

JOINT POLICIES AND PROCEDURES

Community House/Trust Board or Committee Code of Conduct

Members shall:

- ❖ Be loyal to the organisation and its mission/vision.
- ❖ Respect the integrity of any staff and any volunteers.
- ❖ Observe the confidentiality of any non-public information acquired in their board roles and not disclose to any other persons such information that might be harmful to the organisation.
- ❖ Be diligent and attend board/committee or trust meetings prepared for full and appropriate participation in decision-making.
- ❖ Ensure that individual members do not act independently against board/committee or trust decisions.
- ❖ Speak with one voice through its adopted policies and ensure that any disagreements with the entity's stance are resolved within the board/committee or trust.
- ❖ Avoid any conflicts of interest with respect to their fiduciary responsibility to the community of Stokes Valley.
- ❖ Participate in relevant professional development opportunities.
- ❖ Recognise that the House coordinator and all employees have a right to address and be apart of committee and committee meetings
- ❖ Acknowledge that individual board members cannot put their own personal interests before House responsibilities or activities.
- ❖ Be cooperative and forthcoming with information to other board members to ensure transparency within the organisation.

Board Members/Trustees Roles and Responsibilities

- ❖ Set, and as needed, modify the vision/mission/purpose of the House or Trust and a strategic plan
- ❖ Agree on annual goals and responsibilities and set the direction of the organisation's programmes and services and monitor quality of services provided
- ❖ Ensure adequate resources and see that resources are managed effectively
- ❖ Set and monitor an annual budget and an annual plan/business plan
- ❖ Develop and review any necessary policies and/or procedures
- ❖ Appoint and support a coordinator (with good appointment processes, job description, contract, performance development and appraisal, professional development, and suitable delegations)
- ❖ Enhance the organisation's public image
- ❖ Reflect on the board/committee or trust's performance against policies and against any other current board evaluation tools.

Hiring Facilities Rules Policy

Rationale: To ensure private groups, charities and community maintain the facilities of the House.

Purpose: To provide a clear set of rules to hirers and private users of the House.

Rules

Groups and/or individuals hiring any meeting room(s) in the community house either on a regular or casual basis is subject to the following conditions and responsibilities:

- Only the meeting room(s) hired is to be used. No other meeting rooms are to be entered.
- Toilet and kitchen facilities may be used but tea, coffee; the hirer must supply sugar, milk etc.
- The meeting room(s) used must be left clean and tidy.
- Compensation will be sought for any lost or damage caused to community house furniture, fittings or chattels.
- The meeting room(s) must be left secured i.e. any heating must be turned off, all windows closed, and room locked.
- The last group or individual to leave the community house must also ensure both the front and back doors are locked.
- No alcohol and no mind-altering substances are to be consumed on the premises under any circumstances.
- Smoking is not permitted anywhere on the premises.
- Any games of chance at fundraising and/or social functions on the premises must have the appropriate license(s).
- The hirer must ensure they and their members are aware of the location of the community house fire hose, extinguishers and emergency exits.
- The privacy of other groups/individuals using the house must be respected.
- Behaviour endangering or causing distress to others or which might otherwise contribute to the disruption of the community house must be avoided at all times
- No animals other than sight seeing dogs are permitted on the premises.

RECRUITMENT AND APPOINTMENT POLICY

Rationale: Persons being employed by this organisation must be competent and suitable for the position

Purpose: 1. To ensure all applicants for positions are treated fairly taking into account Equal Employment Opportunities principles
2. To ensure the decision for appointment is made in the best interests of this organisation.

Procedures:

1. When a position becomes available it is advertised in at least one local newspaper and in other appropriate publications and places
2. The advertisement includes an application deadline, a job description summary and contact details for more information
3. Applicants are sent job descriptions and application forms as soon as requested
4. An appointment team is chosen, made up of members of the current Board, Committee or Trust. It will be formed on the basis of the interest group the position is to serve and be representative of this group
5. A team member will acknowledge receipt of applications by letter
6. At the closing date copies of applications will be given to each appointment team member for reading
7. The team will shortlist-preferred applicants. A team member will contact applicants to arrange interview times
8. The interviews will carry out by the same two to three members of the appointment team. A support person(s) may accompany the applicant. The interview consists of the same questions for each applicant.
9. The successful applicant is chosen by all members of the appointment team on the basis of the best person for the position and referee checks are conducted
10. The successful applicant is notified by phone and the appointment confirmed in writing. Unsuccessful applicants should be notified as soon as possible in writing
11. Should there be no suitable applicants the position is ~~reverted~~

Community House, Committee or Trust Complaints Policy and Procedures

The aim is to maintain open communication and positive relationships between Trust or Community House personnel and all users of any House or Trust activities as well as to guide people on the procedure to follow to raise concerns.

