .....	
<b>Review completed by:</b>	
<b>Name:</b> ..... <b>Signature:</b> ..... <b>Date:</b> .....	

## **G. Incident Management Report**

# Incident Management Report

(to be completed within 24 hours of the incident occurring)

<b>Date of the Incident:</b>				
<b>Time of the Incident:</b>				
<b>Location of the Incident:</b>				
<b>Type and description of the Incident:</b>				
<b>Number of persons involved in the Incident:</b>				
	<b>Number of Passengers</b>	<b>Number of Employees</b>	<b>Number of General Public</b>	<b>Number of Trespassers</b>
<b>Fatality</b>				
<b>Serious Injury</b>				
<b>Minor Injury</b>				
<b>Nature and extent of vehicle damage:</b>				
<b>Nature of assistance required (i.e. Police, Fire, Ambulance etc)</b>				
<b>Who was contacted as a result of the Incident?</b>				
<b>Time and date contact was made:</b>				
<b>Describe the course of action taken in response to the Incident:</b>				
<b>Was the vehicle able to complete the journey?</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>What advice was given to the Passengers and or School?</b>				
<b>What alternative arrangements were made?</b>				
<b>Registration number of the vehicle involved.</b>				
<b>Certificate of Inspection of the vehicle involved:</b>				
<b>Driver's full name:</b>				
<b>Driver's DA number:</b>				
<b>Accredited Operators full name:</b>				
<b>Accredited Operators OA number:</b>				



<b>Did the Incident highlight any inadequacies in the current Incident Management Plan?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Comments:</b>	