

Get There DRT Incident Notification Policy

Get There DRT (GT) is authorised under its arrangements with customers and its providers to develop and post policies and requirements which are binding on such customers and providers.

This is a policy on Incident Notification.

A prescribed **Notifiable Incident** is any incident related to the provision of commercial passenger vehicle services resulting in:

- the death or serious injury of any person; and/or
- attendance by police and/or attendance by a health professional.

All duty holders have reporting obligations for prescribed Notifiable Incidents under the Commercial Passenger Vehicle Industry Regulations 2018. This reporting obligation includes drivers, Transport Service Providers, and Booking Service Providers.

Self-employed GT drivers have an obligation under law to report any Notifiable Incident to Commercial Passenger Vehicles Victoria (CPVV) within 10 business days. You must advise GT by email at admin@gettheredrt.com.au as soon as practicable, preferably within 24 hours, if a Notifiable Incident may have occurred. To report a Notifiable Incident to CPVV,

1. Complete the CPVV Incident Notification form on the CPVV website at this link, <https://incidents.cpv.vic.gov.au/incidents/>
2. You will receive an email acknowledgement containing a notification reference number and a PDF copy of the details you have provided.
3. You should immediately forward this email to GT at admin@gettheredrt.com.au.

If you are incapacitated as a result of an incident, arrange for both CPVV and GT to be notified by email as soon as possible on your behalf.

GT Transport Service Providers have an obligation under law to report any Notifiable Incident to CPVV within 10 business days. TSPs must ensure that they and/or their drivers notify CPVV as below. TSPs must ensure that whatever is sent to CPVV by them or their drivers is forwarded to GT as below. TSPs must advise GT by email at admin@gettheredrt.com.au as soon as practicable, preferably within 24 hours, if a Notifiable Incident may have occurred. To report a Notifiable Incident to CPVV,

1. Complete the CPVV Incident Notification form on the CPVV website at this link, <https://incidents.cpv.vic.gov.au/incidents/>
2. You will receive an email acknowledgement containing a notification reference number and a PDF copy of the details you have provided.
3. You should immediately forward this email to GT at admin@gettheredrt.com.au.

As a Booking Service Provider, GT's person responsible for the management of risks to safety (or delegate) will notify CPVV of any incident by forwarding the copy of the incident notification email they have received from any GT driver or TSP to CPVV.

GT will ensure that:

- All incidents are recorded in a database and reviewed to identify any prescribed (notifiable) incidents; and
- Any prescribed incidents are flagged and notified to CPVV within 10 business days.