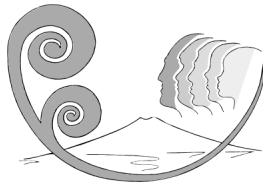


SIMPLE POLICY AND PROCEDURES MANUAL



Another Community Resource for the Not for Profit Sector



ACKNOWLEDGEMENT

The North Shore Community and Social Services Inc. was formed in 1975 and incorporated in 1979. Our organisation, which is a co-ordinating council for community groups, enhances or promotes the community development process on the North Shore and empowers community groups to serve their communities.

COMMUNITY RESOURCES

North Shore Community and Social Services Inc. continue to publish resources that have helped many Not-for-Profit organisations in their day-to-day management.

Our community resources provide affordable, practical, hands on advice, written by experts drawing from their experience working in the community sector. Resources can be purchased individually, on CD, or in sets covering the following topics:

Funding Topics
Employment Topics
Committee Topics
Governance Topics
Strategic Planning
Organisational Issues
Volunteer Management

Training Video / DVD – ‘Can You Manage’. A five part video / DVD covering community development, roles and responsibilities, volunteers, meetings and being a good employer. Running time 27 minutes.

Should you wish to order any of our publications, an order form is on the next page. Orders can be placed by post, phone, fax or email.

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WHAT ARE POLICIES?

- A governing tool
- A framework

They provide guidelines and a framework for all sectors of the organisation whether it be volunteers or board members.

Policies should be formed after consultation at all levels, discussion, debate and sharing of experiences.

They should be a fundamental tool of the organisation and be held in a “policy manual” which is available to all sectors of the organisation.

Policies should not be implemented to react to a current challenge. They should be implemented proactively so that when a challenge arises, they can be referred to for guidance.

The Governing Body, whether it is the management committee, executive or board, should formulate policy. This body is responsible for the standards of the organisation and is responsible for policy formation whereas the CEO, Manager, Executive Officer is responsible for the implementation of policies.

Policies do not have to be lengthy wordy documents; sometimes a one-paragraph statement is sufficient.

WHY HAVE POLICIES?

A voluntary organisation consists of two teams: policy is lead by the Chairperson and, the management team is headed by the senior staff member. Effective co-operation and well-defined working relationships between these two teams are essential.

Decisions need to be made. Procrastination and lack of decision-making is one of the worst scourges of community organisations. By agreeing on policies it removes much of that procrastination and dithering and provides the necessary framework within which decisions can be made.

“Healthy organisations have healthy open processes and policies, which reflect the culture of the organisation, expectations and processes, eliminate confusion, assist progress and provide accountability.”

WHAT INFORMATION IS NEEDED FOR POLICY FORMATION?

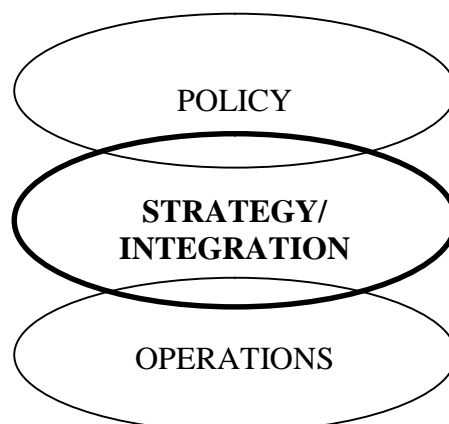
Policies fill the divide between the internal and external sectors of an organisation. Policies should be broad and relate to all parts of your organisation. Before a project is started, all relevant policies should be taken into account to ensure you are working within the guidelines set by the organisation.



downward flow of directions

upward flow of information

Information flows in a learning organisation



HOW DO WE START THE PROCESS OF POLICY FORMATION?

Starting is always the hardest part! Many groups find it easiest for the Governing Body to **draft** a policy and then circulate it throughout the organisation (including volunteers) for comment.

Meetings with staff and volunteers are then held to listen to different comments and suggestions, after which the Governing Body finalises policies. This process may take many months - the more contentious the issue the harder it will be to form policy.

Policies should not be treated lightly and once adopted should not be disregarded. Therefore it is worth investing time, energy and commitment to the process in order to have a successful outcome. The most successful outcome will be achieved if there has been true consultation and group decision making.

