

Transport and Driver Safety Policy and Procedure

Koru Care Australia

This policy sets the requirements and procedures for safe work-related driving and client transport by Koru Care Australia. It applies a person-centred approach to transport while managing driver, passenger, vehicle, journey and environmental risks.

Document governance	Details
Document owner	Operations Manager / Director
Applies to	Directors, employees, contractors, volunteers, students, agency staff, support workers and any person driving or arranging transport on behalf of Koru Care Australia.
Service context	NDIS, aged care, brokered services, private services, community support, social support, transport, personal care, domestic assistance and related administration.
Version	1.0
Status	Approved
Effective date	21/07/2026
Review date	21/07/2027, or earlier if legislation, standards, vehicles, systems or service delivery arrangements change.
Policy code	KCA-POL-TDS-001

Worker quick guide	What this means in practice
Before you drive	Hold the correct current licence, be authorised to drive for work, plan the trip and check the vehicle is safe.
Be fit to drive	Do not drive if affected by fatigue, alcohol, drugs, illness, injury, medication or any condition that makes driving unsafe.
Protect passengers	Use seat belts and lawful child restraints, follow support plans and transport risk controls, and secure mobility aids and equipment.
Phone away	Do not hold, touch or operate a phone while driving. Set navigation before moving and pull over and park before changing settings.
Stop if unsafe	Do not continue because of roster pressure or appointment times. Stop, delay, reroute or cancel travel when conditions are unsafe.
Report immediately	Report crashes, injuries, vehicle defects, near misses, licence changes and safety concerns to management as soon as possible.

1. Purpose

The purpose of this policy and procedure is to ensure that work-related driving and client transport are planned and delivered safely, lawfully, respectfully and consistently. Koru Care recognises that a vehicle used for work is a workplace and that transport risks must be identified and controlled as far as reasonably practicable.

Koru Care will prioritise the safety, dignity, choice and independence of clients while ensuring workers are not placed under pressure to drive when a vehicle, route, weather condition, workload or personal condition makes travel unsafe.

2. Scope

This policy applies to:

- client transport in Koru Care owned, leased, hired or approved private vehicles;
- workers using private vehicles for authorised work-related travel, including travel between clients, appointments, service locations and other work destinations;
- workers driving a Koru Care owned, leased or hired vehicle for any work purpose;
- transport arranged through taxis, rideshare, public transport or another transport provider where Koru Care is supporting the client; and
- journey planning, passenger safety, vehicle safety, fatigue, distraction, extreme weather, breakdowns, crashes, incident reporting and related records.

Ordinary travel from home to the first workplace or client and from the last workplace or client to home is generally treated as commuting unless Koru Care specifically directs the travel as work or another policy, employment instrument or legal requirement applies. Workers must still obey road laws and should report any incident that affects their ability to perform scheduled work safely.

3. Definitions

Term	Meaning
Client	Any person receiving services or support from Koru Care, including an NDIS participant, aged care client, private client or person receiving brokered services.
Driver	A worker, contractor or volunteer who is authorised by Koru Care to drive for a work purpose.
Work-related driving	Driving undertaken as part of work duties, including client transport and travel between work locations or client appointments.
Private vehicle	A vehicle owned, leased or otherwise lawfully used by a worker rather than supplied by Koru Care.
Koru Care vehicle	A vehicle owned, leased, hired or otherwise supplied for Koru Care operations.
Hazard	Anything with the potential to cause injury, illness, harm, property damage or environmental damage.
Incident	A crash, injury, near miss, breakdown, vehicle damage, unsafe event, passenger safety event or other occurrence that has caused or could have caused harm.
Transport risk assessment	A documented assessment of client, worker, vehicle, route, behaviour, mobility, environmental or other risks associated with transport.

