



RISK MANAGEMENT PROCEDURE

Magnetic Island Community Care Association Inc.

Approved by Management Committee: February 28, 2026

Next Review: February 27, 2027

1. Purpose

This procedure provides a clear, practical method for identifying, assessing, controlling, and monitoring risks across MI Care's operations.

It supports the Risk Management Policy and ensures consistent practice across all volunteer-led activities.

2. Scope

This procedure applies to:

- All MI Care activities, programs, events, and transport services
- All volunteers, staff, contractors, and committee members
- All MI Care venues, vehicles, equipment, and community spaces

3. Organisational Context

MI Care operates with:

- **One full-time employee:** Administrative Assistant (Eliska Kylianova)
- **All other roles:** Unpaid volunteers

This requires:

- Simple, accessible procedures
- Clear delegation

- Strong communication
- Practical tools for volunteers

4. Responsibilities

Management Committee (volunteers)

- Oversees implementation of this procedure
- Reviews the Risk Register quarterly
- Approves high-risk activities
- Ensures corrective actions are completed

President (volunteer)

- Provides leadership and ensures compliance
- Makes decisions on high-risk or urgent matters

Administrative Assistant – Eliska Kylianova

- Maintains the Risk Register
- Files all risk documentation
- Ensures templates are available
- Supports communication of controls

Activity Facilitators / Program Leads (volunteers)

- Conduct risk assessments
- Implement and monitor controls
- Provide safety briefings
- Report hazards and incidents

General Volunteers

- Follow all risk controls
- Report hazards and incidents immediately

5. The Five-Step Risk Management Process

Step 1 — Identify the Risk

Risks may be identified through:

- Activity planning
- Observing a hazard
- A volunteer or member raising a concern

- An incident or near miss
- Equipment or vehicle issues

Use the Hazard Report Form for risks identified outside planning.

Step 2 — Assess the Risk

Assets:

- **Likelihood:** Rare → Almost Certain
- **Consequence:** Minor → Severe

Determine the Risk Rating: Low / Medium / High / Extreme.

High or Extreme risks must be escalated immediately to the President.

Step 3 — Control the Risk

Apply the hierarchy of controls:

1. Eliminate
2. Substitute
3. Isolate
4. Engineer
5. Administrative controls
6. PPE (last resort)

Record all controls on the Risk Assessment Form.

Step 4 — Implement and Communicate Controls

- Brief volunteers before activities
- Ensure controls are visible and practical
- Adjust controls if conditions change
- Document any changes

Examples:

- Hydration reminders during heat
- Two-contact system for transport
- Venue safety checks
- Social media moderation steps

Step 5 — Monitor and Review

- Monitor controls during the activity

- Adjust as needed
- After the activity, evaluate effectiveness
- Update the Risk Register if ongoing

Quarterly:

The Management Committee reviews the full Risk Register.

6. When a Formal Risk Assessment is Required

A Risk Assessment Form must be completed for:

- New activities or programs
- Transport services
- Activities involving vulnerable people
- Outdoor activities
- Use of vehicles or equipment
- Events with more than 10 participants
- Any activity rated Medium or above

7. Escalation Process

Escalate immediately to the President if:

- A risk is High or Extreme
- Controls cannot reduce the risk
- A volunteer refuses to follow safety instructions
- Safeguarding concerns arise
- A dispute occurs about risk controls

The President may:

- Pause or cancel the activity
- Seek Committee approval
- Request an Incident Investigation

8. Documentation Requirements

Documents used:

- Risk Assessment Form
- Hazard Report Form
- Incident Report Form
- Risk Register

Stored in:

MI Care Governance Drive → Risk Management

9. Communication

- All volunteers receive a briefing on this procedure
- Activity Facilitators provide pre-activity safety briefings
- Members are informed of relevant safety measures

10. Review

This procedure is reviewed:

- Annually
- After any major incident
- When legislation or operations change