
Purpose

This document outlines the procedure required to report rail and non-rail safety incidents within Sydney Trains, and when incidents must be reported to regulators/agencies.

Scope

This procedure applies to:

- workers
- supervisors or line managers
- managers of Business Units
- Incident and Emergency Response Manager
- Rail Management Centre (RMC) Shift Manager

The information in this procedure is also relevant for:

- Managers in the Rail Management Centre (RMC)
 - Safety Incident and Injury Hotline workers
 - Safety, Environment and Risk (SER) On-Call Officers
 - Manager Investigation & Action Management.
-

Out of scope

This procedure does not include incidents which are addressed in [SMS-15-SP-3075 Emergency Preparedness](#) and [SMS-15-SP-3131 Security](#). Refer to Element 15 for procedures to respond to different levels of emergency.

Process flow

Process

17.1 Notify Safety Incidents

- 17.1.1 Undertake first actions
- 17.1.2 Call SER On-Call Officer, where required
- 17.1.3 Notify regulators and agencies

Figure 1 Process flow for notify safety incidents

Procedure

17.1: Notify incidents

Incidents are generally classified as either:

- rail safety incidents – with direct impact on train operations
- Work Health and Safety (WHS) injuries/incidents
- non-rail and/or security incidents – with no direct impact on train operations
- environmental incidents

17.1.1: Undertake first actions

When confronted with, or become aware of, an incident (irrespective of the nature of the incident) you should:

1. Contact the relevant personnel in Table 1.



Note

In a rail emergency situation the first course of action should be to contact the Rail Management Centre.

In a non-rail emergency situation the first course of action should be to contact emergency services by calling 000.

2. Provide the following information:
 - your identity and contact number
 - nature of the incident and location
 - urgency and help needed – e.g. Ambulance, Fire Brigade, Police
 - details of immediate threats or hazards.
3. Ask witnesses of the incident for their name and contact details, in case they need to be contacted during the investigation process.
4. Preserve evidence at the scene of notifiable incidents or occurrences using the appropriate tools or methods, such as erecting barriers, preventing traffic accessing the site or isolating the incident area (refer to Appendix A in [SMS-17-SP-3077 Incident Reporting and Investigation](#) for a definition of notifiable occurrences).

Table 1: Incident Notification

Incident type	Who reports	Reported to
For rail safety incidents involving customers, the general public, contractors, or workers.	<ul style="list-style-type: none"> Affected worker Witness to incident Line Manager 	Rail Management Centre (02-9379 1743, ext 91743) or your Line Manager
Work Health & Safety (WHS) incidents including injuries received by workers travelling to or from work.	<ul style="list-style-type: none"> Affected employee Witness to incident Line Manager 	Safety Incident and Injury Hotline (1800 772 779) or SER On-Call Officer (0400 354 677) or your Line Manager
WHS incidents that may require immediate notification to the regulator.	<ul style="list-style-type: none"> Line Manager 	SER On-Call Officer (0400 354 677)
For a security incident, access the Security Division intranet page (within the Operations Directorate section) for more information	<ul style="list-style-type: none"> Witness to incident Line Manager 	Security Control Centre (02-9379 4444, ext 94444) or your Line Manager
Environmental incidents	<ul style="list-style-type: none"> Witness to incident Line Manager 	Safety Incident and Injury Hotline (1800 772 779) or your Line Manager

17.1.2: Call SER On-Call Officer, where required

When told about an incident affecting the network, the RMC Manager will use the SER On-Call Officer – Incident Notification Checklist list to decide whether to call the SER On-Call Officer.

Procedure

1. Refer to [SMS-17-FM-4395 SER On-Call Officer – Incident Notification Checklist](#).
2. Determine whether the SER On-Call Officer should be called, based on the nature and severity of the incident.
3. Where required, call the SER On-Call Officer and provide details of the incident.

17.1.3: Notify relevant regulators and agencies

When the SER On-Call Officer becomes aware of an incident that requires a notification to a regulator/agency, they will make the notification in accordance with requirements of the relevant regulator/agency.

Procedure

1. After receiving information about an incident the SER On-Call Officer will make an assessment to determine if a notification needs to be made to the relevant regulator/agency.
 2. The SER On-Call Officer then will notify the appropriate regulator/agency about significant rail incidents or events that have resulted in a death, an immediate threat to life, a serious injury or serious property damage, or an environmental incident.
-



Note

Refer to Appendix A in [SMS-17-SP-3077 Incident Reporting and Investigation](#) for an explanation of Category A and B notifiable occurrences and WHS notifiable incidents that must be reported to regulators and external investigative agencies.

3. The SER On-Call Officer will retain records of notifications in accordance with [SMS-09-RG-3024 Safety Records Register](#).
-

References

[SMS-09-RG-3024 Safety Records Register](#)

[SMS-17-FM-4395 SEQR On-Call Officer – Incident Notification Checklist](#)

Version Control

Version	Change from previous	Date	Comment
1.0	First Release of Sydney Trains SMS	01/07/2013	Launch of Sydney Trains SMS documents
1.1	Change of Approver Change to Hop Logo	21/07/2014	
1.2	Changes to job titles	22/04/2016	Changes to reflect correct job titles for the GM Safety & Accreditation and the Manager Investigation & Action Management
1.3	Changes to L5 investigation reports	21/09/2016	Changes to reflect the introduction of on-line Level 5 investigation reports in FPe.
1.4	Amendments: <ul style="list-style-type: none">- Reflect change of terminology from Level 5 Investigations to Workplace Investigations- Mirror changes to the Element 17 System Procedure- Update job titles	18/1/18	Changes to reflect the introduction of the term Workplace Investigations (formerly Level 5 Investigations), reflect corresponding changes to the Element 17 System Procedure and update job titles.