

Operators:

- this document is intended to show you the kind of information and thinking needed to develop a Bushfire EMP
- it is very comprehensive and not all of it will be applicable to your business (it's the kind of document a large organisation would require)
- feel free to cherry pick information that would be useful for your own Plan, and disregard the rest.

MY BUS COMPANY

Bushfire Emergency Management Plan

Prepared date: September 2020

Revision history:

Version Number	Changes made	Person responsible	Date updated
V.5	<i>List changes</i>	Andrea Overall	11/11/20

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1. Communication plan for staff training

To whom	All staff
Type of communication	Email All staff briefing Drills
What communicated	Whole of plan Roles and responsibilities
Person responsible	NAME
Frequency	Monthly reminder during fire season After each change to this doc Quarterly

To whom	Drivers Workshop staff
Type of communication	Notice board One-on-one/small group chats Email
What communicated	Driver responsibilities Training Bushfire Safer Places
Person responsible	NAME
Frequency	As required Weekly during bushfire season

2. Cancellation/rerouting – authority, policy and notification

The following staff have the authority to cancel/reroute a service:

- Staff A Member, Nominated Officer
- Staff B Member, Operations Manager
- Staff C Member, Managing Director

A service may be cancelled/rerouted because:

- A fire danger rating of Catastrophic is declared by BOM the day before for a certain area of operation, or
- A rapid onset fire emergency is confirmed, or
- There are ongoing bushfires under an Emergency Warning in an area in which the service operates, or
- There is mutual agreement between **MY BUS COMPANY** and a procurer/customer based on the points above

A procurer/customer has the authority to cancel a service under the following circumstances:

Upon consultation with **MY BUS COMPANY**:

- When there is a fire danger rating of Catastrophic for the area in which the service is due to take place, as declared by BOM the previous day
- A rapid onset fire emergency is confirmed in the area of service
- There are ongoing bushfires under an Emergency Warning in the areas in which the service is due to operate

A service can be resumed under the following conditions:

- There is no longer a fire danger rating of Catastrophic for the area in which the service is due to take place, as declared by BOM the previous day
- An area where there has been a fire emergency has been declared safe by the CFS/Emergency Services
- Areas under an Emergency Warning in the areas in which the service was due to operate have been declared safe by the CFS/Emergency Services

2.1. School bus cancellation/rerouting policy

Text in yellow is still being queried with the Department for Education.

High bushfire risk schools

On days notified in advance by the CFS as 'catastrophic', all school bus services to schools deemed '[high bushfire risk](#)' (including school taxi services) within the affected fire ban district are automatically **cancelled** as per government regulations.

Other schools (not high bushfire risk)**?? Rerouting policy ??**

Also see [Alternative routes and Bushfire Safer Places](#).

2.2. Other route service cancellations/rerouting policy

On days notified in advance by the CFS as Catastrophic, affected route services will be cancelled until the bush fire rating is reduced to an acceptable level.

On days where there is not a Catastrophic rating, but there are fires in an area where we operate, services in that area may also be cancelled or rerouted until the fire is extinguished or it is declared safe by the Emergency Services officer in charge of the incident. In this circumstance prior notice may not be possible.

Also see [Alternative routes and Bushfire Safer Places](#).

2.3. Charter service cancellations/rerouting policy

On days notified in advance by the CFS as Catastrophic, chartered bus services will be cancelled in the affected area until the bush fire rating is reduced to an acceptable level. Where possible this decision will be made the day prior in collaboration with:

- Procurer/customer
- CFS website

On days where there is not a Catastrophic rating, but there are fires in an area of operation, charter services in that area may also be cancelled or rerouted until the fire is extinguished or it is declared safe by the Emergency Services officer in charge of the incident. In this circumstance prior notice may not be possible.

Also see [Alternative routes and Bushfire Safer Places](#).

2.4. Emergency services cancellation/rerouting

Emergency services have the authority to deny road access. This could result in the mandatory cancellation of a service. Drivers and operators must obey the directions of these authorities when on the road. Should this occur, the following precautions have been put into place:

- Drivers have access to a list of pre-identified routes in case of service cancellation
- Drivers carry a folder containing printed maps of Bushfire Safer Places and Bushfire Last Resort Refuges to determine alternative routes
- Drivers have a physical street directory on board, and an offline download of Google maps for the area on their phones
- Drivers have a UHF radio on board and are trained in its use

Also see [Alternative routes and Bushfire Safer Places](#).

