

VOLUNTEER DRIVER HANDBOOK

Magnetic Island Community Care Association Inc.

7 Apjohn Street, Horseshoe Bay, QLD 4819

Approved by the Management Committee: February 2026

1. Welcome

Thank you for offering your time, skill, and goodwill as a Volunteer Driver with MI Care.

Your contribution helps older residents stay connected, supported, and included in community life.

This handbook outlines:

- your responsibilities
- MI Care's expectations
- safety procedures
- legal requirements
- how to support members with dignity and care

It is designed to be clear, practical, and easy to follow.

2. About MI Care

MI Care (Magnetic Island Community Care Association Inc.) is a volunteer-run, community-led organisation supporting residents aged 50 and over through:

- social programs

- community connection
- wellbeing activities
- practical assistance
- member-only transport

Transport is one of MI Care's most valued services, helping members access appointments, activities, and essential services.

3. MI Care's Transport Model

MI Care provides member-only, non-commercial, volunteer-run, cost-recovery transport using its 15-seat bus and other vehicles as needed.

This means:

- Transport is only for MI Care members
- Drivers are volunteers, not paid staff
- MI Care does not operate like a taxi, shuttle, or tourism service
- Members may contribute small amounts to cover fuel and maintenance
- The service is not open to the general public

This model keeps MI Care compliant with Queensland Transport law.

4. Legal Framework (What Drivers Need to Know)

Under the Transport Operations (Passenger Transport) Act 1994 (Qld):

- MI Care's transport is classified as community transport
- It is not a public passenger service
- Volunteer drivers do not require Driver Authorisation
- MI Care does not require Operator Accreditation
- The 15-seat bus is permitted for volunteer, non-commercial use

Your ordinary Queensland driver licence (appropriate for the vehicle class) is sufficient.

5. Volunteer Driver Responsibilities

As a Volunteer Driver, you agree to:

Safety

- Drive safely, responsibly, and within road rules
- Ensure all passengers wear seatbelts
- Check the vehicle before each trip
- Report hazards, faults, or incidents immediately

Respect and Care

- Treat members with dignity and patience
- Offer assistance where appropriate
- Maintain confidentiality
- Communicate clearly and calmly

Professional Conduct

- Arrive on time
- Keep the vehicle clean and tidy
- Follow MI Care's procedures
- Decline any request that feels unsafe or outside policy

6. Vehicle Requirements

MI Care will ensure that all vehicles used for transport are:

- registered
- insured
- roadworthy
- regularly serviced
- fitted with appropriate safety equipment

Drivers must:

- complete a quick pre-trip check
- report any concerns immediately
- not drive a vehicle that feels unsafe

7. Pre-Trip Checklist

Before each trip, confirm:

- tyres appear properly inflated
- mirrors are adjusted
- fuel level is adequate
- seatbelts are functional
- doors open and close properly
- mobility aids (if any) can be safely secured
- the vehicle is clean and free of hazards

If anything is unsafe, do not drive. Contact the Administrative Assistant or Transport Coordinator.

8. Passenger Safety and Support

Seatbelts

All passengers must wear seatbelts at all times.

If a member refuses, the trip cannot proceed.

Mobility Aids

- Secure walkers, frames, or small aids safely
- Never transport loose items that may move during travel

Assistance

You may assist members with:

- stepping into or out of the vehicle
- carrying light bags
- ensuring they are safely seated

You must not lift passengers or perform physical transfers.

9. Driving Standards

Volunteer drivers must:

- obey all Queensland road rules
- drive at safe speeds for conditions
- avoid harsh braking or acceleration
- maintain a calm, respectful environment
- avoid phone use while driving
- never drive under the influence of alcohol or drugs
- never drive when fatigued

If you feel unwell or tired, notify MI Care and do not drive.

10. Bookings and Scheduling

All transport bookings are managed through MI Care's Administrative Assistant or designated coordinator.

Drivers must:

- accept or decline trips based on availability
- not make private arrangements with members
- notify MI Care if running late
- record trip details as required

Priority order for transport:

1. MI Care programs and activities
2. Medical appointments
3. Essential errands
4. Social outings

11. Member Conduct

Members are expected to:

- treat drivers with respect
- be ready at the agreed time
- notify MI Care of cancellations
- follow safety instructions
- behave appropriately

If a member behaves in a way that is unsafe or disrespectful, report it to MI Care.

12. Incident and Hazard Reporting

Drivers must report:

- vehicle faults
- near misses
- accidents
- injuries
- unsafe behaviour
- concerns about a member's wellbeing

Reports should be made to the Administrative Assistant or Committee delegate as soon as possible.

13. Emergencies

In an emergency:

1. Pull over safely
2. Call 000 if required
3. Keep passengers calm
4. Contact MI Care once safe
5. Complete an incident report

Do not move injured passengers unless necessary for safety.

14. Privacy and Confidentiality

Drivers must protect member privacy at all times.

This includes:

- not discussing personal information
- not sharing details of appointments
- not disclosing member addresses or health information

All information learned during transport is confidential.

15. Reimbursement

Volunteer drivers may be reimbursed for:

- fuel
- tolls (if applicable)
- other approved expenses

Receipts must be provided.

Reimbursement is not payment — it simply covers costs.

16. Boundaries and Declining Requests

Drivers must decline requests that:

- fall outside MI Care's transport purpose
- involve non-members
- require long-distance travel off the island
- feel unsafe
- breach road rules
- involve lifting or physical transfers

If unsure, contact MI Care for guidance.

17. Ending or Pausing Volunteer Driving

Drivers may pause or end their volunteer role at any time.

Please provide notice where possible so MI Care can adjust scheduling.

MI Care may also pause or end a driver's involvement if:

- safety concerns arise
- conduct breaches policy
- licence conditions change

18. Acknowledgement

All Volunteer Drivers must sign an acknowledgement confirming they have:

- read this handbook
- understood their responsibilities
- agreed to follow MI Care's policies and procedures

Name: _____

Signature: _____

Date: _____