

# 1medical

## Rural & Remote Safety Guide

### What is considered rural and remote?



The Modified Monash Model (MMM) is Australia's official system for classifying locations by remoteness and population size on a scale of Modified Monash (MM) category from 1 to 7, where MM 1 is a major city and MM 7 is very remote. Areas classified under MM 3 to MM 7 are considered rural and remote, meaning communities in these areas find it harder to seek medical help and access to doctors.

Working in rural and remote locations presents unique work health and safety risks such as:

- Professional isolation and distance from support
- Limited resources and equipment
- Extended emergency response times
- Reduced mobile phone coverage
- Greater distances between services

Your safety is our priority; these risks should be considered when working in rural and remote areas. We strongly encourage following the practical measures in this guide to mitigate risks and help you work safely and confidently in these locations.

### Before Travelling



#### Confirm Trip Details

- Arrival time, location, and accommodation address
- Contact your agent if anything is unclear
- Share your travel itinerary and location with a trusted person



#### Technology Check

- Fully charge phone and carry a portable charger/power bank (must be in carry-on baggage)
- Download offline maps
- Install a duress app or carry a duress alarm device
- Save emergency contacts offline
- Consider carrying a portable wi-fi hotspot



#### Route Planning

- Check weather forecast and review road conditions (check state road authority websites)
- Identify fuel stations along route
- Note areas with no mobile coverage

# 1medical

## Rural & Remote Safety Guide

### Driving Safety

Whether you are driving a hire car or your own vehicle, rural driving requires different awareness



#### Before Driving

- Check fuel level and refuel at half tank in rural areas (service stations are far apart)
- Plan your route using Google Maps and download offline maps; identify fuel stations along the route and note areas with no mobile coverage
- Familiarise yourself with your vehicle by checking for a spare tire and jack, test lights and indicators
- Consider bringing a first aid kit and spare phone charge or portable battery to keep in the vehicle



#### Managing Long Drives

**Fatigue kills** - arriving late is better than not arriving safely.

- Take regular breaks and stop every 2 hours minimum, pulling over safely to rest, stretch, and hydrate
- Signs of fatigue and to stop driving immediately include:
  - Yawning repeatedly
  - Heavy eyelids
  - Drifting in your lane
  - Missing road signs or turns
  - Zoning out



#### Driving Hazards

- Slow down in wildlife zones, follow warning signs, and scan ahead constantly
- Call **WIRES 1300 094 737** for injured wildlife
- Turn around immediately if you encounter flooded roads - either find another route or wait it out
- For non-life threatening assistance during storms and floods, contact **State Emergency Services (SES) 132 500**
- For emergencies and life-threatening assistance, always call **000**



#### Parking at accommodation or health service

- Park in well-lit areas near entrances when available
- Lock the car and take valuables with you
- Keep your keys with you (on bedside table at night)
- Note where you've parked for after-dark returns



# 1medical

## Rural & Remote Safety Guide

### Accommodation Safety - Take 5 minutes when you arrive to:



#### Secure Your Space

- Test that the door lock and deadbolt work properly
- Use the chain lock or door latch when inside
- If there's no working lock or there are signs of tampering, contact reception immediately
- Note if there are security cameras in hallways, parking areas, or entrances
- Check the peephole is clear (not blocked from outside)



#### Check Basic Safety

- Turn on all lights and report any non-functional lights to reception straight away
- Check that windows close and lock properly
- Check for wardrobe or drawers to store valuable items in and keep them out of sight
- Save reception's phone number in your mobile, especially if you are rostered to work late



#### Fire Safety - Know Your Exits

- Take a moment to locate the nearest fire exit and note where fire extinguishers are located
- Count the doors between your room and the exit (helpful if there's smoke)
- Locate your room's smoke alarm



#### Personal Safety Awareness

- Always lock your door when inside and use the peephole before opening your door for anyone
- Ensure windows are locked especially if located on ground floor
- Close curtains at night for privacy and keep phone charged near bed
- Set up daily check-ins with a friend or family member
- Keep your car keys and phone close (i.e. on bedside table) for easy access
- Be aware of your surroundings and vary your routine slightly if staying multiple nights (i.e. different times for walks, meals, etc.)
- Trust your instincts - if something doesn't feel right, contact your agent immediately and ask reception to check your room with you.



**If your accommodation has serious safety issues and you feel unsafe, contact your agent or the 1Medical direct line 02 7258 0100. We can:**

- Liaise with accommodation on your behalf
- Explore alternative options where available
- Ensure the health service is aware of any issues



# 1medical

## Rural & Remote Safety Guide

### Incident Response & Support



#### After-Hours/Sole Practitioner Considerations

- Text your agent or a trusted person to let them know you are on site
- Keep your phone fully charged and accessible at all times
- Check that exit routes are clear and unobstructed in case you need to leave quickly
- Park close to the entrance in a well-lit area, ensure your car is not blocked in, and have your car keys ready when leaving



#### Emergency Services

- Always dial 000 for urgent assistance and life-threatening emergencies
- National Police Assistance Line (non-urgent police assistance) - [13 14 44](tel:131444)
- State Emergency Services (floods and storms) - [13 25 00](tel:132500)
- Poisons Information Centre - [131 126](tel:131126)



#### If An Incident Occurs

- Report to site management, your supervisor, or the most senior staff member on duty, and follow the site's incident reporting procedures.
- **Always inform your agent within at least 24 hours of any incident**
- Write it down immediately while fresh in your mind and include important details like date, time, who was involved, what happened, and witnesses
- Take photos of any damage or injuries. Collect and record down any evidence of what took place.
- Don't minimise what you have experienced, and remember that reporting incidents helps protect everyone.



#### Employee Assistance Program

Free confidential counseling is available through 1Medical's Employee Assistance Program (EAP) using code [MEDMOVKF](#). For immediate support call [1300 687 327](tel:1300687327) or book using the below QR Code:

