



# BUS SAFETY

Updated June 2017

## Reporting a bus incident

Under the *Bus Safety Act 2009* (Vic), accredited and registered bus operators must notify the Safety Director of prescribed bus incidents in accordance with the Regulations.

### What is a bus incident?

The *Bus Safety Regulations 2010* (Vic) define a bus incident, in relation to a bus operated by an accredited or registered bus operator, as:

1. A circumstance, act or omission, including:
  - a collision with any person, vehicle, infrastructure, obstruction or object
  - an implosion, explosion or fire
  - any mechanical failure
  - a divergence from the highway
  - a failure to comply with applicable legislative requirements, vehicle specifications, bus standards or codes of practice.

Where the circumstance, act or omission resulted in, or had the potential to result in:

- the death of any person
- serious injury to any person
- a loss of control of the bus
- significant damage to property.

2. An accident or incident that results in a person requiring immediate treatment as an in-patient in a hospital.
3. Any instance where the driver of the bus is in contravention of the bus operator's drug and alcohol management policy.

### How do I notify the Safety Director of a bus incident?

Under the Bus Safety Regulations, all bus operators must verbally notify the Safety Director as soon as possible after becoming aware that a bus incident has occurred.

You must also provide the Safety Director with written notification of any bus incident. This must be in a form that is approved by the Safety Director and it must be made within 72 hours of the bus incident, unless the Safety Director agrees in writing to an extension of time.

### What is meant by written notification?

After reporting a bus incident verbally, all bus operators must provide a completed form to Transport Safety Victoria.

The completed form must be sent to Transport Safety Victoria via email to [online.incidents@transportsafety.vic.gov.au](mailto:online.incidents@transportsafety.vic.gov.au), or via fax on 9655 6611.

Our preferred option is for you to complete an incident form online at:

[transportsafety.vic.gov.au/bus](https://transportsafety.vic.gov.au/bus)

### Where to get more information

T: 1800 223 022

E: [info@transportsafety.vic.gov.au](mailto:info@transportsafety.vic.gov.au)

W: [transportsafety.vic.gov.au/bus](https://transportsafety.vic.gov.au/bus)



Bus incidents to be reported verbally to **1800 301 151**  
Submit online form within 72 hours

Enquiries and complaints:  
**[info@transportsafety.vic.gov.au](mailto:info@transportsafety.vic.gov.au)**

Further information and resources:  
**[transportsafety.vic.gov.au/bus](https://transportsafety.vic.gov.au/bus)**



## Types of bus incidents which must be reported to Transport Safety Victoria

Type of bus incident	Example	Explanation
A collision with any person, vehicle, infrastructure, obstruction or object.	A bus driver reversed a bus into a bus shelter and the shelter collapsed. A person was in the shelter at the time and was transported to hospital by ambulance with a suspected broken leg.	This incident would be categorised as a collision with infrastructure which resulted in serious injury to a person and significant damage to property.
	A bus driver was backing into a bus bay prior to letting school students off the bus, as per normal procedure. While doing so the bus came into contact with the limb of a tree forcing the rear window in and cutting one student above the eye.	This incident would be categorised as a collision with an object which resulted in serious injury to a person.
	A bus was parked in a bus bay when, high winds caused a large branch to snap off a tree and enter the bus through the roof. It narrowly missed the driver and students seated behind the driver. No persons were injured but the incident resulted in extensive damage to the vehicle.	This incident would be categorised as a collision with an object which resulted in significant damage to property.
	A bus ran into the back of a 'B Double' truck and trailer combination on the Hume Highway. Both vehicles were in the left hand lane and the truck was entering the highway from the service centre. Seven passengers travelling on the coach were slightly injured and the driver was initially trapped in the bus before being freed by emergency services. The driver suffered fractures to both legs.	This incident would be categorised as a collision with a vehicle which resulted in serious injury to a person and significant damage to property.
	A bus was carrying out a passenger service when a 4WD utility failed to give way at an intersection and collided with the bus. There were no injuries to any of the passengers on board (approximately 26 children and three adults) or the driver. The bus sustained major damage due to the collision. The police attended the accident site.	This incident would be categorised as a collision with a vehicle which resulted in significant damage to property.
Divergence of a bus from the highway.	A bus overturned on the highway. Emergency services attended the scene and all passengers, as well as the driver, were transported to hospital by ambulance. The bus driver reported that no other vehicle was involved in the incident.	This incident would be categorised as a divergence from the highway which resulted in serious injury to a person and significant damage to property.
A failure to comply with applicable legislative requirements, vehicle specifications, bus standards or codes of practice.	The driver of a bus failed to apply the handbrake when leaving the bus. As a result, the bus rolled through a fence and trees, before coming to a stop.	This incident would be classified as a failure to comply with applicable legislative requirements, vehicle specifications, bus standards or codes of practice.
A contravention of the bus operator's drug and alcohol management policy.	A bus driver was breath tested by police and returned a positive breath alcohol reading of 0.04. The driver received a fine from the police and lost 10 demerit points.	This incident would be classified as a contravention of drug and alcohol management policy.

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