Remember policies should be treated as a “mandate for the organisation” and often outlive management committees and employees so need to be clear, accessible and relevant.

Link with other Organisational Documents

It is important that policies are a living document and each new and existing board member, staff and volunteer is aware of policies. If policies are new, the final copy should be circulated widely and included with each new contract signed. A copy should also be included in your policy manual which should be in a very accessible place for all to refer to.

WHICH POLICIES SHOULD BE IN A POLICY MANUAL?

Obviously every organisation is different and will require different policies and procedures. Here is how we have grouped the policies to try to achieve coverage in all areas.

BOARD/COMMITTEE POLICIES

- The Board's Terms of Reference
- Simple Meeting Policy
- Policy for Umbrella Groups
- Conflict of Interest Policy

FINANCIAL POLICY

- Financial Management Policy

PERSONNEL POLICIES AND PROCEDURES

- Sexual or Racial Harassment Policy and Procedure
- Complaints Policy and Procedure
- Time in Lieu Policy
- Volunteer Agreement
- Police Vetting Policy

ORGANISATIONAL POLICIES

- Occupational Health and Safety Policy
- Personal Safety Policy
- Policy on the Use of Internet and Email
- Vehicle Policy
- Privacy Policy
- Emergency and Evacuation Procedures

BOARD/ COMMITTEE POLICIES

BOARD/COMMITTEE TERMS OF REFERENCE

EXAMPLE

Board Authority

The board is the legal authority for the organisation. Board members represent the interests of the organisation's members and volunteers and are entrusted to ensure the organisation is soundly managed.

Board Governance

The role of the board is that of governance. Governance focuses on the organisation's goals and objectives and the board supports the CEO to achieve those goals and objectives.

The board will develop policies to provide a suitable framework for the organisation such as:

- Mission statement
- Constitution
- Other Legal Frameworks

The board will undertake an assessment of its effectiveness on an annual basis at the August board meeting based on the achievement of its own plans established for the year.

Requirements for Board Membership

- A commitment to work for the good of the organisation
- Board members will bring knowledge and expertise relevant to the organisation
- Board members may be required to work on sub-committees or working parties
- Board members are expected to make an effort to attend board meetings and to spend time becoming familiar with the organisations' affairs within the wider environment.

Board members are elected for an x year period in office.

Date:

Terry Kilmister "Organisational Policies for the Not for Profit Organisations in New Zealand"

SIMPLE MEETING POLICY FOR BOARDS

EXAMPLE

“The board has as a goal the achievement of effective and efficient meetings. To this end meetings will:

1. Be based on a pre-prepared agenda, the preparation of which is the responsibility of the Board Chairperson. Such an agenda should reflect the board’s governing role which at all times focuses the board’s attention on the governing process, addressing board ‘ends’ rather than involving in ‘means’.
2. Include the CEO as the representative and advocate of the paid staff and volunteers unless staff have been invited to the meeting by the board to present an issue or provide information or advice.
3. Be open to the public except when the board declares a section of the meeting to be ‘in committee’.
4. Have the right to go ‘in committee’ at any time it chooses but in doing so will;
 - make the reasons for this clear
 - reserve the right to include or exclude any non-board member it so chooses
 - Make all efforts to look ahead and signal any such ‘in committee’ session in the agenda or at the beginning of the meeting.
5. There is an expectation that members have prepared for meetings and will participate in all discussions at all times within the boundaries of behaviour considered acceptable by the board.”

“Boards at Work” Terry Kilmister

Date:

POLICY FOR UMBRELLA GROUPS

EXAMPLE

(Name of Umbrella Organisation) acts as the legal entity for (Name of Organisation). By acting as the legal entity it accepts overall accountability as well as the following responsibilities: (Select ones that are appropriate or add others)

- Employer
- Financial manager
- Joint fund seeker,
- Strategic planner
- Line manager

The (Name of Umbrella Organisation) will at all times:

- Support and advocate the goals values and interests of the groups they umbrella.
- Provide the infrastructure, accountabilities, support, expertise, information, resources and guidance required.
- Act ethically and with fairness at all times
- Investigate any complaints complying with the complaints policy received
- Encourage the group they umbrella to work as independently as possible, at all times adhering to community development principles.

