

Transport for NSW

Serious Incident Notification Guide

TfNSW: Serious Incident Notification and Escalation Protocol

Community Transport (CT) Service Providers

1. Notify Relevant Emergency Services immediately

- Depending on the seriousness of the incident; Ambulance, Police, Fire and Rescue etc.

2. Contact TMC immediately on 1300 725 886

- The Transport Management Centre (TMC) provides immediate response to a serious incident and initiates internal escalation processes within TfNSW.
- TMC also provides support with network operations, traffic control and provision of alternative transport as required.

3. Notify Regulators/ other Government Agencies as per individual notification requirements.

- Serious Incident Response Scheme
- SafeWork
- Other appropriate bodies or regulators

4. Email CT Contracts Management Team

- Using the template on page 2, email the incident details to community.transport@transport.nsw.gov.au within 24 hours.

Serious incident criteria

- Fatality/serious injury of a passenger or member of public requiring transportation to hospital.
- Partial or full closure of a road or an incident resulting in a significant impact on other modes of transport e.g. collision, rollaway bus, multiple services impacted, departure from roadway.
- Failure of, or major damage to infrastructure or asset.
- Incidents with significant media presence or potential to attract public interest e.g. children left on buses, assault allegations etc.
- Security related incidents e.g. bomb threat, serious threatening behaviour etc.

Initial Safety Incident Notification Information

The below information is to be gathered (where practical) once an incident has occurred. The below information will help in determining incident classification, investigation and notification requirements.

Time and Date the incident occurred:

Location of Incident:

Provider involved (registration etc.): *(including others e.g. members of the public)*

Person notifying:

Were there injuries to people?

How and where are they being treated? *(If applicable)*

Witnesses:

What happened? *Describe what was happening before the incident, what was expected to happen and what happened (When, What, Who and Where). Service impacts/ Cancellations?*

Immediate Actions: *E.g. Care given to any injured person(s). Actions to make the area safe*

Other Impacts: *To the road network, media interest etc.*

What can we do to help?

Regulator/ Other Government Agency Notifiable? *E.g. SafeWork NSW*