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## What is an Incident?

- An Incident involving a school bus or taxi which does not result in death or injury to a student, teacher, or adult using the service; or
- A “near miss” which could have resulted in death or injury if avoiding action had not been taken.

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## Actions

Regardless of whether the run was a Ministry funded daily run, a network group run or a technology run or a special education taxi, the following actions need to be undertaken.

1. The operator or driver **immediately** notifies the school and New Zealand Police (as appropriate).
2. The school **immediately** telephones a report to the Service Agent
3. The Service Agent advises the Ministry of Education (Local office) and National Office (Wellington).

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## Reports required

1. Initial information is to be passed to the Service Agent as soon as possible after the Incident. This report can be by telephone, email, fax or any other suitable method. **Incidents must be reported within 24 hours.**
2. Within 3 days of the Incident the bus controller provides the Service Agent with a complete written report using the format below.
3. The operator updates the Service Agent of any further developments.
4. NZ Police or LTSA reports should be obtained where appropriate or available – these will normally be subsequent to the written report submitted to the Service Agent.

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## How to complete this form:

- **Download and print the form**
- **Complete all fields**
- **Fax to Multiserve on 09 638 4798**



multiserve

**Incident Report Form**

**PLEASE FAX DIRECTLY TO**

**09-638-4798**

Route Number	
Vehicle Registration Number	
Date and time of Incident	
Location of Incident	
Name and address of school (list separately if needed)	Principal's Name: _____ Phone No: _____
Reported to School Principal (list separately if needed)	Name: _____ Date: _____ Time: _____
Reported to NZ Police	Name: _____ Date: _____ Time: _____
Incident details	
Causes of the Incident	
Road and weather conditions	
Operator's details	Name
	Contact Phone number
School bus signs displayed?	<b>Yes/No</b> (delete as appropriate)