2.5. Notification of service cancellation/rerouting

Text in yellow is still being queried with the Department for Education.

School services

For services not automatically cancelled, the **MY BUS COMPANY** Nominated Officer will refer to a contact list of affected schools and each school's Emergency Contact Person will be notified of the circumstances and the decision. All communications with affected schools will be captured on the Daily Operations Sheet.

Once a school has been contacted and informed that a bus service has been rerouted or cancelled, the school will follow their own procedures for contacting families and students.

When a decision is made to resume normal school services, the school's Emergency Contact Person will be notified.

It is the responsibility of schools and preschools to notify families of service cancellations, however there could still be enquiries. It is the role of the **Administration Officer** (or other staff member if Administration Officer unavailable) to respond to enquiries and provide relevant telephone numbers (such as the Emergency Information Hotline on 1800 000 279).

Route services

Where possible, decisions to reroute or cancel a passenger service will be made the day before and notified via **MY BUS COMPANY'S** website, Twitter and Facebook accounts.

Advance notice of service cancellation or rerouting may not always be possible.

Charter services

Wherever possible notification (or discussion about) cancelling or rerouting services will take place the day prior with the customer.

Advance notice of service cancellation or rerouting may not always be possible.

3. Emergency Management Team

3.1. Definition of Nominated Officer

The **MY BUS COMPANY** Nominated Officer is a staff member who has been trained to liaise with senior staff and external agencies (ie CFS, the Department for Education, Emergency Services, etc) in an emergency situation.

In the case of a bushfire emergency, Nominated Officer duties take precedence over all other job duties. The Nominated officer has full organisational authority during a bushfire emergency.

Before the Nominated Officer begins any planned leave, they must ensure this responsibility is delegated to a Reserve Nominated Officer, and that the Operations and General Manager are informed.

3.2. Team roles and responsibilities

Nominated Officer	Name, email, phone
Responsibilities	<ul style="list-style-type: none"> • First in chain of decision-making authority • Situation monitoring • Liaison with CFS, Education, SAPOL, Emergency Services • Also see critical responsibilities, below
Reserve Nominated Officer	<ul style="list-style-type: none"> • Name, email, phone

Operations Manager	Name, email, phone
Responsibilities	<ul style="list-style-type: none"> • Second in chain of decision-making authority

	<ul style="list-style-type: none"> • Liaison between Nominated Officer and General Manager • Ensure safety, service cancellations, rerouting, etc • Also see critical responsibilities, below
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General Manager	Name, email, phone
Responsibilities	<ul style="list-style-type: none"> • Third in chain of decision-making authority • Liaise with Operations Manager (and Nominated officer if required) • Communicate with media, external communications troubleshooting • Also see critical responsibilities, below

Admin Manager	Name, email, phone
Responsibilities	<ul style="list-style-type: none"> • Take public and staff enquiries, and communicate with schools/customers • Email communications with all staff • Escalate communications to General Manager • Also see critical responsibilities, below

4. Critical responsibilities

4.1. Advance and ongoing monitoring of weather forecast and fire danger predictions

- The CFS declares Fire Danger Ratings (e.g. Catastrophic) for the next day at around 4pm each day.
- The CFS website also has a 3-day prediction of the upcoming fire danger which we use to stay abreast of the situation.
- When there is fire danger and during the declared Fire Danger season, the **Operations Manager and Nominated Officer** will check the BOM and CFS websites daily for Fire Danger Ratings.

4.2. Advisement of bushfire incident or emergency warning

Notification of a bushfire emergency can come from any number of sources, including Emergency Services, members of the public, a bus driver or a procurer/customer.

- When an Emergency Warning is issued for an area in which we operate, the **Operations Manager and Nominated Officer** will regularly check the CFS website for emergency situations and changes in warning status.
- If the Fire Danger Rating is Severe or above, the **Nominated Officer** will advise the **General and Operations Manager** verbally. The **General Manager** will email all staff regarding affected areas of operations.
- If **MY BUS COMPANY** is made aware that there is a bushfire in a location that may affect operations, the **Nominated Officer** will advise the **General Manager** verbally. The **General Manager** will email all staff advising of the situation.

