

## Bus Incident Management Database procedures

June 2020

### Introduction

Bus operators are required to notify Transport for NSW of relevant accidents and incidents as a condition of their accreditation, under Clause 88 of the Passenger Transport (General) Regulation 2017.

There have been a number of ongoing issues with the reporting of incidents, including:

- not reporting the incident within the required timeframe of three days (72 hours)
- not providing accurate information about the incident
- not updating the database as information on the incident becomes available

### Notices

Bus operators have a legal obligation to report incidents to both Transport for NSW and the Office of Transport Investigations (OTSI).

Operators may also be required to provide reports to the Police Assistance Line (PAL) and/or SafeWork NSW.

Clause 88 of the Passenger Transport (General) Regulation 2017 states:

An operator of a bus service who becomes aware that a bus being used to provide the service has been involved in an accident or incident must notify Transport for NSW of the accident or incident, in accordance with this clause, if the accident or incident:

- a) resulted in a person being injured
- b) prevented the bus from continuing its journey

c) is in the reasonable opinion of the operator of the service, otherwise likely to arouse serious public concern.

### Instructions

To ensure Transport for NSW capture accurate incident information, it is important that the details submitted by the operator reflect a true description of the incident.

If additional facts or information are obtained at a later stage regarding an existing incident, bus operators are required to update the incident e.g. if an injury subsequently becomes a fatality.

Operators must ensure that accurate information is reported. This will assist in improving safety and security for operators, drivers, passengers and the general public.

Please refer to the 'Bus Driver's Pocket Guide' and the 'Bus Operator's Procedure Guide' for information on managing a serious accident or incident.

## Requirements

All operators must be registered with the Bus Incident Management database.

If you are not registered, please do so immediately, by accessing the “Transport for NSW Portal”, selecting the ‘Request an Account’ tab and completing the online registration process. When using the database for the first time, you need to become a registered user. (Refer to the following pages for further information).

For further information on registering with the database contact us via the dedicated Bus Incident Management Database email: [BIM@rms.nsw.gov.au](mailto:BIM@rms.nsw.gov.au).

Bus operators can use the Bus Incident Management Database to report bus incidents to Transport for NSW, OTSI and PAL simultaneously without having to complete different forms with the same information.

Operators should also **immediately** inform the OTSI Duty Officer by calling their 24 hour **Hotline on 1800 677 766**.

NSW Police should be notified only if required.

The benefit of the Bus Incident Management database is that it provides a centralised source of information, which is used to establish trends, validate response actions, and allocate resources for the bus industry.

The [Bus Incident Management database manual](#) provides guidance on all reporting requirements.

## Contact us

If you have any questions or would like more information, please contact the Bus Safety Officer, Transport for NSW on the below details:

 0467 815 745

 [BIM@rms.nsw.gov.au](mailto:BIM@rms.nsw.gov.au)

 [BusSafetyInformation@rms.nsw.gov.au](mailto:BusSafetyInformation@rms.nsw.gov.au)

# Landing page

Production

NSW Government | Transport for NSW

Portal

Transport for NSW Services Portal

**Your Account**

- LOGIN
- REQUEST AN ACCOUNT
- I FORGOT MY PASSWORD
- I FORGOT MY USERNAME

**Your Services**

- REGISTRATION GUIDE (PDF)
- FREQUENTLY ASKED QUESTIONS
- CONTACT US

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- To log into the database, simple click [LOGIN].
- If this is your first time using the database, you will need to set up your access by clicking on [REQUEST AN ACCOUNT].
- If you are not sure of the steps, please read our **Bus Incident Registration User Guide document**.

# Request Access page

Production

Portal Home

 **Transport for NSW** Portal

## Request Access

The Transport for NSW Portal offers a number of different services. Please choose from the options below as to what best describes you. If more than one applies to you then please choose one and continue with the process.

**You only need to create an account once. Once you've created an account you can request access to more programs or to act on behalf of another company/school/operator.**

**Your options**

- I WORK FOR A SCHOOL >
-   I WORK FOR A TRANSPORT OPERATOR >
- I WORK FOR TFNSW (INCLUDING RMS, STA, SYDNEY TRAINS, NSW TRAINS) >
- I ALREADY HAVE A SCHOOL OR TRANSPORT OPERATOR ACCOUNT >
- CANCEL, DO NOT APPLY >

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- When using the database for the first time, you need to become a registered user and set-up a user account. (You only need to register and set-up your account once.)
- To register for an account, please select the [I WORK FOR A TRANSPORT OPERATOR] option.
- Then, fill out the online form to request a new operator account.
- If you are not sure of the steps, please read our **Bus Incident-Registration User Guide document**.