KORU CARE AUSTRALIA
DISABILITY & AGED CARE SUPPORT

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Wet Weather and Unsealed Road Travel Policy and Procedure

Koru Care Australia

This policy explains how Koru Care manages work-related travel on wet, unsealed or dirt roads. It gives workers a clear stop-and-escalate procedure and gives management a documented process for assessing routes after heavy rainfall, protecting workers, clients and vehicles without allowing service pressure to override safety.

Document governance	Details
Document owner	Operations Manager / Director
Applies to	Directors, managers, employees, contractors, volunteers, students, agency staff, support workers and any person driving or planning work-related travel for Koru Care Australia.
Service context	NDIS, aged care, brokered services, private services, community support, social support, transport, personal care, domestic assistance, yard maintenance and related administration.
Version	1.0
Status	Approved
Effective date	26/08/2026
Review date	12 months after approval, or earlier following a bogging, road incident, control failure, serious weather event or relevant regulatory change.
Policy code	KCA-POL-WUR-001

Worker quick guide	What this means in practice
Check before leaving	Check the assigned route status and current weather, emergency and road information. Carry a charged phone and follow any journey plan or check-in requirement.
Stop before the hazard	Stop on firm ground in a safe place before any floodwater, closure, washout, deep mud, unstable shoulder or section you reasonably believe may be unsafe.
Do not test the road	Do not drive forward to see whether the vehicle will make it. Never enter floodwater or a closed road, and do not walk onto water-covered or unstable ground to inspect it.
Call management	When safely parked, report your exact location, the hazard and whether you can turn around. Management will decide how the service will be rerouted, delayed, reassigned or rescheduled.
If bogged	Stop wheel-spinning, secure the vehicle, keep everyone safe and call management and roadside recovery. Call Triple Zero (000) first if anyone is in immediate danger.
Safety overrides the roster	A worker will not be directed to proceed or disadvantaged for a genuine and reasonable decision to stop, when road conditions appear unsafe.

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1. Purpose

The purpose of this policy and procedure is to prevent workers, clients and vehicles from being exposed to avoidable risks associated with heavy rainfall, flooding, saturated road surfaces, damaged roads, soft shoulders and unsealed or dirt-road travel. It establishes consistent rules for pre-travel planning, roadside decisions, management approval, communication, incident response and review.

Koru Care recognises that work-related driving is part of the workplace. Travel will be postponed, rerouted or cancelled where road risks cannot be eliminated or reduced so far as reasonably practicable. Client needs are important, but they do not justify entering floodwater, a closed road or a road section that a worker reasonably believes is unsafe.

2. Scope

This policy applies to:

- Travel to, from and between client locations where a worker is rostered or directed to provide Koru Care services;
- Client transport and other authorised work-related driving in Koru Care, hired or approved private vehicles;
- Public roads, unsealed roads, farm roads, access tracks, private driveways, causeways, bridges and approaches used to reach a client or work location;
- Workers, managers, coordinators and rostering staff who plan, approve, undertake or monitor travel; and
- Wet-weather warnings, route assessment, journey plans, check-ins, bogging, breakdown, recovery, hazard reporting and service continuity.

This policy supplements Koru Care's Transport and Driver Safety Policy and Procedure, Risk Management Policy and Procedure, Working Alone and Safety in Client Homes SOP, and incident reporting requirements. If requirements overlap, the safer control must be followed.

3. Definitions

Term	Meaning
Unsealed road	A gravel, dirt, clay, sand or otherwise unsealed road, lane, track, driveway or access way. Surface strength and traction may change quickly after rain.
Heavy rainfall / adverse weather	Rainfall or accumulated wet conditions that have caused, or could reasonably cause, pooling, flooding, saturated shoulders, soft surfaces, reduced visibility, washouts, potholes, mud, fallen trees or other travel hazards. No single rainfall amount is relied on because road response varies by location and surface.
Risky road section	Any section with floodwater, water over the road, a closure or barrier, washout, landslip, damaged bridge or culvert, deep mud or ruts, soft or crumbling edges, fallen trees, poor visibility, an unsafe turning area, or any condition the driver reasonably believes may prevent safe passage.
Route status	Koru Care's recorded GREEN, AMBER or RED assessment for a specific road segment and time. It is not a guarantee; the worker's on-site safety assessment always applies.
Journey plan	A recorded travel arrangement identifying the route, vehicle, worker, expected times, check-in points, communications, alternative route and missed check-in escalation.
Road authority	The organisation responsible for the road, such as the Department of Transport and Planning, a local council, Parks Victoria, DEECA or a private landholder.

