



MACEDON RANGES REGIONAL TAXI SERVICES

NOTIFIABLE INCIDENTS PROCEDURE:

- 1) Follow this link available on the CPVV website (open in Google Chrome browser recommended):
<https://cpv.vic.gov.au/vehicle-owners/commercial-passenger-vehicle-owner-responsibilities/notifiable-incidents>
- 2) Scroll down to the bottom of the page, click yes and then the blue button 'proceed to notify an incident'

How do you report a notifiable incident?

Notifiable incidents must be reported via the CPVV online form. The person submitting the incident will be requested to provide information on:

- their/organisation details
- whether you're reporting on behalf of a driver or vehicle owner
- incident type
- time and location of the incident
- date and time that they became aware of the incident
- details of any party involved (where known)
- details of any person in attendance (if known)
- a description of the incident
- any actions taken (or planned) to reassess the risk in the future.

Do you want to notify us of an incident and are you one of the following duty holders?

Duty holders are booking service providers, commercial passenger vehicle owners, commercial passenger vehicle drivers, suppliers of equipment to commercial passenger vehicles and those with control over the provision of commercial passenger vehicle services.

- Yes
- No

proceed to notify an incident

Reset

- 3) If you have not entered an incident before you will need to press 'I am a new user'. If you are not a new user, proceed to login, enter your email address and password, and continue to Step 5

COMMERCIAL PASSENGER VEHICLES VICTORIA

Notifiable Incident

Login I am a new user

If you have submitted a Notifiable Incident before, enter your email address and password and click **Start**. Otherwise, click **I am a new user** above.

Email Address

Password [Forgot Password?](#)

Start

- 4) Check your emails (including junk imbox) for the password provided. You will need to save this for when you enter notifiable incidents, the future.

Hello,

Your password is

Please enter the password into the [Notifiable Incident login](#) webpage to verify your email address.

You can also access the Notifiable Incident login webpage by clicking on the below link and follow the next steps.

Login

<https://incidents.cpv.vic.gov.au/incidents>

Thank you

Commercial Passenger Vehicles Victoria

5) Click that you acknowledge and understand the terms and conditions and click on the blue 'continue to online form' button.

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria

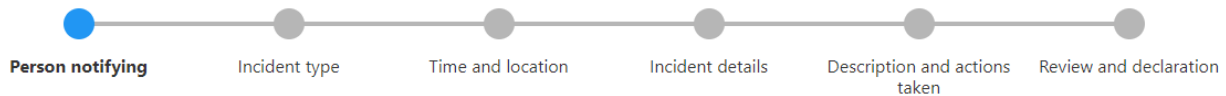
I acknowledge and understand that:

- I am required, in accordance with the *Commercial Passenger Vehicle Industry Act 2017 (Act)* and *Commercial Passenger Vehicle Industry Regulations 2018*, to notify CPVV of an incident resulting in the death or serious injury to a person or an incident resulting in attendance by a police officer or health professional, that occurs in relation to the use of a commercial passenger vehicle being used to provide commercial passenger vehicle services (for more information [click here](#));
- the information provided in this form will be used for CPVV's functions and activities under the Act and the *Transport Integration Act 2010 (Vic)*, including the assessment of compliance with safety duties; and
- the information provided in this form may be disclosed by CPVV to related transport bodies or associations and government agencies such as the Australian Criminal Intelligence Commission (ACIC), Victoria Police, other law enforcement agencies, VicRoads and CPVV's medical panel and any other government agency or other persons whose activities are related to CPVV's functions under the Act. The disclosure will be for the purpose of the statutory functions of either CPVV or these government agencies or other bodies or persons.

[Continue to online form >](#)

6) Fill out all information required in the form and press the blue 'next' button at the bottom of the page

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria



Enter your contact details below.

Title *

First name

Middle name/s

Last name *

Phone number

The completed form should look like the below. When entering the BSP, if it involves a Macedon Ranges Regional Taxi Services vehicle enter Macedon Ranges Regional Taxi Services.
In the driver accreditation number field, you must type 'DC' then enter the number without a spacebar.

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria



Enter your contact details below.

Title *

First name

Middle name/s

Last name *

Phone number

Identify your association with the incident.

Are you reporting this incident as a Booking Service Provider? *

- Yes
 No

Booking Service Provider name: *

Are you reporting this incident as, or on behalf of, a registered owner of a commercial passenger vehicle? *

- Yes
 No

- I am the owner.
 I am reporting on behalf of the owner.