4. Policy principles

- No worker is expected to drive when it is unsafe to do so, and safety takes priority over appointment times, roster pressure or service deadlines.
- All drivers must be appropriately licensed, competent, authorised and fit to drive.
- Vehicles used for work must be registered, roadworthy, appropriately insured and suitable for the passenger, task and journey.
- Client transport must reflect the person's needs, choices, support plan, risk assessments, dignity, privacy and lawful consent arrangements.
- Seat belts, child restraints, mobility equipment and other safety systems must be used correctly and in accordance with law and manufacturer instructions.
- Driving while impaired by alcohol, illicit drugs, fatigue, illness or unsafe medication effects is prohibited.
- All road laws and licence conditions must be followed in the state or territory where the vehicle is being driven.
- Crashes, near misses, unsafe driving concerns and vehicle defects must be reported and reviewed so risks can be controlled.

5. Driver authorisation, licensing and competence

Licence requirements

- Drivers must hold a current Australian driver licence that is valid for the class of vehicle being driven.
- A copy or verified record of the driver licence must be provided to Koru Care before the worker is authorised to drive clients or a Koru Care vehicle and whenever requested for compliance checking.
- Drivers must immediately notify the Operations Manager or Director of any suspension, cancellation, disqualification, licence condition, medical restriction or other change that may affect their authority or ability to drive.
- Workers must not drive a vehicle type that they are not licensed, trained or competent to operate.

Learner and probationary drivers

Learner drivers are not authorised to transport clients or drive a vehicle for Koru Care duties. A probationary driver may only undertake work-related driving where management has expressly approved it, the vehicle insurer permits it and all licence restrictions are followed. Any restriction on mobile phone or device use must be strictly observed.

Driver competence

Koru Care may require a driver assessment, refresher training, supervised driving or other evidence of competence where there is a safety concern, repeated incident, long period without driving, unfamiliar vehicle, medical change or other reasonable basis.

6. Fitness to drive, alcohol, drugs and medication

- Drivers must have a 0.00 blood alcohol concentration while driving for Koru Care or transporting a client.
- Drivers must not drive while affected by illicit drugs, non-prescribed substances or any medication that impairs alertness, coordination, judgement or reaction time.
- Workers taking prescribed or over-the-counter medication must follow medical and pharmacy advice about driving and must tell management where a medication effect may make work-related driving unsafe. They are not required to disclose unnecessary medical details.

- Drivers must not drive when illness, injury, pain, emotional distress, sleep deprivation or another condition makes safe driving doubtful.
- A worker who becomes unfit to drive during a shift must stop driving as soon as it is safe, secure the client and vehicle, and contact management to arrange an alternative.

7. Vehicle safety, registration and insurance

Any vehicle used for work or client transport must be suitable for its intended use and kept in a safe condition. At a minimum:

- the vehicle must be currently registered and roadworthy;
- the vehicle must have working seat belts for every occupant and must not carry more people than there are approved seating positions;
- tyres, brakes, lights, indicators, mirrors, windows, wipers and other safety-critical items must be serviceable;
- the vehicle must be clean enough for safe passenger use, free from dangerous clutter and free from smoking or vaping;
- fuel or battery charge must be sufficient for the planned trip with a reasonable safety margin;
- required mobility equipment, child restraints and other loads must be safely secured; and
- known defects that could affect safety must be reported and the vehicle must not be used until the risk is controlled.

Koru Care may require evidence of registration, insurance, servicing, roadworthiness or vehicle condition at any time where the vehicle is used for work.

8. Private vehicles used for work

Workers who use a private vehicle for authorised work-related driving are responsible for ensuring that:

- the vehicle is registered, roadworthy and maintained in accordance with manufacturer requirements and applicable law;
- the vehicle is insured for at least third-party property damage and any compulsory insurance required by law, and the policy permits the way the vehicle is being used for work and client transport;
- Koru Care has been provided with any licence, registration, insurance or vehicle information requested for compliance purposes;
- the Koru Care Monthly Vehicle Safety Checklist is completed at the required frequency and any identified defect is acted on;
- the vehicle is smoke-free, vape-free, reasonably clean and suitable for the client and task;
- the worker understands that personal insurance arrangements, exclusions and excesses remain the worker's responsibility unless Koru Care has expressly agreed otherwise in writing or an applicable employment instrument requires a different arrangement.