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Term	Meaning
Suitable vehicle	A roadworthy and approved vehicle selected for the expected route and conditions, with the required tyres, clearance, drive system and emergency equipment, and operated by a competent driver. Vehicle type does not make floodwater, a closed road or a visibly unsafe surface acceptable.

4. Policy statements and non-negotiable safety rules

- No worker may enter or continue through floodwater, a road closure, a barrier, a washed-out section, an unstable shoulder, a damaged bridge or culvert, deep mud or ruts, a landslip, fallen trees or another section the worker reasonably believes is unsafe.
- A worker must not drive forward to test a doubtful surface, follow another vehicle through, rely on wheel tracks, or proceed because a client, colleague or member of the public says the road is passable.
- A worker must not walk into floodwater or onto an unstable road edge to measure depth, inspect the surface or take photographs.
- Roster pressure, appointment times, client requests, continuity concerns and vehicle capability do not override these rules.
- Management must not instruct a worker to 'give it a go', use a route that is officially closed, or use the worker as the first vehicle to test conditions after rain.
- A route previously rated GREEN or AMBER becomes RED for that journey as soon as the worker observes a RED condition or reasonably believes the route is unsafe.
- An AWD or 4WD vehicle can reduce some traction risks, but it does not permit travel through floodwater, closures, washouts or visibly unsafe ground.
- Any bogging, near miss, unexpected road deterioration or inability to reach a client safely must be reported so the route and controls can be reviewed.

5. Roles and responsibilities

Role	Responsibilities
Director / Operations Manager	Approve the policy; provide resources; ensure route and weather risks are controlled; decide significant travel restrictions; support emergency, insurer and regulatory responses; review repeated bogging and systemic issues.
Managers / Coordinators / Rostering staff	Monitor weather and road information; identify affected clients and routes; record route status; plan alternatives; communicate decisions; establish check-ins; respond immediately to worker concerns; protect service continuity without directing unsafe travel.
Drivers / Support workers	Complete pre-travel checks; follow the assigned route and controls; drive to conditions; stop before hazards; contact management; follow emergency directions; protect clients; report bogging, hazards, near misses and route changes.
HSR and workers consulted on safety	Raise road and travel hazards; contribute practical local knowledge; participate in consultation and reviews; support improvements to route registers, training and emergency procedures.
All staff	Do not pressure a worker to proceed. Pass on relevant road or weather information promptly and cooperate with incident, hazard and control reviews.

6. Weather and road-risk triggers

Management must commence or refresh the route assessment process when any of the following occurs:

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- The Bureau of Meteorology issues a severe weather, thunderstorm, flood or significant rainfall warning or forecast for a service area;
- VicEmergency, VICSES, VicTraffic, a local council or another road authority reports flooding, storm damage, a closure, access restriction or road hazard;
- Recent or continuing rain is reasonably likely to soften a known unsealed road, clay road, shoulder, driveway, causeway or farm access route;
- A client, worker, landholder or local contact reports water, mud, ruts, washouts, fallen trees, damage or difficult access;
- A vehicle has become bogged, lost traction, bottomed out or been unable to turn around on the route; or
- Management cannot confirm the condition of a route that has a known history of wet-weather access problems.

A route where a worker has recently become bogged must be treated as RED until management documents a fresh assessment and confirms that the unsafe condition has been removed or controlled.

7. Management procedure after heavy rainfall

7.1 Identify affected services and routes

- Review upcoming rosters for clients, staff and work locations reached by unsealed roads, private access tracks, low-level crossings, causeways or roads with previous wet-weather concerns.
- Use the route risk register, worker reports, client support plans and incident records to prioritise known high-risk locations.
- Identify time-critical supports, clients who live alone, medication or health needs, limited communications, vehicle requirements and any safe alternate access.
- Where multiple routes may be affected, assess them before workers depart rather than waiting for each worker to reach the hazard.