Wherever possible, complaints will be resolved informally through discussion between relevant parties. If informal discussion processes are unsuccessful, more formal communication lines and processes are open to be used.

House users are advised that if they have a complaint regarding any aspect of their time at the House they should take it up in the first instance with the House or activity or event Coordinator.

If the outcome of this discussion is seen to be unsatisfactory, they should be given the option of discussing the issue with the Chairperson, and/or making a complaint to the Chairperson. A complaint made verbally should be confirmed in writing within a week if the person wants the matter to be investigated more fully.

If the matter cannot be resolved simply, the Chairperson will share the issue with all Board, Committee or Trust members who will decide on a group of two or three Board, Committee or Trust members who will meet with the person making the complaint, and this person will be able to bring a support person with them.

All such meetings about formal complaints will be recorded in writing and copies of the minutes/resolution will be made available to all parties. The records will be kept in a confidential file.

The initial handling of any complaint is very important and can be described as follows:

- Listen to the customer/person
- Thank them
- Get all the facts
- Make an empathy statement
- Do what you can to fix the problem
- Follow up

Also ensure that the following details are written down and shared with the Board:

- Name of person
- Details of complaint
- Cause of problem
- Any solution offered or action suggested
- Follow up required
- Action that may be required to rectify such a complaint in the future

COMMUNITY HOUSE/TRUST: FINANCIAL POLICY AND PROCEDURES

Rationale: The Community House/Trust wishes to be seen as a financially viable organisation with appropriate management and financial systems in place.

Purpose:

1. To ensure the House/Trust's audited Annual Financial Statement is available to members, the local community and government to account for the use of funding.
2. To ensure that Board, Committee or Trust to identify future funding needs

Procedures:

1. The House/Trust operates on a July-June financial year. At the beginning of the financial year the Board, Committee or Trust and Coordinator prepare the budget for the year.
2. The budget is presented for discussion at the next Board, Committee or Trust meeting, and the Board, Committee or Trust makes any amendments before approval.
3. The Coordinator is authorised to incur expenditure within budget up to \$250 for any one item. The Board, Committee or Trust must approve expenditure on items over \$250 or above budget.
4. A report on income and expenditure for the previous month is presented to the Board, Committee or Trust at each monthly meeting. These include the balance in any account at the beginning and at the end of the month.
5. At the end of the financial year a person appointed by the Board and presented at the AGM audits the accounts. These are available to members, local community and government to account for the use of funding and as a tool for future funding requests.
6. Procedures for expenditure, reimbursement, petty cash and receipting (as attached to this policy) will be followed at all times and reviewed alongside this policy.
7. Any applications for funding are approved by the Board, Committee or Trust.

EXPENDITURE PROCEDURES

1. The Community House or Trust will maintain bank accounts into which all monies received are paid.
2. The Coordinator is authorised to arrange payment of invoices relating to House or Trust expenses, within budget.
3. All payments must be authorised by two elected members of the Board, Committee or Trust who are independent of each other.
4. Records of expenditure will be kept by the Coordinator and reported monthly to the Board, Committee or Trust.

RECEIPTING PROCEDURES

1. Where possible house users will be encouraged to make payments directly into the House or Trust bank account.
2. If money is received in the office, a signed receipt must be issued detailing the payee, the amount received, and the purpose of the payment.
3. All payments received must be recorded in Xero or any other system used.
4. Payments received in the office must be banked within five working days.

PETTY CASH PROCEDURES

1. A maximum of \$100 will be kept in petty cash for buying small office and cleaning items and volunteer expenses.
2. The Coordinator is the only person with the authority to spend petty cash.
3. All purchases must be recorded detailing the items bought, amount spent, and date. Tax receipts must be kept.
4. The Coordinator is responsible for carrying out a monthly reconciliation of petty cash and maintaining the funds.

REIMBURSEMENT OF EXPENSES

1. It is preferable that payments are made directly from the House or Trust accounts in the first instance, rather than by staff or Board, Committee or Trust members, but if this is unavoidable then an expense claim can be submitted.
2. Expenses incurred on behalf of the House or the Board, Committee or Trust may be reimbursed on presentation of a completed expense form detailing the expense with a tax receipt attached.
3. If the Coordinator or Board, Committee or Trust members need to claim mileage expenses for travel to meetings on House business, these will be reimbursed at the rate recommended by IRD (77c per kilometre for 2014)

MISAPPROPRIATION OF FUNDS

1. Any person concerned that the House funds are being misappropriated should raise the matter with the Board, Committee or Trust Chairperson or other member of the Board, Committee or Trust.
2. The Board, Committee or Trust will ensure any such issue is investigated and responded to promptly and will make the decision to refer the matter to the police if necessary.
3. If a member is found to be misappropriating funds they are given an opportunity to respond to the accusation to a meeting of the full Board before action is taken.