Koru Care may refuse or suspend the use of a private vehicle for work where there are reasonable safety, insurance, suitability or compliance concerns.

9. Pre-departure procedure

Before commencing client transport or significant work-related travel, the driver must take reasonable steps to confirm the trip can be completed safely.

Journey and client check

- Confirm the destination, appointment time, expected duration, route and any planned stops.

- Review relevant client transport needs, support plan information, mobility requirements, behaviours of concern, health risks, communication needs and emergency contacts.
- Confirm that any required child restraint, wheelchair restraint, mobility aid or other equipment is available and suitable.
- Check weather, road closures, bushfire, flood or other travel warnings where conditions may affect the journey.
- Set navigation before moving and ensure the phone is sufficiently charged for emergencies.

Vehicle check

- Complete a visual check of tyres, lights, obvious damage, windows and mirrors.
- Confirm the vehicle has adequate fuel or battery charge.
- Remove or secure loose items that could become projectiles or obstruct safe entry and exit.
- Make sure passenger areas and seat belts are accessible and functioning.
- Carry essential emergency items appropriate to the journey, which may include a first aid kit, water, torch, high-visibility item and emergency contact information.

Where the driver identifies a safety issue that cannot be controlled, the trip must not commence. The worker must contact management so the service can be delayed, changed, reassigned or cancelled safely.

10. Client transport planning, choice and consent

- Transport arrangements must be discussed with the client or their authorised representative where required and should support the client's choice, independence and goals.
- Any known special transport needs or risks must be documented in the client record, support plan or risk assessment and made available to relevant workers.
- Workers must only access the client information needed to complete the transport safely and must protect addresses, appointment details and other personal information.
- Workers must not make significant transport changes, take unplanned passengers or use an unsuitable transport method without appropriate approval, except where an immediate safety response is required.
- Where a client prefers public transport, taxi, rideshare or another option, workers must consider whether that option is safe, appropriate and consistent with the service arrangement.

11. Safe passenger transport

- The driver must obey road rules, speed limits and traffic controls and must drive to the conditions.
- Every passenger must use the seat belt or restraint required by law unless a lawful exemption applies. A seat belt must not be shared.
- The vehicle must not move until the driver has taken reasonable steps to ensure passengers are safely seated and doors are closed.
- Clients should be seated where their safety needs can be managed without distracting the driver. Seating arrangements must consider any documented behaviour, medical, mobility or supervision risk.
- Workers must not smoke or vape in a vehicle used for client transport and must not permit unsafe conduct that interferes with the driver.
- Workers must not transport unauthorised passengers while delivering Koru Care services.
- Where a passenger becomes distressed, aggressive, medically unwell or creates an immediate driving risk, the driver must pull over safely as soon as practicable and follow the client's support plan and emergency procedures.

Any proposed use of child locks, door locking or other measures that could restrict a client from leaving a vehicle must be lawful, clinically and behaviourally appropriate, and consistent with any required restrictive practice authorisation. Workers must seek management guidance before using such measures as a planned control.

12. Children and young people

Children must be transported using the legally required child restraint, booster seat or seat belt for their age, size and circumstances. The restraint must be correctly fitted to the vehicle, properly adjusted and fastened, and used in accordance with manufacturer instructions.

- A worker must not transport a child if the required lawful restraint is unavailable, damaged, incompatible with the vehicle or cannot be used correctly.
- Where a child has a disability or medical condition requiring a specialised transport solution, Koru Care must follow the documented clinical or professional advice and any lawful exemption or modified restraint arrangement.
- Workers must not leave a child or vulnerable person unattended in a vehicle except where an immediate emergency makes it necessary to obtain help and there is no safer option.
- Pick-up and drop-off arrangements must follow the child's service agreement, support plan and authorised handover arrangements.