7.2 Check credible information

- Check current Bureau of Meteorology forecasts, warnings, rainfall and river information relevant to the route.
- Check VicEmergency and VicTraffic for warnings, incidents, road conditions and closures.
- Check the responsible local council or other road authority for local-road, bridge, causeway, park or forest-road information. A minor road not appearing on VicTraffic is not confirmation that it is safe.
- Contact the client, property contact or a reliable local contact for recent observations where appropriate, using specific questions about water, mud, ruts, washouts, fallen trees and access. This information supplements official information; it does not override a closure or a worker's safety concern.
- Record the source, date and time of each check. Do not ask a worker or client to enter a hazard or drive the road merely to confirm its condition.

7.3 Classify the route

Management must assign and record one of the following time-limited route statuses for the relevant road segment:

Rating	Indicators	Required action
RED - DO NOT TRAVEL	Any closure or barrier; floodwater or water across the road; washout, landslip, damaged bridge or culvert; deep mud or ruts; unstable edge; reported bogging or loss of traction; unsafe turning; or the condition of a known high-risk route cannot be reliably confirmed after rain.	Do not dispatch or continue. Reroute, delay, reassign or reschedule. Manage client welfare through safe alternatives. Keep RED until a documented reassessment confirms the hazard is removed or controlled.

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Rating	Indicators	Required action
AMBER - MANAGEMENT CONTROLS REQUIRED	Road is open and no RED condition is reported, but recent rain, wet/soft unsealed surface, minor mud or ruts, reduced visibility, unreliable coverage, limited turning space or local concern increases risk.	Travel only after documented management approval and controls. Confirm a suitable vehicle and competent driver, use daylight where practicable, set a journey plan and check-ins, identify a safe alternate/turnaround, and obtain the driver's agreement. The driver may still stop or decline if conditions appear unsafe.
GREEN - STANDARD CONTROLS	No relevant warning or closure; route has been reasonably confirmed open and stable; no known current wet-weather hazard; vehicle and driver are suitable.	Normal transport controls apply. The worker must continue to drive to conditions and stop if the route differs from the assessment or any hazard appears.

7.4 Decide, authorise and communicate controls

- Prefer elimination first: use a safe sealed route, change the service location, delay or reschedule until the road dries or is confirmed safe.
- Where AMBER travel remains necessary, select controls appropriate to the actual risk. These may include a suitable AWD vehicle, additional clearance, a trained and competent driver, daylight travel, a reliable turnaround point, a check-in plan, an alternative route, emergency equipment or a buddy arrangement.
- Confirm that the private or Koru Care vehicle is authorised, roadworthy, appropriately insured and suitable for the road. Do not assume an employee's private vehicle is appropriate merely because it is available.
- Tell the worker the route status, evidence used, approved route, identified hazards, required controls, alternate action and who to contact. Obtain confirmation that the worker understands the plan before departure.
- Tell the client or representative about any delay, change or cancellation and the safe alternative being arranged. Management should ordinarily handle this communication, so the worker is not pressured at the roadside.
- Record the decision, approver, date, time, next review time and people notified.

7.5 Reassess and stand down restrictions

- Review an AMBER or RED route at the recorded time and whenever new warnings, rainfall, worker observations or road-authority information is received.
- Do not downgrade the route because the appointment is urgent, another vehicle travelled through, or a client believes it should be passable.
- A RED closure or floodwater rating can only be removed after the responsible authority has reopened the road where applicable and management has reliable evidence that the relevant hazard is no longer present.
- Where an inspection is necessary, it must be arranged through the road authority or a suitably competent and equipped person using a safe method. A support worker must not be sent to test the route.
- Communicate the revised status to affected workers and update the route risk register.

8. Worker pre-travel procedure

Before travelling on or towards a wet-weather or unsealed route, the worker must:

- Read the route status and management instructions and clarify anything that is not understood;
- Check current weather and emergency information if conditions may have changed since management's assessment;
- Confirm the planned route, alternate route, destination, expected travel time and safe turnaround points;

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- Complete a reasonable vehicle check, including tyres, lights, wipers, windows, mirrors, fuel or battery charge and obvious damage;
- Carry a charged mobile phone and charger, and any required first aid kit, drinking water, torch, high-visibility item or emergency communication device;
- Confirm the check-in plan and missed check-in escalation where mobile coverage is limited or the route is AMBER;
- Advise management before departure if the assigned vehicle, weather, road information, timing, visibility or personal competence makes the journey doubtful; and
- Set navigation and make any calls or messages only while safely parked.