In return (the Name of Organisation) will at all times:

- Support and advocate the goals values and interests of the umbrella organisation
- Use the logo of the umbrella organisation where appropriate
- Adhere to the policies set out in policy manual provided by the umbrella group
- At all times strive to achieve the goals and objectives set down for their organisation
- Report to the umbrella organisation, on a monthly basis, either directly or through their independent management committees

Signed by:

(Manager of Organisation)

(CEO of Umbrella Organisation)

Date:

CONFLICT OF INTEREST POLICY

Conflicts of interest are usually very complex, often hidden, and do not come to the attention of others until there is a dispute. In the not for profit sector many of us wear different “hats” and often more than one when attending a meeting! This is acceptable as long as others involved are clear about what “hat” you are wearing when you speak.

The following examples provide two very different options.

EXAMPLE 1

Any member of the committee or sub committee who is or may be in any other capacity whatever interested involved or connected directly or indirectly to any agenda item shall disclose the nature and extent of that Member’s interest **and shall not take any part whatever in deliberations of the agenda item**

Date:

OR

EXAMPLE 2

All members of the committee or any sub-committee shall, upon becoming aware of any potential conflict of interest on their part. or on the part of the member, or interest they represent shall, before speaking or voting on any matter before the meeting, declare their interest **and the vote of such person shall not be ruled invalid because of the potential or actual conflict of interest.**

Date:

FINANCIAL POLICY

EXAMPLE

Honest and prudent financial management of the organisation is a legal requirement and to achieve this:

- There will always be a minimum of two signatories on each cheque issued by the organisation. Signatories will be decided by the Board.
- A financial report for the preceding month will be provided for each monthly executive meeting.
- An annual budget will be approved by the Board in (month) each year and any expenditure over the budgeted amount must be approved by the Board.
- No overdraft facilities will be entered into without the written consent of the Board.
- Payment of GST and PAYE by the due date will be the responsibility of the accounts manager.
- An annual audit will be completed by (month) in each year.
- All records shall be kept for [no of years] in a secure setting i.e. a locked cabinet or, if on the computer, secured with a password and backups stored in a separate area.

Date:

PERSONNEL POLICIES AND PROCEDURES

WHAT IS SEXUAL AND RACIAL HARASSMENT

Sexual harassment is defined in the statutes at some length. The following definition is a guideline;

Sexual harassment is any objectionable emphasis on the sex of an individual (whether by a member of the opposite sex or the same sex). Any sexual-oriented conduct - verbal, physical or by innuendo - constitutes sexual harassment when:

- *submission to such conduct becomes either explicitly or implicitly a term or condition of employment;*
- *submission to or rejection of such conduct is used as a basis for employment decisions;*
- *such conduct has the purpose or effect of interfering with work performance;*
- *such conduct creates an intimidating, hostile or offensive working environment, or;*
- *Such conduct might reasonably be expect to cause embarrassment, insecurity, discomfort or humiliation to another person or group.*

Sexual harassment has 2 key ingredients:

1. sexual attention, and
2. It is unwanted attention.

Here are three examples of sexual harassment:

Example 1:

When a client, or any staff member or colleague asks you for sexual activity and:

- a. promises or implies that if you agree to their request, you will be treated better than your colleagues or promoted in some way; or
- b. threatens or implies that if you refuse, you will be treated badly or worse than your colleagues in some way; or
- c. Threatens or implies that if you refuse, you could be in a danger of losing your particular job or position or status in the organisation.

Example 2:

When you are subjected:

- a. to written or spoken words of a sexual nature; or
- b. to physical behaviour of a sexual nature and this type of behaviour makes you feel uncomfortable to affects you to the extent that your work suffers or you are unhappy in your job and the offensive words or behaviour are repeated or significant.

Example 3:

Sexual attention can take the form of questions, jokes, pin-ups, offensive comments or gestures, suggestive remarks or deliberate physical contact.

The test is not how the behaviour is meant, but how the behaviour is received or interpreted by the other person. What one person considers to be acceptable behaviour, another can find objectionable.

