

Committee Motion – Adoption of MI Care Operational Policy

Magnetic Island Community Care Association Inc.

Motion for Consideration by the Management Committee

Motion

That the Management Committee adopts the MI Care Operational Policy as presented, to provide a clear operational framework for membership eligibility, transport services, volunteer requirements, vehicle use, safety procedures, program delivery, and day-to-day administration of the Association.

Purpose of the Motion

To formally establish a single, consolidated Operational Policy that:

- aligns with the Objects of the Association
- clarifies membership criteria (including the 50+ operational definition)
- ensures compliance with Queensland community transport requirements
- provides consistent guidance for volunteers, staff, and members
- supports safe, lawful, and transparent service delivery
- strengthens governance and risk management

Resolution

If carried, the Management Committee resolves that:

1. The MI Care Operational Policy becomes the official operational framework of the Association.
2. The Policy takes effect immediately upon adoption.
3. The Policy may be amended from time to time by resolution of the Management Committee.
4. A public-facing summary will be prepared for members, and a volunteer-friendly version will be developed for induction and training.

5. All existing operational practices will be aligned with the adopted Policy.

PUBLIC-FACING SUMMARY FOR MEMBERS

MI Care Operational Policy – What It Means for You

MI Care has adopted a new Operational Policy to make our services clearer, safer, and easier for everyone to understand. This policy brings together all of our day-to-day practices into one simple framework that supports our members, volunteers, and community.

What stays the same

- MI Care remains a community-run, not-for-profit charity.
- Our focus continues to be supporting older island residents, carers, and people with disability.
- Our transport service stays member-only, volunteer-run, and cost-recovery.

What the policy clarifies

- Membership is open to people aged 50 and over, with special consideration for carers and people with disability.
- MI Care can safely operate its 15-seat bus and other vehicles for member transport and community activities.
- All transport is provided by volunteer drivers, keeping us compliant with Queensland community transport rules.
- Volunteers receive clear guidance, induction, and support.
- Programs, activities, and the MI Care Hub continue to be delivered in a safe, inclusive, and community-focused way.

Why this matters

This policy helps MI Care:

- stay legally compliant
- protect our volunteers
- keep our transport service running
- support members with clarity and consistency
- strengthen our long-term sustainability

MI Care remains committed to connection, dignity, and neighbourly care — and this policy helps us continue that work with confidence.

VOLUNTEER-FRIENDLY VERSION FOR INDUCTION & TRAINING

MI Care Operational Policy – What Volunteers Need to Know

Welcome to MI Care. This summary gives you the essentials you need to volunteer safely and confidently.

1. Who We Support

MI Care supports:

- people aged 50+
- carers
- people with disability
- island residents who benefit from social connection and community support

All services are member-only.

2. How Our Transport Service Works

- Transport is volunteer-driven, non-commercial, and cost-recovery only.
- We transport members only — never the general public.
- This keeps MI Care compliant with Queensland community transport rules.
- Bookings go through the Administrative Assistant.
- Safety comes first: seatbelts, mobility support, and safe loading are essential.

3. Using MI Care Vehicles

- MI Care may operate more than one vehicle (bus, car, van).
- Vehicles are for MI Care purposes only — not personal use.
- Volunteers must hold the correct licence for the vehicle they drive.
- Report any concerns, damage, or incidents immediately.

4. Volunteer Expectations

Volunteers agree to:

- act respectfully and safely
- follow MI Care procedures
- maintain confidentiality
- report incidents or concerns
- support members with dignity and patience

You'll receive:

- induction
- role-specific guidance
- safety information
- ongoing support

5. Programs & Activities

Volunteers may help with:

- social groups
- fitness and wellbeing classes
- community events
- Hub activities
- member support

All activities must align with MI Care's purpose and be delivered safely.

6. Safety & Reporting

- If something feels unsafe, stop and seek guidance.
- Report all incidents or near misses.
- Keep the Hub, vehicles, and equipment tidy and safe.

7. Who to Contact

For questions, concerns, or support, speak with:

- the Administrative Assistant
- any Management Committee member

You are never alone — MI Care is a team.