13. Mobility aids, wheelchairs and manual handling

- Workers must use safe manual handling techniques when assisting clients to enter or leave a vehicle or when loading mobility equipment.
- Workers must not manually lift a client where the task exceeds their training, capability or an approved handling plan.
- Wheelchairs, walkers, scooters and other equipment must be secured so they cannot move dangerously during travel.
- A client may travel while seated in a wheelchair only where the vehicle and wheelchair occupant restraint system are designed, fitted and approved for that purpose and the worker is trained to use the system.
- Where safe transfer to a standard vehicle seat is required by the transport plan, the transfer must be completed using the approved technique and equipment.

14. Mobile phones, navigation and driver distraction

Koru Care applies a strict distraction-minimisation approach. Workers must not hold, touch, type into, scroll, read messages, make manual selections on or otherwise operate a mobile phone while driving. This includes when the vehicle is stationary in traffic but not lawfully parked.

- Navigation must be programmed before the vehicle moves. If the destination or settings need to be changed, the driver must pull over to a safe place and park before touching the device.
- Any phone used for lawful navigation must be secured in an appropriate commercially designed mount or integrated system and must not obstruct the driver's view.
- Drivers must comply with all licence-specific device restrictions. Learner and probationary drivers must not use a mobile phone in a way prohibited by Victorian road rules, even where a fully licensed driver could lawfully use that function.
- Workers must not take calls, send messages, complete ShiftCare notes, check rosters, photograph documents or undertake any other work task while driving.

- If urgent communication is required, the driver must park safely before responding or ask a passenger to make the call where appropriate and privacy can be protected.

15. Fatigue and journey management

Fatigue can impair judgement, attention and reaction time. Drivers are responsible for identifying when they are too tired to drive, and Koru Care will not require a worker to continue driving where fatigue presents a safety risk.

- Workers must consider total driving time, shift length, workload, time of day, sleep, heat, medication and personal circumstances before and during travel.
- Drivers must take appropriate breaks and stop as soon as safely practicable if they notice signs of fatigue such as repeated yawning, drifting attention, missed signs, heavy eyes or difficulty maintaining speed or lane position.
- Workers must advise management of secondary employment, excessive hours or other work-related factors where these materially affect their fitness to drive safely.
- Rosters and appointments should be planned with reasonable travel time so workers are not pressured to speed or drive without adequate rest.
- Where a worker cannot safely complete a journey, management will consider alternatives such as delay, reassignment, accommodation, another driver or cancellation.

16. Extreme weather, rural and remote travel

Koru Care operates across rural and regional areas where weather, long distances, wildlife, poor visibility, road conditions and limited mobile coverage may increase driving risk. Before and during travel, workers must take a cautious approach.

- Check reliable weather, emergency and road information before travel when severe conditions are forecast or developing.
- Avoid or postpone non-essential travel where storms, heavy rain, flooding, bushfire, smoke, dust, hail, extreme heat, high winds or other hazards make the journey unsafe.
- Never drive through floodwater or enter a closed road.
- Reduce speed and increase following distance in poor visibility, wet conditions or on unsealed roads.
- Carry adequate drinking water and appropriate emergency items for longer or remote trips, and keep the vehicle fuelled or charged.
- Where mobile coverage is unreliable or the journey is remote, management may require a journey plan, check-in arrangement or alternative route.
- If conditions deteriorate during travel, pull over or seek a safe location, contact management when possible and do not resume until it is safe.

17. Parking, pick-up and drop-off safety

- Choose the safest practical pick-up and drop-off location, considering traffic, lighting, ground surface, weather, mobility and the client's ability to enter or leave the vehicle.
- Avoid stopping where the client would need to step into moving traffic or cross an unsafe roadway where a safer option is reasonably available.
- Use the handbrake and place the vehicle in park or the appropriate gear before assisting a client.
- Where a client needs physical assistance, secure the vehicle first and follow the person's manual handling plan.