How many vehicles involved in the incident are registered under you or your organisation's name? *

Enter relevant vehicle's details (if known):

VicRoads registration number	Vehicle owner
Registration number	Name of owner

Are you reporting this incident as, or on behalf of, a commercial passenger vehicle driver? *

- Yes
- No

- I am the driver.
- I am reporting on behalf of the driver.

Driver Accreditation number: *

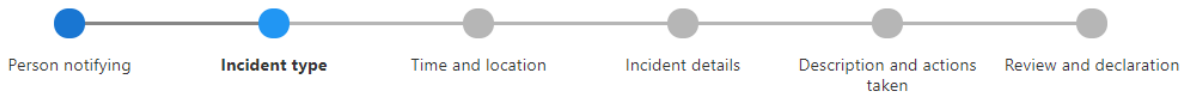
Are you reporting this incident as an equipment supplier to commercial passenger vehicles? *

- Yes
- No

[Next >](#)

7) Once you have pressed the blue 'next' button, you will progress to the 'incident type' page:

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria



Did the incident result in attendance by a police officer? *

- Yes
- No
- I don't know

Has the incident been reported to the Police? *

- Yes
- No
- I don't know

Did the incident result in attendance by a health professional? *

- Yes
- No
- I don't know

Did the incident result in the death of any person? *

- Yes
- No
- I don't know

Did the incident result in serious injury to any person? *

- Yes
- No
- I don't know

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If you select to any of the questions, drop boxes will appear which you must complete:

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria



Did the incident result in attendance by a police officer? *

- Yes
- No
- I don't know

How many police officers attended the incident? *

I don't know

Enter their names and/or their Police Stations (where possible):

Name	Station
<input type="text" value="Police officer"/>	<input type="text" value="Station name"/>

Has the incident been reported to the Police? *

- Yes
- No
- I don't know

Enter the police report number (if known):

Did the incident result in attendance by a health professional? *

- Yes
- No
- I don't know

What type of health professional attended the incident (if known)?

How many people are deceased? *

I don't know

Enter known details for individuals who are deceased (where possible):

Full name	Category
<input type="text" value="Enter full name"/>	<input type="text" value="Select a category"/>

Did the incident result in serious injury to any person? *

Yes
 No
 I don't know

How many people have been seriously injured? *

I don't know

Enter known details for individuals who have been seriously injured (where possible):

Full name	Category
<input type="text" value="Enter full name"/>	<input type="text" value="Select a category"/>
<input type="text" value="Description of injury"/>	

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8) Once you have pressed the blue 'next' button the you progress to the 'time and location page':

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria

Person notifying
 Incident type
 Time and location
 Incident details
 Description and actions taken
 Review and declaration

Date and time the incident occurred (time optional): *

What was the earliest you or your organisation became aware of the incident (time optional): *

Suburb in which the incident occurred (start typing and select suburb from the list).

Suburb *

Street (or other location information)

Were passengers and/or other members of the public involved in the incident? *

Yes
 No
 I don't know

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If you select 'yes' for Were members of the public involved...?, you will need to enter additional information from the drop-down bar as shown below and press the blue 'next' button once you have finished filling it out:

Were passengers and/or other members of the public involved in the incident? *

- Yes
- No
- I don't know

How many passengers and/or other members of the public? *

I don't know

How many passengers and/or other members of the public who were involved in the incident were accompanied by an assistance animal, or using a wheelchair or mobility aid? *

None I don't know

Enter names of passengers or other members of the public where possible and identify if they were accompanied by an assistance animal, or using a wheelchair or mobility aid (up to 20):

Full name	Wheelchair	Mobility aid	Assistance animal
<input type="text" value="Enter full name"/>	<input type="text" value="Select an option"/> ▼	<input type="text" value="Select an option"/> ▼	<input type="text" value="Select an option"/> ▼

- 9) Once you have pressed the blue 'next' button you can progress to the 'incident details' page and fill out the information. If the incident involves a vehicle from an alternative booking service provide then enter the booking service provider name.