If you are not sure what type of behaviour could be sexual harassment, speak to a partner or manager in the office in whom you have confidence.

WHAT IS RACIAL HARASSMENT?

Racial Harassment is:

“Spoken language, written words, visual material, or behaviour that expresses hostility, brings into contempt, or ridicules someone, on the ground of their colour, race, ethnic or national origins; and

- *is hurtful or offensive to that person, and through either being repeated or being of a significant nature;*
- *affects work performance;*
- *creates an intimidating, hostile or offensive working environment, or;*
- *Causes embarrassment, insecurity, discomfort, or humiliation to another person or groups.*

Racial harassment includes offensive comments or innuendo, jokes or mimicking the language of another race or ethnic origin.

Sexual and Racial Harassment is Unlawful

Sexual and racial harassment is unlawful under Human Rights Act 1993 and can give rise to a personal grievance claim under the Employment Relations Act 2000. The organisation is committed to preventing sexual and racial harassment and avoiding complaints and personal grievances.

SEXUAL AND RACIAL HARASSMENT POLICY

EXAMPLE

Reason for This Policy

Our policy in respect of sexual or racial harassment has four purposes:

1. To tell you that (Name of organisation) does not tolerate sexual or racial harassment and to explain what sexual or racial harassment is; and
2. To remind you that sexual or racial harassment is unlawful discrimination; and
3. To spell out the consequences of sexual or racial harassment.
4. That our procedure for dealing with sexual or racial harassment must be followed at all times.

Organisation's Viewpoint

- (Name of organisation) does not tolerate sexual or racial harassment. We want to avoid sexual or racial harassment in this organisation and are committed to providing a safe working environment free from sexual or racial harassment. Our procedures for dealing with sexual or racial harassment issues provide for early reporting and (hopefully) early resolution of any problems and we believe they will help us avoid sexual or racial harassment.
- Staff should note that their employment contract expressly provides that sexual and racial harassment is not permitted.
- All staff are requested to acknowledge that they have read and understand the policy and procedures contained in this memorandum, by signing and returning the enclosed acknowledgement form.

Date:

PROCEDURE FOR DEALING WITH SEXUAL OR RACIAL HARASSMENT COMPLAINTS

EXAMPLE

The procedure for dealing with an incident involving alleged sexual or racial harassment is the same, and is set out below.

The organisation encourages any staff member who experiences sexual or racial harassment to say to the person responsible that such behaviour is unwelcome. You should take this action when the distressing incident occurs or, as soon as possible thereafter. If you are not comfortable addressing the party on your own, it is acceptable to have someone accompany you.

At this point you may either:

- a. choose to accept that the behaviour will not recur, in which case you may still wish to document the occurrence for your own records, or
- b. ask for an informal intervention, or
- c. Lodge a formal complaint.

Informal Intervention

- It may be acceptable to have someone intervene on your behalf without a formal complaint having been made. You should choose someone you would feel comfortable to talk to, someone you can talk to in confidence and who can help you deal with situation.
- The purpose of informal intervention is to stop any offensive behaviour, if it has occurred, from continuing.
- However, if the person complained against denies or disputes the allegation, then the informal intervention ceases.

Formal Intervention

- To lodge a formal complaint, report the incident to the Manager. It is perfectly acceptable to have someone accompany you.
- **Name of organisation** will fulfil its obligations to take steps to thoroughly investigate the complaint in a sensitive and confidential manner. Depending on the circumstances of each case, the organisation will appoint an appropriate person/s or mediator who has integrity, either from within or outside the organisation, to investigate any formal complaint.
- According to the outcome of the investigation, Name of organisation will take appropriate corrective or disciplinary action, up to and including the termination of the employment of the harasser.
- The complainant will be notified in writing as to the disposition of the complaint, including any corrective or disciplinary action taken. A confidential file on the investigation will be maintained by the Manager.

Involving Client Personnel

Under no circumstance are staff expected to remain in an offensive working environment when engaged on a client assignment.

