### Procedure

| Name | Incident Management Procedure (collision) |
| --- | --- |
| Revision Number |  |
| Accredited Operator Number |  |
| Implementation date |  |
| Last review date |  |
| Approver |  |

### Overview

| **Goal** | Incidents are managed safely and in accordance with the law and the Accreditation Standards  |
| --- | --- |
| **Procedure** | Once the vehicle has come to a stop, the driver is to:* check for any injuries to passengers or themselves (if any injuries call 000)
* contact the Booking Service Provider and report the location of the incident, whether passengers were in the vehicle, any injuries or damage to the vehicle, and if back up transport is required
* if safe to do so, passengers and the driver to exit the vehicle
* if damage to the vehicle, telephone Tasmania Police and obtain contact details of the other driver(s) and registration numbers)
* complete incident report form
* contact the registered operator of the vehicle or the accredited operator
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| **Responsibilities** | The driver is responsible for ensuring emergency services and the Booking Service Provider are contacted, and the safety of passengers until emergency services arrive |
| **Key behaviours** | Respect for passengers and other drivers involved |
| **Innovate** | Look towards an electronic report, rather than handwritten procedure with electronic pre-departure forms |
| **Training and awareness** | All drivers undertake awareness training about Incident Management * as part of their induction training when they are about to start driving for the service
* as part of remedial training if the driver did not follow the correct incident management procedure after an incident
* as part of a general refresher training
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| **Tools and Support** | This procedure:* will be kept electronically on the computer system under accreditation safety system templates. It will be placed on the electronic system, once it has been approved
* will be kept in every vehicle together with the forms to be undertaken in the event of an incident
* once a variation of the procedure has been approved attach template 2 to ensure that all staff are aware of the new procedure and understand how to follow it
* the former procedure will be replaced with the new procedure in the induction training for new drivers
* the system will be updated with the new version of the variation procedure
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