4.3. Nominated Officer - bushfire incident

The Nominated Officer will:

- Regularly check the CFS website/listen to ABC radio/call the Bushfire Information Hotline for information.
- Call 000 for assistance if required.
- Contact (and remain in regular contact) with the CFS Regional Command Centre to determine fire location, road closures, safe areas, service cancellations, etc.
- Provide information regarding fire location, road closures, safe areas, service cancellations, etc, to the **Operations Manager**.
- Ensure that the **General Manager** and **Operations Manager** are notified of the current and expected impact on bus services, and any threat to company infrastructure.
- Supply regular status reports to operations and management. The frequency to be decided depending on the severity of the incident.
- Monitor activity in all regions where passenger services are operated.
- Attend the CFS Regional Command Centre if required and if safe to do so.

4.4. Nominated Officer - Emergency Warning

The Nominated Officer will:

- Regularly check the CFS website/listen to ABC radio/call the Bushfire Information Hotline for information
- Call 000 for assistance if required
- Contact the CFS Regional Command Centre if an Emergency Warning is issued in an area where we operate passenger or school services.
- Take guidance from the CFS/Emergency Services and advise the **Operations Manager** who will ensure any service scheduled to operate in the Emergency Warning Area is suspended or rerouted, pending clearance for safe normal operations.
- Ensure that the **General Manager** and **Operations Manager** are notified of the current and expected impact on bus services, and any threat to company infrastructure.

4.5. Operations Manager – bushfire incident or Emergency Warning

The Operations Manager will:

- Regularly check the CFS website/listen to ABC radio/call the Bushfire Information Hotline for information.
- Call 000 for assistance if required.
- Immediately put the Emergency Management Plan into place.
- Receive advice from the **Nominated Officer** regarding fire location, road closures, safe areas, service cancellations, etc.
- Based on information received from **Nominated Officer**, ensure any service scheduled to operate in a Emergency Warning Area/bushfire incident is suspended or rerouted, pending clearance for safe normal operations.
- Advise bus driver(s) regarding their next steps, including fire location, road closures, Bushfire Safer Places, Last Resort Refuges, service cancellations, etc.
- If a driver is caught in a fire:
 - try to maintain communication with them
 - seek details of their location and situation.
- Remind the driver of their responsibilities in this Emergency Management Plan (Section 8).

4.6. General Manager – bushfire incident or Emergency Warning

Text in yellow is still being queried with the Department for Education.

- Ensure that the Department for Education or affected private schools are notified of the current and expected impact on bus services, and any threat to company infrastructure.
- Ensure all other affected passengers are instructed to remain at their current (or safest) location until the all clear is given.
- Put communications plan into place and notify procurers/customers of the situation and action taken
- Keep an accurate log of all communication relating to the event

4.7. Admin Manager – bushfire incident or Emergency Warning

The Admin Manager will:

- Write the crisis communication plan and distribute to Operations and General Manager
- Take public and staff enquiries, and communicate with schools/customers as necessary
- Email communications with all staff
- Escalate external communications to General Manager
- Ensure driver trip folders complete before each run (checklists, Driver Responsibilities, maps of Bushfire Safer Areas and Last Resort Refuges, etc)

4.8. Department for Education (school bus services)

Text in yellow is still being queried with the Department for Education.

The Department for Education will:

- Receive notification of emergency status – this could be from a range of sources including the CFS website, Bushfire Information Hotline, Emergency Services, the operator, or members of the public.
- Convene the emergency management committee if required [is this the case in SA?].
- Liaise with appropriate bodies on the status of the emergency.
- Determine any changes to public transport services in consultation with the operator.
- Authorise cancellations if necessary.
- Implement media, external public and internal government messaging.
- Notify their customers via radio stations, websites, social media and HOW ELSE??
- Keep an accurate log of all communication in relation to the event.
- Liaise with Emergency Services and the bus operator about when to resume the service.

4.9. Bus driver responsibilities

It is the role of the Admin Manager to ensure printed hard copies of the Bus Driver Responsibilities are available in every trip folder carried by drivers, along with maps of Bushfire Safer Places, etc.

The following bus driver responsibility sheets are available to print out at the end of this document:

- [Pre-trip checklist and resources on board](#)
- [Rapid onset bushfire emergency](#)
- [If caught in a fire front](#)
- [On-board vehicle fire](#)

5. Alternative routes and Bushfire Safer Places

As soon as a driver is made aware of a bushfire along their route, they are to immediately contact Operations, and provide their location.

The Nominated Officer/Operations will provide location and path of the fire (based on their communication with CFS) and determine a course of action (e.g. drive to a specific Bushfire Safer Place away from the fire.)