If required information or controls are missing, the worker must not commence the unsealed or high-risk section until management has reviewed the situation.

9. Procedure when a worker reaches a risky road section

If the road ahead looks risky, different from the plan or potentially unsafe, the worker must follow these steps:

1. Slow down and stop before the hazard in the safest available place on firm ground, clear of moving traffic, floodwater, soft shoulders, trees and low-lying areas.
2. Do not enter, test or cross the section. Never enter floodwater or pass a road-closed sign, barrier or emergency-service direction.
3. Assess only from a safe position. Do not walk into water, mud, a washout or an unstable edge. Take a photograph only if the vehicle is safely parked and it can be done without entering the hazard.
4. If a safe turnaround is immediately available, turn around carefully without driving onto a soft edge. Do not attempt an unsafe U-turn or reverse a long distance on a narrow or unstable road.
5. When safely parked, contact the nominated manager or operational contact. Give the road name, direction of travel, nearest intersection or GPS location, observed conditions, current weather, vehicle and occupants, the affected client/service, whether you can turn around and whether mobile coverage is reliable.
6. Follow management's safe instruction to return, use an approved alternate route, wait in a safe location, or end the journey. The worker must not be directed to proceed through the hazard.
7. If conditions worsen, move to a safer location only if this can be done without entering the hazard. Call Triple Zero (000) if there is immediate danger, injury, rising water, fire, traffic threat or no safe option.
8. Complete the required hazard, near-miss or incident report and provide factual route information when safe to do so.

10. Procedure if a vehicle becomes bogged or stranded

- Stop accelerating if the wheels spin, the vehicle sinks or attempts to move are worsening the situation. Repeated wheel-spinning can deepen the bog and increase vehicle damage.
- Secure the vehicle using park or the appropriate gear and the parking brake. Use hazard lights where appropriate and consider traffic, ground stability, water, temperature and client needs.
- Keep workers and clients in the safest available location. Do not stand in front of or behind a vehicle during recovery and do not crawl under a vehicle on soft or unstable ground.
- Call Triple Zero (000) first if anyone is injured or in immediate danger, including from rising water, fire, unstable ground or traffic. For non-life-threatening flood or storm emergency assistance in Victoria, contact VICSES on 132 500. Follow emergency-service directions.
- Contact Koru Care management and provide the exact location, vehicle details, occupants, client needs, immediate hazards, mobile coverage and whether the vehicle is blocking the road.

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- Contact approved roadside assistance or a competent professional recovery provider as directed. Workers must not perform or assist with towing, winching, snatch-strap recovery, jacking on unstable ground or another recovery task unless specifically trained, authorised and properly equipped.
- Stay with the vehicle if it is the safest shelter and management or emergency services can locate it. If the vehicle is in immediate danger, move to safer ground only where this can be done without entering floodwater or another hazard.
- Protect phone battery and maintain agreed check-ins. If coverage is unavailable, follow the journey plan and use the approved emergency communication device where provided.
- Management must arrange client continuity, recovery, alternative transport and any vehicle inspection. The vehicle must not return to work if damage or roadworthiness is in doubt.
- Record the event as a hazard, incident or near miss even if no one is injured and the vehicle is undamaged. Management must reassess the route before another worker is sent.

11. Client safety and service continuity

When travel is delayed or cancelled, management must assess the effect on the client and arrange the safest practical response. Options may include:

- A telephone welfare check or remote support where appropriate;
- Contacting the client, nominee, family, carer, support coordinator, care partner or another authorised person;
- Rescheduling the service or moving it to a safe location;
- Using a verified safe route, a suitably located worker or another competent provider;
- Prioritising time-critical medication, nutrition, personal care, health or safeguarding needs through the client's service-continuity or emergency arrangements; and
- Call Triple Zero (000) where there is an immediate threat to life or health that cannot be managed safely through ordinary service arrangements.

Management must document the service decision and relevant client communication. A worker must not be sent into unsafe road conditions to solve a continuity problem.