- Workers must lock the vehicle when unattended and protect client belongings, documents, keys and confidential information from theft or unauthorised access.

18. Breakdowns and vehicle defects

If a vehicle breaks down or develops a defect during a journey:

- move the vehicle to the safest available location if it can be done without increasing risk;
- activate hazard lights and use other warning equipment where appropriate and safe;
- keep the client in the safest location available, taking account of weather, traffic, disability, medical needs and the environment;
- contact roadside assistance and Koru Care management as soon as possible;
- call Triple Zero (000) if there is immediate danger, a medical emergency or a serious safety threat;
- do not continue driving a vehicle that is unsafe or may cause further damage or danger; and
- record and report the breakdown or defect where it affected service delivery or presented a safety risk.

A worker should not leave a vulnerable client alone at the roadside or in an unsafe location unless an immediate emergency requires the worker to obtain help and there is no safer option.

19. Motor vehicle crashes and emergency procedure

Immediate response

- Stop the vehicle as soon as it is safe and lawful to do so and protect the scene from further danger where possible.
- Check yourself, passengers and others for injury. Call Triple Zero (000) for ambulance, police or fire services where required.
- Provide first aid within your training and capability and follow emergency service directions.
- Reassure and support clients and consider any disability, communication, medication, behaviour or safeguarding needs.
- Do not admit liability, argue about fault or make statements beyond factual information needed for safety, police or insurance purposes.

Information to collect when safe

- names, contact details and driver licence details of involved drivers;
- vehicle registration numbers, vehicle owner details and insurer details where available;
- names and contact details of witnesses;
- location, date and time of the crash;
- photos of vehicle positions, damage, road conditions, traffic signs and relevant hazards where it is safe and lawful to take them; and
- police event or report details where police attend.

Notification

The worker must contact Koru Care management as soon as the immediate emergency is under control. Management will assist with client safety, alternative transport, family or representative contact, insurer notification, incident reporting and any regulatory notification that may be required.

20. Incident reporting, investigation and insurance

- All work-related crashes, injuries, near misses, significant vehicle damage, passenger safety events and serious driving concerns must be reported to management as soon as possible.
- A Koru Care incident report must be completed in the approved system, such as ShiftCare or BrightSafe as directed, within 24 hours where practicable or as soon as possible if the worker is injured or otherwise unable to report.
- Workers must cooperate with any reasonable investigation, insurer process, police inquiry or regulatory reporting requirement.
- Management will review incidents to identify contributing factors and determine whether controls, training, vehicle arrangements, client plans or rostering practices need to change.
- Koru Care may temporarily suspend a worker from work-related driving while a serious safety concern is assessed.
- Private vehicle owners are responsible for notifying their insurer and complying with their policy. Koru Care will provide work-related information reasonably required for a legitimate claim or investigation.

21. Roles and responsibilities

Role	Responsibilities
Director / Operations Manager	Approve this policy; ensure driving risks are considered in service planning; determine driver authorisation; respond to serious incidents; support regulatory and insurer reporting; provide resources for safe systems of work.
Managers / Coordinators	Plan travel and rosters reasonably; communicate client transport risks; act on weather, vehicle and fatigue concerns; arrange alternatives where travel is unsafe; review incidents and follow up corrective actions.
Drivers / Support workers	Maintain a valid licence and fit-to-drive status; use a safe and insured vehicle; complete required checks; follow road laws and client plans; minimise distraction; report incidents, defects and licence changes.
All staff	Raise transport safety concerns early; do not pressure a worker to drive unsafely; protect client privacy; cooperate with incident reviews and continuous improvement.

