

# Incident reporting and investigation

The excerpt from the BSA and the BSR are as follows:

## BSA 65 Notification of incidents

An accredited bus operator must notify the Safety Director of prescribed incidents in accordance with the regulations. Penalty: 50 penalty units.

## BSR Sch 3.9 Incident reporting and investigation

A documented process to ensure the Safety Director is notified of prescribed incidents as required by these Regulations.

### What does this mean – what do you need to do?

Accredited bus operators have a duty to report notifiable bus incidents to ST Vic. There are currently three categories of a notifiable incident. Detailed information on category definitions and form templates can be found on the ST Vic. website at [www.transportsafety.vic.gov.au/bus-incident-reporting](http://www.transportsafety.vic.gov.au/bus-incident-reporting)

- **Category 1** incidents require you to call ST Vic. as soon as possible followed by a written notification within 72 hours.
- **Category 2** incidents require written notification within 72 hours
- **Category 3** incidents relating to anti-social behaviour require notification on a monthly basis

ST Vic. recommends that you have a written procedure that takes you through each step in the reporting phase and have accompanying links to the ST Vic website to help you through this notification process.

Step one: Decide who is going to be responsible for taking calls about incidents.

Step two: Record all of the information given to you by the bus driver / teacher on the phone.

Step three: As soon as the staff member has given you all of the information to hand and they and the passengers are safe, decide which category the incident falls into.

Step four: If it is a Category 1, make sure you have the following information available:  
Accreditation Number: AOXXXX  
Incident Location  
Incident Time  
Bus was travelling From – To  
Incident type – e.g. collision, fire, medical episode etc  
Damage to Property  
Number of injuries major, number of injuries minor, number of injuries fatalities  
Emergency services that attended  
Did the bus need to be towed?  
Was the driver blood or alcohol tested at the scene  
Full description of the incident.

Step five: Call the Duty Officer Hotline on 1800 301 151. This hotline is open 24 / 7.

Step six: Provide the Duty Officer with all of the relevant information when asked.

Step seven: Over the next 72 hours, follow up and gather any additional information including outcome of injuries, statement from driver etc.

Step eight: Go to ST Vic website and go to the "Report a Bus Incident" page.

Step nine: Enter all relevant information requested into the online form.

If this is a Category 2 incident, then there is no need to call the duty officer. Simply gather all of the relevant information over the next 72 hours and complete the online form on the ST Vic website.

If this is a Category 3 incident, download the Category 3 reporting template from our website and complete the required fields. This report is then required to be sent to us on a monthly basis.