- If a staff member is experiencing unacceptable behaviour involving sexual or racial harassment, they should call either the partner or manager for that job who will explain the situation to our Manager.
- Ultimately, the situation will be resolved by the partner responsible for the engagement. **Name of organisation's** position in such a situation will be supportive of our staff member's personal rights.

Frivolous Complaints

- The lodging of a complaint involving sexual and racial harassment is a serious matter and, as indicated in this policy statement, will be taken seriously by the organisation. Board members volunteers or staff who believe they have been subject to sexual harassment are encouraged to avail themselves of their rights under this policy and the law.
- Such action, however, should not be taken lightly, as frivolous complaints are, themselves, a form of harassment.

Choice of procedures

The procedure for dealing with sexual or racial harassment is designed to ensure that such circumstances are dealt with swiftly and directly by the organisation. Should this procedure be inappropriate or prove ineffective as a first resort, then a complaint may be under the Human Rights Act 2003, or, where employment is significantly affected, as a personal grievance proceeding under the Employment Relations Act 2000.

Nothing in this policy affects an individual's rights under either Act.

COMPLAINTS PROCEDURE POLICY

Generally speaking, ongoing supervision and training of all staff keeps complaints at a minimum. However, a written procedure for the resolution of complaints is essential and, the policy should be displayed in a public space.

A Complaints Procedure Policy should contain the following elements:

- The client has a right to complain
- Both parties in the complaints procedure will be given a full and fair hearing
- There is a system to deal with complaints that must be followed
- An independent mediator can be called if needed
- Confidentiality of the complaint will be upheld. Only the parties involved and the relevant Managers will be notified.

Thank you to Hutt City Council

EXAMPLE 1

If you have a complaint to make, the following procedure is to be used:

Your complaint will be taken seriously.

1. The complaint should be made directly to your manager. Your manager will investigate the complaint. All parties concerned will be given a full and fair hearing.
2. Should there be no resolution, the manager will request that the complaint is put in writing. Assistance by an independent person can be given to do this.
3. The complaint will then be discussed with the Manager and the Chief Executive Officer and recommendations made. These recommendations will be communicated to the complainant.
4. If appropriate, a meeting will be set up between the person who made the complaint, the manager and the Chief Executive Officer. Both parties will be entitled to be accompanied by a support person. Either a solution will be reached or further individual action taken.
5. The complainant or the organisation has the right to pursue the matter further if not satisfied with the outcome of the above procedures.
6. All complaints are treated seriously. All complaints will be expedited with the client being informed of the timeline as soon as the complaint is received.
7. The manager must advise the management committee concerned and the Chief Executive Officer of the complaint in their next monthly report.
8. If the complaint is against the manager of this organisation, the complaint is to be made to the Chairperson.

EXAMPLE 2

Verbal complaints

Where appropriate, verbal complaints will be dealt with at source, however if unable to be resolved, the complainant must be given the option of taking the issue further with the Executive Director or their nominee. At this point, the procedure outlined below for written complaints must be followed. The Executive Director or their nominee must prepare a written summary of the complaint given verbally, to be approved by the complainant.

Written complaints

- It is the responsibility of any staff member who receives a written complaint concerning an individual or generally, to direct the complaint immediately to the Executive Director. The Executive Director, at their sole discretion, may appoint a nominee to deal with the complaint.
- The Executive Director will send written acknowledgment of receipt of the complaint to the complainant within 3 working days of receiving the complaint.
- Within 5 working days of receiving the complaint the Executive Director will commence investigation of the complaint.
- The Executive Director will consider the legal, contractual and media implications of the complaint and, if necessary, advise the Board Chairperson accordingly.
- The Executive Director is responsible for investigating the complaint and formulating a response within 10 working days.
- Where individual staff members are under investigation, they should be encouraged to seek support and advice. The Executive Director is responsible for ensuring this option is discussed with staff involved in the investigation. SSC performance management policies and procedures will be followed which ensure fair and equitable treatment of staff.
- The complainant will be offered the opportunity of further information/clarification following the investigation.
- Where further investigation is required, the Executive Director will keep the complainant fully informed of progress in writing on the complaint, and negotiate a revised timeframe.

