

SAFEGUARDING & RISK 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 MI Care's commitment to:

- protecting vulnerable people
- maintaining safe, respectful environments
- identifying and managing risks across all activities

It applies to all Committee members, volunteers, and the Administrative Assistant.

2. Safeguarding Vulnerable People Policy

2.1 Principles

MI Care is committed to:

- the safety, dignity, and wellbeing of all members
- respectful boundaries in all interactions
- zero tolerance for abuse, neglect, or exploitation
- clear, confidential reporting pathways

2.2 Who Is Considered Vulnerable?

Vulnerable people may include:

- older adults
- people with disability
- people experiencing isolation, illness, or disadvantage
- anyone who may be at risk due to physical, emotional, or social factors

2.3 Volunteer Conduct

Volunteers must:

- treat all members with respect and dignity
- maintain appropriate physical and emotional boundaries
- avoid personal relationships that could compromise safety or trust
- never engage in abusive, aggressive, or exploitative behaviour
- follow MI Care's Code of Conduct and this policy

Volunteers must not:

- provide personal care or clinical support
- lift or physically transfer members
- share personal information about members
- accept gifts or money from members
- engage in romantic or sexual relationships with members

2.4 Reporting Concerns

Anyone may report a concern about safety, wellbeing, or conduct.

Reports may be made to:

- the President
- the Safety & Governance Subcommittee
- any Committee member

Reports may be:

- verbal or written
- anonymous or named
- made by members, volunteers, or the public

All reports will be:

- taken seriously
- treated confidentially
- assessed promptly
- responded to respectfully

2.5 Responding to Concerns

The Committee will:

- assess the concern
- take appropriate action (support, boundaries, referral, removal)
- document the response
- protect the rights of all parties
- refer to external services if needed (e.g., police, elder abuse helpline)

2.6 Suspension or Removal

MI Care may suspend or remove a volunteer or member if:

- behaviour poses a risk to others
- boundaries are breached
- safety concerns are substantiated

This decision must be made by the Management Committee and documented.

3. Risk Management Policy

3.1 Principles

MI Care manages risk by:

- identifying potential risks
- implementing controls
- reviewing risks regularly
- promoting a culture of safety and responsibility

3.2 Risk Register

MI Care maintains a Risk Register that includes:

- **physical risks** (transport, equipment, venue safety)
- **reputational risks** (conflict, complaints, social media)
- **governance risks** (financial, legal, compliance)
- **volunteer risks** (conduct, burnout, boundaries)
- **member risks** (health, behaviour, vulnerability)

Each risk is assessed for:

- likelihood
- impact
- controls in place
- responsible person

The Risk Register is reviewed quarterly by the Safety & Governance Subcommittee.

3.3 Risk Controls

Controls may include:

- policies and procedures
- training and induction

- supervision and support
- incident reporting
- insurance coverage
- clear role boundaries
- safe equipment and venues

3.4 Incident Prevention

MI Care prevents incidents by:

- promoting respectful conduct
- maintaining safe transport and activity practices
- ensuring volunteers understand their roles
- encouraging early reporting of concerns
- reviewing incidents to improve safety

3.5 Incident Response

All incidents must be:

- reported promptly
- documented using the Incident Reporting Form
- reviewed by the Safety & Governance Subcommittee
- discussed at Committee meetings if serious
- used to improve future safety and governance

3.6 Review Cycles

This policy and the Risk Register will be reviewed:

- every 12 months
- after any serious incident
- when MI Care's activities or structure change

4. Related Documents

- MI Care Constitution
- Volunteer Code of Conduct
- Incident Reporting Policy
- Transport & Fleet Management Policy
- Privacy & Confidentiality Policy
- Conflict of Interest Policy
- Safety & Governance Policy