Community House/Trust Publicity Policy

Any publicity and media communications need to inform the community of the purpose of the House or Trust and the ways in which the work of the House or Trust is achieved.

When planning external publicity, media communications or signage the coordinator will inform the Board, Committee or Trust and ensure house users have been consulted about any reference to them.

As stated in the Code of Conduct – only the Chairperson can speak publicly for the Board, Committee or Trust unless this is otherwise delegated.

Community House or Trust Performance Development/Appraisal Policy and Procedures

The Community House Board, Committee or Trust understands the importance of feedback and the opportunity for development for the person in the Coordinator or other staff role and individual Board members.

The attached Coordinator and Board member performance development and appraisal forms will be used at least annually for the reasons and aims outlined below. For Board Members appraisal is done by the Co-ordinator and presented at the annual AGM.

The overall purpose of performance appraisal is to ensure and even improve the quality of the experiences of users of the Community House or Trust through increasing the thinking skills and competency of the Coordinator and the individual Board members. This will be achieved by appraisal that:

- Encourages the Coordinator to take an active role in their own education and professional development
- Focuses on the strengths of the Coordinator and assists them in identifying and solving their own concerns and problems in their development as individuals
- Is confidential to the Coordinator and the person/people carrying out their appraisal
- Focuses on behaviour, not the person, and on descriptions, not judgments and on feedback that is objective, specific and timely.
- Identifies gaps when Board members are lacking in governing the House
- Focuses on identifying areas of improvement for Board Members.
- Identifies Board members who have gone beyond their mandate
- Promotes board members to improve the functions of the Coordinator and make their tasks easier.
- Determines whether Board Members are directly interfering in the Co-ordinators role and whether the Co-ordinator consents.

Procedures:

- Coordinator goals will be established at the beginning of a process and again at least six to eight months later at appraisal/review meetings.
- A twelve or six month action plan, including any possible support a Coordinator may need to achieve the goals e.g. training, resources, will be established and agreed to.
- There will be frequent informal specific feedback from the Board or Committee

- Observations of the coordinator's work will occur at least once every three months so that specific, objective feedback is possible.
- The initial and further performance development/appraisal processes will include consideration of feedback material from regular major House users and regular volunteers plus consideration of Board, Committee or Trust members and coordinator feedback – via use of standardised tools.
- The co-ordinator will complete Board member appraisal review and present at the annual AGM. This helps to show where Board members can adjust their thinking and goals to align with the House goals and identify the strengths and weaknesses of Board Members.

Once a process is established appraisal/review meetings will consist of:

1. Looking at the past and the Coordinator's progress towards meeting agreed goals.
2. Looking at the present to clarify, agree and record what levels of skills have now been achieved.
3. Looking at the future to adjust and record personal development and training plans and goals for the next six to twelve months.
4. Consideration of the Coordinator's self-appraisal and information/material they have on their activities and development.
5. Consideration of feedback material from regular major House users and regular volunteers plus consideration of Board, Committee or Trust members and coordinator feedback – via use of standardised tools.

Performance appraisal and payment rewards are not tied together. Compensation and payment have to be tied to the overall context of the funding available to the Community House or Trust.

The aim is to have a continual, on-going, shared responsibility process that encourages change in individual knowledge, skills and attitudes in a way that builds on competencies and focuses on behaviour and results that assist the Community House to be a place that is welcoming, well used and encourages and achieves community involvement and development.

Feedback to Community House or Trust Coordinator

This feedback is confidential. Please put completed feedback in the stamped envelope and post. Comments can be made under any of the headings as well as at the end of the form. Only the combined results of all returned forms will be shared with the coordinator.

