# Incident report procedure

## Why report incidents and near misses?

When Booking Service Providers (BSPs) or on-demand operators are aware of incidents and near misses to an incident, they have a better chance to improve their service to prevent future incidents.

## What is an incident?

An incident is an event that causes an injury or death of a driver, passenger or other road user, damage to a vehicle or vehicle equipment or disruption to a service, such as:

* a crash (an accident)
* an event involving a person is injured or killed
* a vehicle break down
* a vehicle detected as being unroadworthy
* a driver becoming unwell during the service
* an unsafe road condition so the road is not usable
* an assault or threat to the driver of, or passenger in a vehicle, and
* a medical emergency involving the driver of, or a passenger.

## What is an incident report?

An incident report documents a safety incident.

When an incident or near miss occurs it is vital to collect appropriate information so a meaningful investigation can be conducted.

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| **Who?** | Who (people, including third parties and vehicles) |
| **What?** | What happened? |
| **Where?** | Where did it happen? |
| **When?** | When did it happen? |
| **Were?** | Were there any witnesses or other contributing factors? |

How to complete an incident report?

The person completing the report should be the person who was involved in the incident or experienced the near miss. If this isn’t possible, an appropriate person for the on-demand service should complete the incident reform.

The incident report should also include supporting information, such as photographs and diagrams. Video footage can be taken simply by a smartphone.

Once the form has been completed, the report should be submitted to the appropriate person in your on-demand service.