- The CFS website provides maps of Bushfire Safer Places and Bushfire Last Resort Refuges in South Australia. [Visit CFS Safer Places](#).
- While on the road, drivers will obey the directions of CFS/Emergency Services at all times.
- Drivers will also communicate with **Operations Manager** via mobile phone or UHF who can advise on alternative routes as determined by CFS/Emergency Services.
- Drivers have offline maps downloaded to their mobile phones.
- Each bus carries a folder with printouts of Bushfire Safer Places and Last Resort Refuges

6. Sources of fire danger information

6.1. Media sources

Because sometimes technology can fail in an emergency, we monitor a range of information channels during bushfire season, including:

- <http://www.cfs.sa.gov.au> – subscribe to bushfire warnings
- www.cfs.sa.gov.au/site/warnings_and_incidents.jsp – map showing the Fire Ban Districts and current Fire Danger Ratings
- [facebook.com/countryfireservice](https://www.facebook.com/countryfireservice)
- twitter.com/CFSAAlerts
- 891 Adelaide ABC radio
- Bushfire Information Hotline: **1800 362 361**

6.2. Contacting the CFS

If the CFS needs to be contacted, call the Bushfire Information Hotline on 1800 362 361 in the first instance.

You would only need to contact CFS Regional Headquarters if (for example) an ongoing incident is impacting an area where buses are currently operating. Our organisation operates in the following CFS region/s:

- AAAAAAAA
- BBBB BBBB
- CCCCCCCC

6.3. Emergency Command Centre location

As determined by State Emergency Control relevant to emergency situation.

7. Bushfire risk assessment

Here is a range of examples for when you might need to do a risk assessment ...

fire risk assessment considerations:

- Terrain and topography
- Vegetation/fuel type, amount, location
- Typical weather conditions for location

Other risk considerations:

- Location of stops
- Vehicle reliability and features e.g. aircon, is it likely to break down in high heat?
- Driver experience and ability
- Mobile black spots and chance of losing all communications in fire incident
- Availability of key personnel
- Likely response time and availability of local emergency services (particularly for more remote areas)
- Passenger profiles (such as young children or the elderly)

Risk area: Terrain and fuel sources on roads	Impact	Likelihood
<p><i>Examples...</i></p> <p>High dry grasses and other fuel sources on XXX stretch of road, which also is very hilly and narrow with poor visibility.</p> <p><i>or</i></p> <p>A certain area has not been cleared for a long time creating a bushfire risk.</p> <p><i>or</i></p> <p>The state of a particular road is such that it would become blocked during a fire.</p>	<p><i>High</i></p> <p><i>Medium</i></p> <p><i>Low</i></p>	<p><i>Highly Unlikely</i></p> <p><i>Unlikely</i></p> <p><i>Likely</i></p> <p><i>Highly Likely</i></p>
<p>Mitigation strategy: Contact CFS re working with council/landowner to rectify the issue.</p>		
<p>Contingency plan: Pre-determine alternative route(s) for days of high fire danger.</p>		

Risk area: Driver experience	Impact	Likelihood
<p><i>Examples...</i></p> <p>All drivers have not yet been properly trained in bushfire safety measures.</p> <p><i>or</i></p> <p>Driver refreshers in bushfire safety have not been held for 12 months.</p> <p><i>or</i></p> <p>On a Wednesday all drivers are relatively inexperienced and may not handle a fire situation calmly.</p>	<p><i>High</i></p> <p><i>Medium</i></p> <p><i>Low</i></p>	<p><i>Highly Unlikely</i></p> <p><i>Unlikely</i></p> <p><i>Likely</i></p> <p><i>Highly Likely</i></p>
<p>Mitigation strategy: <i>Actions we will take to minimise/mitigate the potential risk to our business.</i></p>		
<p>Contingency plan: <i>Our contingency plan in the event that this risk happens.</i></p>		

Risk area: Passenger profiles	Impact	Likelihood
<p><i>Examples...</i></p> <p>Young school children, including from a local preschool who don't understand following instructions.</p> <p><i>or</i></p> <p>Elderly passengers with mobility issues would struggle to alight quickly or crouch down during a bushfire.</p>	<p><i>High</i></p> <p><i>Medium</i></p> <p><i>Low</i></p>	<p><i>Highly</i></p> <p><i>Unlikely</i></p> <p><i>Unlikely</i></p> <p><i>Likely</i></p> <p><i>Highly</i></p> <p><i>Likely</i></p>
<p>Mitigation strategy: <i>Actions we will take to minimise/mitigate the potential risk to our business.</i></p>		
<p>Contingency plan: <i>Our contingency plan in the event that this risk happens.</i></p>		