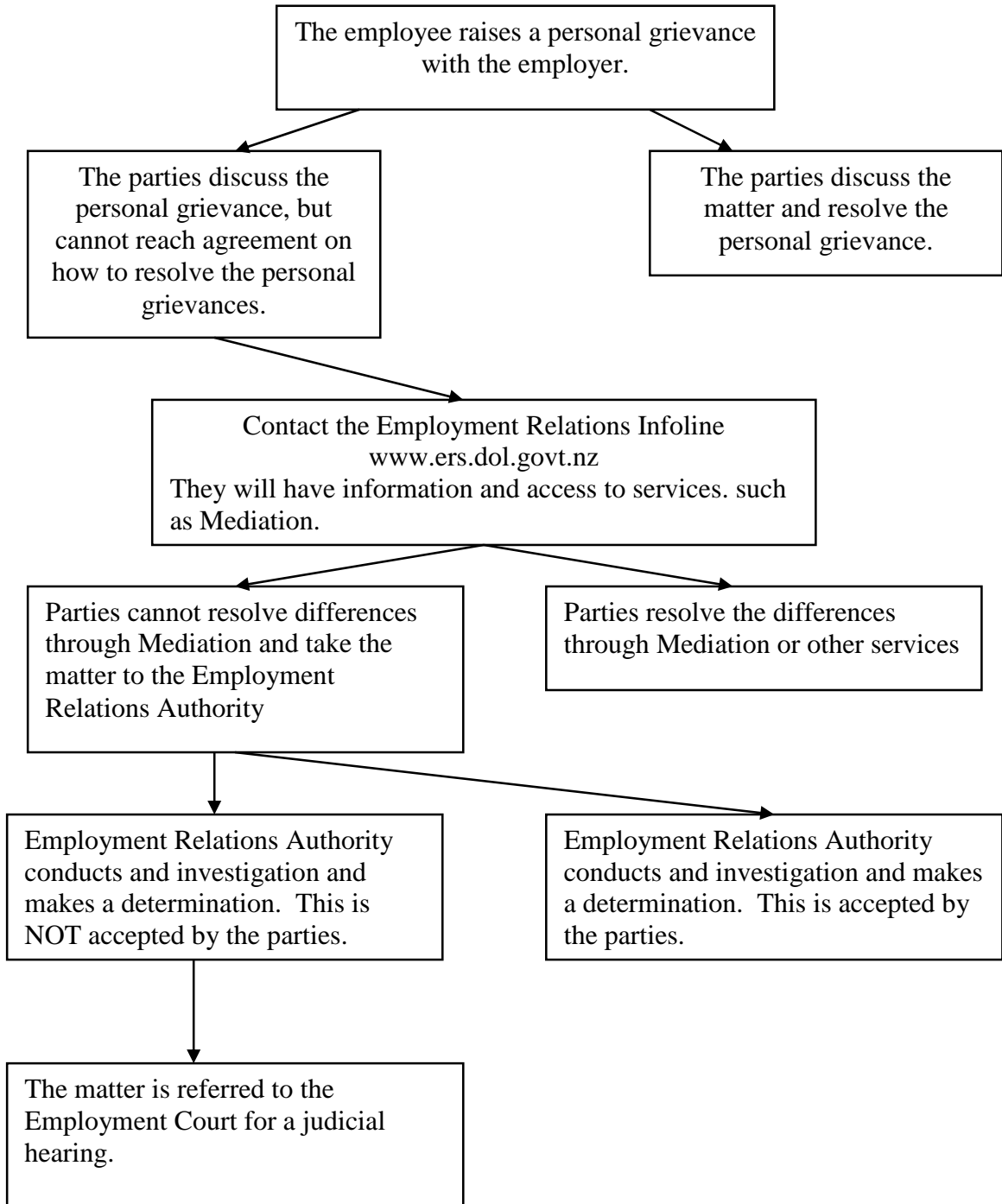
Public Sector Training Organisation (PSTO)

PROCEDURE FOR ADDRESSING PERSONAL GRIEVANCES THROUGH THE EMPLOYMENT RELATIONS AUTHORITY.

Below is a flow diagram of the institutional process for addressing personal grievances. A personal grievance can occur when an employee believes they have been unfairly treated on unjustly dismissed.