12. Vehicle suitability and emergency equipment

- Vehicle selection must reflect the task, surface, recent weather, ground clearance, tyres, traction, load, distance, communications and emergency response time.
- Where adverse conditions or unsealed road travel are a foreseeable part of the work, management should consider an approved AWD vehicle. A 4WD vehicle and low-range operation require a driver who is trained and competent for that vehicle and terrain.
- AWD or 4WD is an additional control only. It is not approval to enter floodwater, a closed road, a washout, deep mud, an unstable shoulder or any section the driver believes unsafe.
- Vehicles must remain registered, roadworthy, maintained and appropriately insured for the work. Tyres, brakes, steering, lights, wipers and the spare tyre or mobility arrangements must be serviceable.
- Emergency items must be proportionate to the trip. They may include a first aid kit, drinking water, torch, high-visibility item, phone charger or power bank, warm or weather-appropriate clothing, client essentials and an emergency communication device for areas without reliable coverage.
- Recovery equipment must not be issued or used unless Koru Care has a safe system, rated equipment, suitable anchor points, training, authorisation, inspection and supervision appropriate to the risk.

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13. Journey plans and check-in controls

Management must establish a documented journey plan for AMBER routes and for remote or isolated travel where help or communications may be difficult. The plan should include:

- Worker, vehicle, client or destination and management contact;
- Approved route, unsealed segment, safe turnaround point and alternate route;
- Departure time, expected arrival, expected departure from the client and final completion time;
- Check-in points, including before entering the unsealed segment, on arrival and after leaving where appropriate;
- Known mobile black spots and any satellite, duress or alternative communication device;
- The time a check-in becomes overdue and the staged management response; and
- Who will contact the worker, client, emergency contact, roadside recovery, police or emergency services if the worker cannot be reached.

Workers must not make calls or send check-in messages while driving. They must stop and park safely first. Management must act promptly on a missed check-in and must not assume the worker is merely delayed.

14. Reporting, investigation and route register

- Workers must report unsafe road conditions, closures, inability to access a client, bogging, loss of traction, vehicle damage, recovery, near misses and injuries as soon as it is safe.
- Work health and safety hazards and incidents must be entered in BrightSafe or the current approved OHS reporting system. Any client-service incident missed support or client impact must also be recorded in the appropriate ShiftCare or service record as directed.
- A serious injury, dangerous occurrence or other potentially notifiable event must be escalated immediately so Koru Care can obtain advice and meet any WorkSafe, police, emergency service, insurer, NDIS or aged care notification requirement.
- Management must review each bogging or significant road event for system factors, including route intelligence, rainfall triggers, planning, vehicle suitability, training, roster pressure, communication, mobile coverage, client access information and whether previous warnings were acted on.
- The route risk register should record the road and segment, landmarks or GPS, responsible road authority, surface, known wet-weather triggers, prior incidents, mobile coverage, safe turnaround, alternate route, vehicle or driver controls, current status, information source, assessment time and next review.
- Photographs and observations must be factual, safely obtained and stored only in the appropriate Koru Care system. Client and worker privacy must be protected.

15. Training, consultation and implementation

- Workers who drive for work must receive information and instruction on this policy, dynamic road-risk assessment, floodwater prohibition, roadside stopping, communication, bogging response, incident reporting and the limits of their vehicle and competence.
- Managers, coordinators and rostering staff must be trained to use the route rating, record evidence, apply the hierarchy of control, set journey plans and manage client continuity without pressuring workers.
- Any worker expected to operate an AWD or 4WD in adverse conditions must be competent for the vehicle and task. Specialised rough-terrain or recovery activities require specific training and authorisation.
- Koru Care will consult affected workers and the Health and Safety Representative, where applicable, when developing or changing route controls and after incidents that show the controls may be inadequate.

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- The policy will be included in induction and refreshed following a wet-weather incident, repeated concern, change in work area or identified knowledge gap.

16. Monitoring and review

- Management will monitor bogging, near misses, road hazards, service disruptions, recovery costs, vehicle damage, missed check-ins and recurring route restrictions.
- Controls must be reviewed when they do not work as intended; after an incident or near miss; when a worker or HSR raises a concern; after major weather; when client access changes; when a new route or vehicle is introduced; or when official guidance changes.
- Review must focus on preventing recurrence through route planning, information quality, scheduling, vehicle selection, communications, training and service-continuity arrangements, rather than treating the worker's roadside stop as a failure.
- This policy will be formally reviewed at least annually after approval.