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria



In addition to the following BSP: Macedon Ranges Regional Taxi Services

How many Booking Service Providers are accountable for reporting the incident? *

Enter number

None I don't know

Enter the names of relevant Booking Service Providers that were involved in the incident (if known) (up to 10):

Click to type BSP

How many commercial passenger vehicles were involved in the incident? *

Enter number

None I don't know

Enter relevant vehicle's details (if known) (up to 10):

VicRoads registration number	Vehicle owner
Registration number	Name of owner

In addition to the following driver: DC100000

How many commercial passenger vehicle drivers were involved in the incident? *

Enter number

None I don't know

How many providers of equipment to commercial passenger vehicles were involved in the incident? *

Enter number

None I don't know

How many people who have control over the provision of a commercial passenger vehicle service were involved in the incident? * ⓘ

Enter number

None I don't know

How many organisations that have control over the provision of a commercial passenger vehicle service were involved in the incident? * ⓘ

Enter number

None I don't know

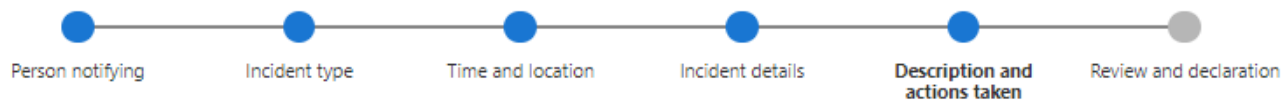
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Depending on the incident, if you enter a number to answer any of the question, drop boxes will appear requesting that you enter more information.

10) Once you have finished filling out all the information click the blue 'next' button and you will proceed to fill our 'description and action taken'

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria



Enter a detailed description of the incident (2000 character limit): * ⓘ

This is only a test notifiable incident so then we can provide staff with a procedure of how to fill it out.

After you have written a description of the incident, you will have to answer what action will be taken to prevent the incident from happening again. You must enter the below response:

Have any actions been taken or are actions intending to be taken to prevent the incident from happening again? *

- Yes
- No

Enter a description of the actions (2000 character limit): * ⓘ

The incident will be referred to the quality and Assurance Department for further review and investigations

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11) This is the last stage of the form. Once you have pressed the blue 'next' button you will progress to the final page, review, and declaration. This page allows you to look over your responses and edit if necessary. You will need to scroll to the bottom of the page click on the box declaring that all information you've provided is correct and then press the blue 'submit' button.

Submit a Notifiable Incident to Commercial Passenger Vehicles Victoria



Review & declaration

Person notifying

[Edit](#)

Full name	Mr John Smith
Phone number	0354600122
Driver Accreditation number	DC100000
I am the driver or reporting on behalf of the driver	I am reporting on behalf of the driver.
Booking Service Provider	Silver Top Taxi Service Pty Ltd
Commercial passenger vehicle owner	Yes
I am the owner or reporting on behalf of the owner	I am reporting on behalf of the owner.
Number of owned commercial passenger vehicles involved	1
Details entered for	0

Incident type

[Edit](#)

Police attendance	I don't know
Incident reported to police	I don't know
Health professional in attendance	I don't know
Death occurred	I don't know
Serious injuries occurred	I don't know

Time and location

[Edit](#)

Date and time the incident occurred	01/07/2021
Earliest you or your organisation became aware of the incident	01/07/2021
Street (or other location information)	Not provided
Suburb	gisborne
Passengers or other members of the public involved	Yes
Total number of	I don't know
Number of those who were accompanied by an assistance animal, or using a wheelchair or a mobility aid	I don't know
Details entered for	0

Incident details

[Edit](#)

Booking Service Providers	I don't know
Name entered for	0
Commercial passenger vehicles	I don't know
Details entered for	0
Commercial passenger vehicle drivers	I don't know
Details entered for	0
Suppliers of equipment to commercial passenger vehicles	I don't know
Name entered for	0
People with control over commercial passenger vehicle service	I don't know
Name entered for	0
Organisations with control over commercial passenger vehicle service	I don't know
Name entered for	0

Description and actions taken

[Edit](#)

Description of incident (first 30 words)	This is only a test notifiable incident so then we can provide staff with a procedure of how to fill it out.
Actions have been taken or are intended to be taken	Yes
Description (first 30 words)	The incident will be referred to the quality and Assurance Department for further review and investigations

I declare that the information provided in this form is true, correct and complete to the best of my knowledge and I understand that providing false or misleading information when completing this form is a serious offence under the *Commercial Passenger Vehicle Industry Act 2017*.

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