A personal grievance complaint must be raised first with the employer within 90 days of the action being complained about.

All parties must try in good faith to resolve the issue before asking for mediation or going to the Employment Relations Authority.



TIME IN LIEU POLICY

Reference to this policy should be included in employment contracts.

The Administration Officer will keep a record of overtime owing and time in lieu taken.

EXAMPLE

Overtime hours worked outside the normal working hours of the staff members will be calculated at the rate of one hour overtime for each hour worked.

Staff are to make every endeavour to restrict their number of hours worked per week to their normal standard working hours. Staff are entitled to work overtime and take time in lieu under the following conditions:

- There is prior agreement with the manager. The staff member should obtain the Manager's approval to work overtime hours.
- The additional hours to be worked are beyond the normal working hours of the staff member concerned.
- The overtime hours which are being accumulated by the staff member, and which will be taken as time in lieu, are not to exceed the normal working hours for one week.
- Staff are to consult the manager when they wish to use the accumulated overtime hours as time in lieu. It is expected that staff will take overtime hours as time in lieu within one month of the overtime accruing.
- If a staff member resigns, time in lieu should be used within the required notice period. Hours still accrued are forfeited.

Date:

VOLUNTEERS AGREEMENT

EXAMPLE

The parties to this individual contract for services are:

(Name of Organisation)

And (Name of Volunteer)

- 1 The term of this agreement is dependent upon the needs of this organisation for the services offered by (Name of Volunteer).
- 2 The first point of contact is the CEO in his/her absence the Office Administrator
- 3 No fees for service will be expected by the volunteer. However, approved expenses incurred by the volunteer on behalf of this organisation will be paid by on submission of a receipt.
- 4 The volunteer agrees to work voluntarily carrying out the agreed duties as required within the agreed hours.
- 5 This agreement may be terminated by either party through negotiation.
- 6 A manual of all policies and procedures relating to this organisation is held in the main office for you to familiarise yourself with.
- 7 The terms and conditions set out in this agreement replace any previous agreements and understandings.

Signed by (Name of Volunteer)

Signed by (CEO of Organisation)

Date:

POLICE VETTING POLICY

EXAMPLE

Prospective staff, volunteers or board members must complete a Police Vetting Form Priv/F2* at the initial interview.

When the results of the Police check are known then a final decision will be made on their engagement.

All information received will be confidential and held on individuals employment/staff files. If a person subject to a police vetting is not engaged any information obtained will be destroyed.

**(This form can be downloaded from the Ministry of Justice website www.justice.govt.nz)*

ORGANISATIONAL POLICIES AND PROCEDURES

OCCUPATIONAL HEALTH AND SAFETY POLICY

The organisation abides by the Health and Safety Employment Act 1992.
The organisation will appoint an OSH officer.

The organisation will take practical steps to ensure:

- All employees (and volunteers) are safe at work
- All hazards in the place of work are identified
- That suitable training is given to minimise exposure to hazards

This organisation keeps a register of accidents and cases of serious harm that occur at work.

If there is an accident causing serious harm:

- Do not interfere with the scene of the accident unless it is to help the injured or prevent serious damage or loss of property
- The OSH officer must notify OSH Department as soon as possible.
- The OSH officer must provide a written report to the OSH department within 7 days

Terry Kilmister “Organisational Policies for the Not for Profit Organisations in New Zealand”

PERSONAL SAFETY POLICY

EXAMPLE

Safety is a priority.

If at any time you feel unsafe please advise the Manager or Chief Executive Officer, as this assists us to constantly update our safety measures.

If you call 111 please advise the Manager or Chief Executive Officer at the first available opportunity.

When visiting people in their home:

- If possible, try not to visit people in their home unless you have a support person.
- If no support person is available, try to schedule a meeting in a public place e.g. a coffee shop
- Carry a mobile phone if going into unfamiliar surrounding.
- If you are visiting a person at home advise another person when you will be back at work/ at home.
- Don't hesitate to phone 111 if there is a risk of harm.

Events and outside activities

- Safety guidelines and risk strategies must be prepared for every event and outside activity.