17. Related Koru Care documents

- Transport and Driver Safety Policy and Procedure
- Risk Management Policy and Procedure
- Incident and Risk Reporting Policy and Procedure
- Emergency and Disaster Management Policy
- Fatigue Management Policy and Procedure
- Working Alone and Safety in Client Homes SOP
- Monthly Vehicle Safety Checklist
- Client support plans, transport risk assessments and service-continuity plans

18. Legislative, regulatory and guidance framework

This policy is intended to operate consistently with applicable Australian and Victorian requirements and guidance, including:

- Occupational Health and Safety Act 2004 (Victoria), including employer duties to provide and maintain safe working environments and systems so far as reasonably practicable, employee duties and consultation duties;
- Road Safety Act 1986 (Victoria), Road Safety Road Rules 2017 (Victoria), road closures, traffic controls and lawful emergency-service directions;
- WorkSafe Victoria guidance on work-related driving, adverse conditions, vehicle selection, trip planning, consultation and remote or isolated work;
- NDIS Code of Conduct and applicable NDIS Practice Standards, including safe and competent support delivery and acting promptly on safety concerns;
- Aged Care Act 2024, Aged Care Rules 2025 and Aged Care Code of Conduct, including safe and competent funded aged care services with care and skill; and
- applicable privacy, workers compensation, transport accident, insurance, emergency management and road-management requirements.

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

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19. Staff acknowledgement

I acknowledge that I have read and understood this Wet Weather and Unsealed Road Travel Policy and Procedure. I understand that I must stop before a risky road section, never enter floodwater or a closed road, contact management, follow journey-plan and reporting requirements, and not attempt an unauthorised vehicle recovery. I understand that safety takes priority over roster and appointment pressure.

Name	Signature	Date

20. Review history

Version	Date	Summary of changes	Approved by
Draft 1.0	25/08/2026	Initial Koru Care policy and procedure for wet weather, unsealed road travel, route assessment, worker roadside response, bogging and post-rain management controls.	Pending approval
Version 1.0	26/08/2026	Document approved by Director	Ake Lanumata

21. Reference sources used for this policy

Source	Relevance to this policy
Koru Care: Transport and Driver Safety Policy and Procedure	Internal policy structure and existing requirements for extreme weather, rural travel, vehicles, journey planning, breakdowns and incident reporting.
WorkSafe Victoria: Planning for safe work-related driving	Employer duties, consultation, suitable vehicle selection, trip planning, emergency arrangements, training and use of AWD for adverse or unsealed-road conditions.
WorkSafe Victoria: Managing risk factors on the road	Risk controls for rough and unsealed roads and adverse conditions, including alternative routes, rescheduling, training and suitable vehicles.
WorkSafe Victoria: Remote and isolated work	Communication plans, check-ins, emergency procedures and controls where workers travel alone or access to help is difficult.
Victoria State Emergency Service: Flood safety	Never enter or drive through floodwater; hazards hidden by water; safe stopping; emergency information; VICSES and Triple Zero contacts.
Transport Victoria: VicTraffic	Official real-time road conditions, traffic alerts, incidents, closures, roadworks and emergency disruptions.
VicTraffic: Road ownership	Identifying the responsible authority for arterial, local, park, forest and other roads, and reporting hazards.
VicEmergency: Incidents and warnings	Central Victorian warnings and incidents information, including flood and storm emergencies.
Bureau of Meteorology: Victoria rainfall and river conditions	Current Victorian weather warnings, rainfall, river data and flood information used for post-rain route assessment.
NDIS Quality and Safeguards Commission: NDIS Code of Conduct	Safe and competent supports, care and skill, and prompt action on concerns affecting quality and safety.

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Source	Relevance to this policy
Aged Care Quality and Safety Commission: Aged Care Code of Conduct	Safe and competent funded aged care services with care and skill, and reporting unsafe practices or near misses.

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Appendix A - Worker roadside quick action card

Use this card whenever the road ahead is wet, damaged, closed, water-covered, deeply rutted, muddy or otherwise doubtful.

