



A New Direction
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Date		On Coach Supervisor	
Charter Location		On Coach Supervisor ph no	
Booking Contact name		Group Name	
Booking Contact ph no		Group Number of Passengers	

Hazard / Risk	Identification	Likelihood	Control measures	Responsibility	Time
Enter / Exit Vehicle	Trips and Falls	Very Likely	Line up away from vehicle single file Board vehicle in an orderly manner	On board Supervisor	All
Seating Capacity	Insufficient seating	Unlikely	Confirm number of Passengers with operations department 24 hrs prior to travel	Booking Supervisor	Before Charter
Allergic reaction	Allergies	Likely	No food or drinks other than water permitted on vehicle No use of aerosols on vehicle	On Board Supervisor	On board Vehicle
Illness Injury	Nausea / Pain	Very Likely	Sick bags provided on coach to on board supervisor if required Passengers to sit close to front of vehicle (First Aid Station) and First Aid supervisor or Coach Captain / Hostess	On Board Supervisor	On board Vehicle
Passengers numbers	Missing Passengers	Likely	Passenger Manifest to be held by on board supervisor Passenger manifest consulted to determine correct number and names of passengers Passenger manifest checked at departure point and destination prior to depart for return journey	On Board Supervisor	Boarding All times

Passenger Safety	Disruptive passengers Damage Vehicle	Likely	All Passenger familiar with Terms and Conditions of Charter Passenger behaviour monitored or modified Vehicle driven to Police Station and passenger removed	On Board Supervisor	All Times
Vehicle disabled	Breakdown / Accident	Unlikely	Vehicle Maintenance System Replace Vehicle	Operations Manager	Event
Injuries	Vehicle Accident	Unlikely	Passengers to use seatbelts if provided Passengers to remain seated for entire journey All Coach Captains First Aid Qualified First Aid Kit carried in vehicle	On Board Supervisor/ Coach Captain / Hostess	All times
Hazardous Materials	Substance Spill / Explosion	Unlikely	All Hazardous Materials declared to vehicle operator All baggage Stored in under vehicle storage areas Dangerous Goods carried as per Dangerous Goods Act	Booking Supervisor	Before Charter
Driver Distraction	Near Miss Vehicle Accident	Likely	Supervisors to talk or communicate with driver only whilst vehicle is stationary Passenger behaviour actions and noise level monitored and corrected	On Board Supervisor	All times
Item Security	Falling Items	Likely	All baggage stowed under vehicle except passenger Identification, money, bottled water or medication	On Board Supervisor	All times
Alcohol, Food, Hot and Cold Beverages Chewing Gum, Ice Cream, Lollies	Injury to Passengers or damage to clothing and belongings	Very Likely	No food or beverages on vehicle except water and medication No baggage to be taken on vehicle Comfort stops every two hours for hydration and sustenance No inebriated persons to be carried upon vehicle	On Board Supervisor	All Times

Consequences	Very Likely	Likely	Unlikely	Very Unlikely
Kill or Cause Permanent Injury	1	1	2	3
Long Term Illness or serious Injury	1	2	3	4
Medical Attention	2	3	4	5
First Aid	2	3	5	6
Priority	Shows level of attention required 1= Top Priority / 6= Low Priority			