22. Training, implementation, monitoring and review

- This policy will be included in induction and made available to workers who may drive for work or arrange client transport.
- Workers may be required to complete Koru Care or BrightSafe driving-at-work training, vehicle safety checks, manual handling training, first aid, incident reporting and client-specific transport training.
- Koru Care will maintain appropriate records of driver licences, vehicle documents, completed safety checklists, training and transport-related incidents where required.
- Management will monitor trends including crashes, near misses, vehicle defects, fatigue concerns, complaints and non-compliance and will take corrective action where needed.
- This policy will be reviewed at least annually, and earlier following a serious incident, legislative change, audit finding, major vehicle change or identified gap in transport safety controls.
- Workers and Health and Safety Representatives, where applicable, will be consulted on work-related driving risks and proposed changes that may affect health and safety.

23. Related Koru Care documents

- Work Health and Safety Policy
- Incident Management and Reportable Incident Procedure
- Risk Management Policy and Procedure
- Emergency and Disaster Management Policy
- Client Rights and Responsibilities Policy
- Privacy and Confidentiality Policy
- Child Safety and Wellbeing Policy
- Manual Handling Policy and client-specific handling plans
- Code of Conduct
- Monthly Vehicle Safety Checklist
- Driving at Work training and related BrightSafe procedures
- Client support plans, transport risk assessments and behaviour support plans where applicable

24. Legislative, regulatory and standards framework

This policy is intended to operate consistently with applicable Australian and Victorian requirements and with the road laws of any other state or territory in which a worker is driving. Relevant frameworks include:

- Occupational Health and Safety Act 2004 (Victoria) and applicable regulations and WorkSafe Victoria guidance on work-related driving and fatigue.
- Road Safety Act 1986 (Victoria), Road Safety Road Rules 2017 (Victoria), vehicle registration and roadworthiness requirements, and applicable Victorian child restraint requirements.
- NDIS Code of Conduct and NDIS Practice Standards, including the requirement to provide supports safely and competently and to act on concerns affecting quality and safety.
- Aged Care Act 2024, Aged Care Rules 2025 and the Aged Care Code of Conduct, including safe and competent service delivery with care and skill.
- Privacy Act 1988, Australian Privacy Principles and Health Records Act 2001 (Victoria) where transport information includes personal or health information.
- Applicable workers compensation, transport accident, insurance, criminal and road safety laws.

Where this policy sets a higher internal safety standard than the minimum road rule, workers must follow the Koru Care standard unless doing so would conflict with law or an emergency service direction.

25. Staff acknowledgement

I acknowledge that I have read and understood this Transport and Driver Safety Policy and Procedure. I understand that I must comply with this policy, report any condition or circumstance that may affect my ability to drive safely, and seek guidance from management if I am unsure about a transport or driver safety issue.

Name	Signature	Date

26. Review history

Version	Date	Summary of changes	Approved by
1.0	21/07/2026	Policy and procedure adapted to Koru Care Australia from the supplied transport and driver safety reference document and updated for Koru Care operations.	Director

27. Reference sources used for this update

Source	Relevance to this policy
Uniting AgeWell: Transport and Driver Safety Policy & Practice Standard	Primary reference for policy structure and practical controls covering driver licensing, private vehicles, mobile phone use, client transport, weather, crashes and emergency procedures.
WorkSafe Victoria: Work-related driving guidance	Treating vehicles used for work as workplaces, identifying and controlling work-related driving risks, trip planning, vehicle safety, consultation and incident response.
WorkSafe Victoria: Work-related fatigue guidance	Fatigue risk identification and controls for work-related driving and rostering.
VicRoads: Mobile phones, technology and driving guidance	Current Victorian rules and safe practices for mobile devices, navigation and learner or probationary driver restrictions.
VicRoads: Child restraint guidance	Requirements and safe use principles for child restraints, booster seats and children with additional needs.
NDIS Quality and Safeguards Commission: NDIS Code of Conduct	Safe and competent support delivery, respect for rights and acting promptly on quality and safety concerns.
Aged Care Quality and Safety Commission: Aged Care Code of Conduct	Safe and competent service delivery with care and skill, dignity, respect and acting on quality and safety concerns.