Step	Required action
1. **STOP BEFORE THE HAZARD**	Park on firm ground in the safest available position. Do not enter the doubtful section.
2. **DO NOT TEST IT**	Never enter floodwater or a closed road. Do not follow another vehicle, rely on wheel tracks, or walk onto water-covered or unstable ground.
3. **TURN AROUND ONLY IF SAFE**	Use a firm, suitable turning area. Do not use a soft edge or attempt an unsafe U-turn or long reverse.
4. **CALL MANAGEMENT**	When parked, give the road name/GPS, direction, hazard, weather, vehicle/occupants, client/service, mobile coverage and whether you can turn back.
5. **FOLLOW THE SAFE DECISION**	Return, reroute, wait in a safe place or end the journey as directed. You must not be instructed to proceed through the hazard.
6. **IF BOGGED**	Stop wheel-spinning, secure the vehicle, protect occupants and call management and approved recovery. Do not tow, winch, jack or use recovery straps unless trained, authorised and equipped.
7. **EMERGENCY**	Call Triple Zero (000) first for immediate danger or injury. For non-life-threatening flood or storm emergency assistance in Victoria, call VICSES on 132 500.
8. **REPORT**	Complete the Koru Care hazard, near-miss or incident report when safe. A bogged route is RED until management reassesses it.

Information to give management

- Your name and call-back number;
- Road name, nearest intersection, property entrance, landmark or GPS pin;
- Direction of travel and where the hazard begins;
- What you can see: water, mud, ruts, washout, damaged culvert, soft edge, fallen tree, closure or another hazard;
- Vehicle, passengers or client needs;
- Whether you are safely parked and can turn around;
- Mobile coverage and phone battery; and
- The client/service affected and any immediate welfare concern.

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Appendix B - Management post-rain route assessment record

Complete this record for known wet-weather routes, after significant rain, after a warning or closure, and after any bogging, loss of traction or reported road damage. Attach or link supporting information in the approved Koru Care system.

Assessment item	Record / decision
Assessment date and time	
Completed by / role	
Weather event or trigger	BOM warning / heavy rain / flood / client report / worker report / bogging / other:
Client / service affected	
Road and specific segment	Road name, nearest intersection, access track, property entrance or GPS:
Responsible road authority	DTP / council / Parks Victoria / DEECA / private landholder / other:
Official information checked	BOM / VicEmergency / VicTraffic / council / road authority. Record source and check time:
Local information	Client, landholder, worker or local contact; name, observation and time:
Current hazards	Closure / floodwater / washout / mud / ruts / soft edge / bridge or culvert damage / fallen tree / low visibility / other:
Previous events	Bogging, loss of traction, near miss, damage or recurring wet-weather issue:
Mobile coverage	Reliable / intermittent / none. Alternative communication:
Safe turnaround point	
Alternative route	Route and confirmation status:

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Assessment item	Record / decision
Proposed vehicle / driver	Suitability, authorisation and competence:
Route rating	RED - do not travel / AMBER - controls required / GREEN - standard controls
Controls and decision	Reroute / delay / reassign / reschedule / welfare check / journey plan / vehicle / daylight / buddy / other:
Management approver	Name, role, date and time:
Worker notified	Name, date and time; understanding confirmed:
Client / representative notified	Name, date and time; service-continuity action:
Next review	Date, time and trigger for earlier review:
Final outcome	Route reopened / controls revised / service completed / incident report / register updated:

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Appendix C - Journey plan and missed check-in record

Use for AMBER routes and remote or isolated travel where communications or access to help may be difficult.

Assessment item	Record / decision
Worker and mobile number	
Vehicle	Registration, make/model, colour and ownership:
Client / destination	
Approved route	Include unsealed segment and direction of travel:
Route status	AMBER / GREEN; assessment reference and time:
Known hazards	
Safe turnaround point	
Alternative route	
Communications	Coverage, black spots, charger/power bank, emergency device:
Departure time	
Check-in 1	Before unsealed segment - due / received:
Check-in 2	Arrival - due / received:
Check-in 3	Departure from client - due / received:
Final check-in	Journey complete - due / received:

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Assessment item	Record / decision
Overdue threshold	Time after missed check-in when escalation starts:
Primary management contact	Name and number:
Back-up contact	Name and number:
Escalation steps	Call worker / client / emergency contact / recovery / police / 000 as applicable:
Outcome and follow-up	