

# **PROGRAM & ACTIVITY DELIVERY POLICY**

**Magnetic Island Community Care Association Inc.**

**7 Apjohn Street, Horseshoe Bay, QLD 4819**

**Approved by the Management Committee: [insert date]**

## **1. Purpose**

**This policy outlines how MI Care plans, approves, delivers, and reviews programs and activities to ensure they are:**

- safe
- inclusive
- community-centred
- aligned with MI Care's charitable purpose
- delivered by volunteers with clear roles and boundaries

**This policy applies to all MI Care programs, activities, volunteers, and coordinators.**

## **2. Scope**

**This policy applies to:**

- all MI Care programs and activities
- all volunteers involved in planning or delivering activities
- the Administrative Assistant
- the Management Committee and Subcommittees

**MI Care does not provide personal care, home-based support, or clinical services.**

## **3. Activity Program Policy**

### **3.1 Principles**

**MI Care's programs and activities must:**

- promote social connection, wellbeing, and community participation
- be safe and accessible
- respect the dignity and independence of all members

- be delivered within volunteer capacity
- align with MI Care's charitable purpose

### **3.2 Roles & Responsibilities**

#### **Management Committee**

- approves new programs and major activities
- ensures activities align with MI Care's purpose and risk controls
- reviews activity reports and incidents

#### **Safety & Governance Subcommittee**

- reviews safety considerations for activities
- oversees risk assessments
- monitors incident trends and improvements

#### **Activity Coordinators / Convenors**

- plan and organise activities
- complete safety checks and risk assessments
- ensure volunteers understand their roles
- report incidents or concerns
- maintain attendance records

#### **Volunteers**

- support safe delivery of activities
- follow instructions from Activity Coordinators
- maintain respectful boundaries
- report hazards, incidents, or concerns immediately
- do not provide personal care, clinical support, or lifting

#### **Administrative Assistant**

- assists with bookings, communication, and logistics
- maintains program calendars and records

### **3.3 Activity Approvals**

Activities must be approved before being offered to members.

#### **Low-risk, routine activities**

(e.g., morning teas, craft sessions, Hub-based gatherings)

Approved by: Activity Coordinator + Subcommittee Convenor

### **Moderate-risk activities**

(e.g., off-site outings, walking groups, community events)

Approved by: Subcommittee Convenor + one Committee Member

### **High-risk or new activities**

(e.g., boat trips, large public events, activities requiring special equipment)

Approved by: Full Management Committee

## **3.4 Safety Checks**

**Before each activity, the Activity Coordinator must ensure:**

- venue is safe and accessible
- weather conditions are appropriate (if outdoors)
- equipment is in good condition
- emergency contacts and first aid resources are available
- volunteers understand their roles and boundaries
- transport arrangements (if any) follow MI Care's Transport Policy

**A brief Activity Safety Checklist must be completed and stored.**

## **3.5 Volunteer Responsibilities During Activities**

**Volunteers must:**

- act respectfully and inclusively
- maintain appropriate boundaries
- follow safety instructions
- monitor member wellbeing
- report hazards or concerns immediately
- avoid lifting, transferring, or providing personal care
- avoid giving medical advice or handling medication

**Volunteers may decline tasks that feel unsafe or outside their role.**

## **3.6 Incident Reporting**

**All incidents, near misses, or concerning behaviour must be:**

- reported immediately to the Activity Coordinator
- documented using the Incident Reporting Form
- reviewed by the Safety & Governance Subcommittee

**Serious incidents must be escalated to the Management Committee.**

### **3.7 Activity Review**

**Activities should be reviewed regularly to ensure:**

- safety
- member satisfaction
- volunteer capacity
- alignment with MI Care's purpose

Reviews may include feedback from members, volunteers, and coordinators.

## **4. Review of Policy**

This policy will be reviewed every two years, or earlier if:

- MI Care expands its programs
- new risks emerge
- the Committee identifies improvements

## **5. Related Documents**

- Operational Policy
- Volunteer Management Policy
- Volunteer Code of Conduct
- Incident Reporting Policy
- Safety & Governance Policy
- Transport & Fleet Management Policy
- Privacy & Confidentiality Policy