Risk area: Bus stops	Impact	Likelihood
<p><i>Example...</i></p> <p>A stop where 5 children normally alight is at a dead end and the bus risks being caught behind a fire front.</p>	<p><i>High</i></p> <p><i>Medium</i></p> <p><i>Low</i></p>	<p><i>Highly</i></p> <p><i>Unlikely</i></p> <p><i>Unlikely</i></p> <p><i>Likely</i></p> <p><i>Highly</i></p> <p><i>Likely</i></p>
<p>Mitigation strategy: <i>Actions we will take to minimise/mitigate the potential risk to our business.</i></p>		
<p>Contingency plan: <i>Our contingency plan in the event that this risk happens.</i></p>		

Risk area: Bus safety	Impact	Likelihood
<p><i>Example...</i></p> <p>The bus that usually services route 123 is older than 25 years, there is a high risk of breakdown and driver/passengers being stranded.</p>	<p><i>High</i></p> <p><i>Medium</i></p> <p><i>Low</i></p>	<p><i>Highly</i></p> <p><i>Unlikely</i></p> <p><i>Unlikely</i></p> <p><i>Likely</i></p> <p><i>Highly</i></p> <p><i>Likely</i></p>
<p>Mitigation strategy: <i>Actions we will take to minimise/mitigate the potential risk to our business.</i></p>		
<p>Contingency plan: <i>Our contingency plan in the event that this risk happens.</i></p>		

8. Crisis communication plan

Incident
<p><i>What has happened?</i></p> <p><i>What is the impact on your organisation and its operations?</i></p> <p>There is a grassfire between the Mount Gawler Forest Reserve and Kersbrook. CFS and Emergency Services are on site and school buses at Kersbrook Primary have been advised to remain in place until the all clear is received by the CFS/Emergency Services.</p>
Contingency arrangements
<p><i>What are the contingency arrangements?</i></p> <p><i>How long is the situation is expected to last?</i></p> <p><i>Don't forget to offer reassurance.</i></p> <p>The school will remain open to students and teachers. Parents are advised not to drive into the area to collect their children as extra traffic could hamper firefighting efforts. It is anticipated that the bus service should be given the all clear to resume at 4.30 pm today. Kersbrook Primary is in a Bushfire Safer Area and there is no threat to students.</p>
Actions undertaken
<p><i>List the actions you're taking</i></p> <p><i>List the actions procurers/stakeholders need to take (if any)</i></p> <p>Our are monitoring the situation closely and will remain in regular contact with the school, the CFS, and our drivers.</p>
More information
<p><i>Where can customers go for more information</i></p> <p>For more information, contact Kersbrook Primary School on 8389 3068, the Bushfire Information Hotline on 1800 362 361, or visit the CFS website at cfs.sa.gov.au.</p>
Who is communicating
<p><i>Provide name, role and contact details of person who is communicating</i></p> <p>Name, Administration Manager, phone number, etc</p>
Platforms used
<p><i>List the platforms being used to communicate your message, e.g. phone /sms/website/Facebook</i></p> <p>Phone, Facebook, website</p>
Record of useful contacts
<p><i>For example:</i></p> <p>Driver contact details</p>

Owner/Manager details for escalated queries

Bushfire information hotline

Emergency services

School/procurer/customer details relevant to this incident

SAMPLE

9. School emergency contact lists

This information in yellow has not yet been approved by the Department for Education. We recommend you confirm its accuracy with them, and Bus will also continue to try to get it confirmed.

The Department for Education is responsible for providing and maintaining an Emergency contact list for all public schools. This list will be updated at the commencement of each school year and a copy provided to your business. The Department for Education is also responsible for ensuring any subsequent changes to the list are communicated to you.

It is your responsibility to maintain an Emergency contact list for all private schools serviced by your business. This list must be updated at the commencement of each school year. The school is responsible for notifying you of any changes during the year to ensure currency.