Administration Staff

- Every precaution needs to be taken to ensure staff are safe.
- Staff have the right to refuse to deal with any person they feel is threatening to their wellbeing.
- Install a panic button in the office
- Use the Telecom system which calls up a predetermined number when you knock the receiver off the hook

SOME SUGGESTIONS TO CONSIDER FOR YOUR PARTICULAR ORGANISATION IF YOU RUN A CENTRE:

- Display expected standards of behaviour clearly in the centre, and explain these to new comers.
- If people are in a dispute, consider sending both parties away to calm down.
- Banning people for various lengths of time i.e. 1 to 2 days or a month.

POLICY ON THE USE OF INTERNET AND E-MAIL

EXAMPLE

To help employees carry out their tasks efficiently, this organisation provides both internal and external email and internet facilities as part of its office environment. All this organisation's policies and procedures concerning work-related activities apply equally to the use of email and the internet

As an employer, this organisation is obligated to ensure the work place is free from sexual and other harassment, offensive material, improper communications and other unlawful behaviour. If this organisation becomes aware of the email or internet facility being used for unlawful, offensive or improper activities, it will take appropriate action.

Occasional personal use of email and internet facilities is acceptable, as long as this does not interfere with normal business use of this organisation's system.

Please note, however, that all information transmitted through or stored within this organisation's computer systems is deemed to be their property and is subject to management control and review.

Date:

VEHICLE POLICY

EXAMPLE

The vehicle is an integral part of providing services to the community. The vehicle is owned by the project but available for use by the employee during working hours.

Vehicles are only to be driven by drivers authorised by the Employer. The Board currently authorises **(name of driver)**

All authorised drivers must be over 25 years of age and have a current drivers licence to drive the vehicle. The insurance cover arranged is for authorised drivers only. Other drivers will not be insured. The insurance cover is through **(name of insurance company)** insurance.

Maintenance

1. Vehicles should be kept clean and tidy at all times.
2. Staff who normally drive vehicles to and from work are responsible for cleaning them (internally and externally).
3. No smoking is permitted in the vehicle.

Accident Procedure

In the event of an accident:

1. Notify police immediately where damage is in excess of \$500 or where any person has been injured.
2. Notify your manager immediately
3. Notify the insurance company immediately.

Personal Use

The vehicle is for work use. The employer only permits personal use after written authorisation.

Fuel Account

1. One nominated person must be responsible for the fuel account
2. The fuel account must only be used on working days with authorised person to sign for fuel.

Mileage Log

This must be filled in at the end of each use of the vehicle.

Date:

PRIVACY POLICY

EXAMPLE

Personal information collected by the organisation must be for necessary and lawful purposes connected with the activities of the organisation.

Personal information shall be gathered in a lawful manner and will not be used for any purpose other than that for which it is obtained.

Personal information will be protected against loss, unauthorised access, use or disclosure.

The individual concerned is entitled to access to their personal information.

The organisation will not disclose personal information to anyone other than the individual concerned unless:

- Disclosure is for a purpose for which the information has been obtained
- The disclosure is authorised by the individual concerned
- The source of information is publicly available
- Disclosure will not identify the individual
- Disclosure is necessary to prevent or lessen a serious threat to public health and safety, or to the individual's life and health.

Date:

Terry Kilmister “Organisational Policies for the Not for Profit Organisations in New Zealand”

EMERGENCY AND EVACUATION PROCEDURE

EXAMPLE

In the event of any emergency in the building, or natural disaster, the following will happen:

1. Prevention of harm to all persons on site.
2. Raise the alarm.
3. Contact Emergency Services on 111 (as required).
4. Do not put yourself or anyone else at any unnecessary risk!
5. Evacuate the building via the accessible exists.
6. Do not use the lift
7. Assemble all personnel at (location).
8. Check all members and visitors are accounted for.

Date:

FURTHER RESOURCES

The Learning Organisation - Bob Garvatt

“Boards at Work” - Peter Darracott

Boards at Work –Not-for-Profit Board Governance - Terry Kilmister

Organisational Policies for Not for Profit Organisations in New Zealand – Terry Kilmister

Department of Labour www.ers.govt.nz

The Race Relations Office and Human Rights Commission have numerous resources available for community groups. www.hrc.co.nz