The Emergency contact lists for both Public and Private schools are as follows:

School 1

School 2

School 3

Pre-trip checklist and resources on board - driver responsibilities

- Vehicle is fully fuelled
- Tyres checked and not flat
- Oil and water checked
- Lights and indicators checked
- Vehicle UHF/two-way is working
- Driver is wearing suitable clothing and footwear (non-synthetic shirt/trousers and solid, closed footwear)
- A fully charged mobile phone and charger
- AM/FM radio (charged and always on)
- Maps for the area downloaded offline onto mobile phone
- A current street directory
- A folder with maps of Bushfire Safer Places and Bushfire Last Resort Refuges for the route
- Drinking water for driver and passengers
- Fire blankets for driver and passengers
- Quick reference guide for emergencies

Rapid onset bushfire emergency – driver responsibilities

Remember passenger safety comes first!

- In case of bushfire, **call 000** and **notify Operations Manager**
- Emergency services / Operations Manager will advise you regarding:
 - your destination
 - the use of designated bus stops
 - a safe area
- If bus stops are declared unsafe:
 - do not allow minors to exit the bus unless parents/guardians are waiting for them at a designated stop/safe area
 - if no-one is waiting for a minor do not allow them to exit bus
 - encourage adult passengers to remain on the bus safe area is reached
 - take passengers to the nearest safe area as directed by Emergency Services/Operations Manager
 - safe areas must be agreed by local Emergency Services, bus operator (and procurer for school bus services)
- If the road is blocked, return to the depot if practical and safe to do so
- If not safe, travel to the nearest safe area as directed by Emergency Services/Operations Manager
- Confirm arrival at destination with the Operations Manager as soon as possible
- If Emergency Services are not at the scene and you are in doubt, call 000 for guidance
- As soon as possible after the event, record actions taken using Incident Report Form

There may be a situation where you can't contact Operations or Emergency Services, or if it's too late to make contact. In this case you will need to make a decision regarding a safe area, based on the driver training you have received.

(Operators, do your drivers get taught bushfire safety? Do you teach them decision-making processes for emergency situations?)

If caught in a fire front – driver responsibilities

Remember passenger safety comes first!

- Call 000 if you are in imminent danger.
- These can take between 1 and 10 minutes to pass over, depending on the wind.
- If caught in a fire, follow the advice of Emergency Services to reach a Bushfire Safer Place or Bushfire Last Resort Refuge.
- If you can't access Emergency Services, or it isn't possible to reach a Bushfire Safer Place or Bushfire Last Resort Refuge, you should:
 - encourage all passengers to remain on the bus as it is the safest option
 - pull over and try to park near/next to a solid brick or concrete building as it can provide a shield
 - park in a clear area (if parking near a building isn't possible) away from any fuel such as long grass and trees
 - try to pull off the road and face the front of the vehicle into the fire (don't block the road and create a crash hazard)
 - keep the engine running with headlights and hazard lights on
 - keep the air conditioning running (on recirculate) to keep cool inside and minimise smoke entering the bus
 - instruct passengers to cover as much exposed skin as possible with fire blankets or non-synthetic clothing/material, and to stay below the window line
 - instruct all passengers to keep up their water intake
 - enlist help from others on board if possible
 - check passenger safety and wellbeing once the fire front has passed
 - move to vacate to the nearest safe area (already burnt) and remain in bus if possible (Operators – is this correct procedure??)
 - once relatively safe, contact Emergency Services and the Operations Manager to advise of the situation
- As soon as possible after the event, record actions taken using Incident Report Form

On-board vehicle fire – driver responsibilities

Remember passenger safety comes first!

You should:

- Pull over immediately (ideally to the kerb/shoulder/emergency lane) making sure it is safe to do so, and doesn't present danger to other road users, trees and buildings
- Open all doors and **shut down engine** as soon as possible. If the vehicle is fitted with master isolator switch, turn it off
- Instruct passengers to disembark in an orderly and calm manner and move away to a safe location
- Access vehicle fire extinguisher and attempt to contain the fire (however if the fire is contained to the engine bay, **never** open the engine hatch to try to extinguish it)
- If the exit doors can't be accessed, instruct a responsible person to use the emergency window hammers to exit from the side of the vehicle
- Check the welfare of your passengers and assess any injuries
- Contact Emergency Services on 000 for advice and assistance (**Operators – in which order should this happen? Call 000 first? Or do the stuff above first?**)
- Contact the Operations Manager to notify of incident and seek guidance
- As soon as possible after the event, record actions taken using Incident Report Form