The Community House/Trust Coordinator:		Never					Consistently
1.	Displays a strong interest in improving the quality of House/Trust programmes	1	2	3	4	5	6
2.	Communicates effectively in writing and verbally	1	2	3	4	5	6
3.	Is dependable and reliable	1	2	3	4	5	6
4.	Is friendly and approachable	1	2	3	4	5	6
5.	Is honest and trustworthy	1	2	3	4	5	6
6.	Uses praise and encouragement appropriately	1	2	3	4	5	6
7.	Demonstrates knowledge and is up to date about Community House/Trust matters	1	2	3	4	5	6
8.	Responds appropriately in difficult or busy situations	1	2	3	4	5	6
9.	Shows s/he has a clear idea of the purpose of the House/Trust	1	2	3	4	5	6
10.	Manages her/his time effectively to keep the House or Trust operating smoothly	1	2	3	4	5	6
11.	Has a sense of humour and is able to keep things in perspective	1	2	3	4	5	6
12.	Encourages everyone involved to work as a team	1	2	3	4	5	6
Any other comments or suggestion you might want to share.							

Feedback to Community House or Trust Board Members

This feedback is confidential only the individual Board member and Co-ordinator are party to this material. It is to be returned to them at the AGM. The combined results will create a set of goals for the Board members who remain on the Board for the next financial year, where they can improve and focus their strengths.

The Community House/Board Member		Never					Consistently
13.	Displays a strong interest in improving the quality of House/Trust programmes	1	2	3	4	5	6
14.	Communicates effectively in writing and verbally	1	2	3	4	5	6
15.	Is dependable and reliable	1	2	3	4	5	6
16.	Is friendly and approachable	1	2	3	4	5	6
17.	Is honest and trustworthy	1	2	3	4	5	6
18.	Uses praise and encouragement appropriately	1	2	3	4	5	6
19.	Demonstrates knowledge and is up to date about Community House/Trust matters	1	2	3	4	5	6
20.	Responds appropriately in difficult or busy situations	1	2	3	4	5	6
21.	Shows s/he has a clear idea of the purpose of the House/Trust	1	2	3	4	5	6
22.	Understands the differentiation of roles between themselves and the Co-ordinator.	1	2	3	4	5	6
23.							
24.	Has a sense of humour and is able to keep things in perspective	1	2	3	4	5	6
25.	Encourages everyone involved to work as a team	1	2	3	4	5	6
Any other comments or suggestion you might want to share.							

COMMUNITY CENTRE SMOKE FREE POLICY

To protect and enhance our indoor air quality and to contribute to the health and well-being of all community centre users and employees, the Community Centre shall be entirely smoke free in accordance with New Zealand Smoking in Work places law. Additionally, the use of all tobacco products, including chewing tobacco, is banned from the Community Centre.

Smoking is prohibited in all areas within the community centre without exception. This includes conference and meeting rooms, private offices, hallways, the lunchrooms, restrooms, centre grounds, front back and sides.

There is no designated smoking area in the Community centre.

Smokers and users of tobacco products who wish to smoke outside the front gate or the Side entrance must dispose of the remains in proper containers. This helps to keep a neat and clean environment for all employees and visitors.

Failure to comply with all of the components of this policy will result in disciplinary action that can lead up to and include employment and user group termination.

I _____ on behalf of the _____ group, acknowledge receipt of and understanding of the Community Centre Smoke Free Workplace Policy. The policy is effective _____ until further notice.

Governance of Community House/Trust

The Board or Committee is the governance body. Governance in the community sector is concerned with the systems and processes that ensure the overall direction, effectiveness, supervision and accountability of an organisation.

Key roles are:

1. Setting the direction through a strategic plan and vision

2. Accountability including \$ and performance appraisal. Setting a budget and monitoring financials, and overseeing performance standards

3. Employing a Coordinator – with job description, good appointment procedures, contract, performance appraisal, professional development, delegations

4. Operations – to do with being a good employer, health and safety, programmes that is run, resources, maintenance and so on

5. Financial Responsibility:

The Board or committee needs to take financial responsibility for its funders (HCC) and for the community it has a moral responsibility – Are we of value to our community? Are we making it a better place to live for a lot of people?

6. Building a governance team – through orientation and ‘handbook’ and a set of policies and procedures.

7. Taking collective responsibility as a board or committee. Communities deserve the rigour that corporate boards have – may be unpaid but our customers deserve a professional job.

The Coordinator of a Community House is like the Captain of a ship and responsible through delegated responsibility for day-to-day running of the House for:

- Managing the crew – any staff and volunteers
- Health and safety of users
- ‘Passengers’ programmes
- Allocation of resources
- Maintaining the boat
- Navigating and steering – to the Promised Land!

Role of the Chairperson

To encourage the committee/board to operate as a team.

To conduct the meetings in a manner that enables everyone to have their say.

To conduct the meetings in a way that ensures business is dealt with effectively

To ensure that decisions made by the committee/board are carried out.

To provide support and supervision to the Coordinator/Manager

To ensure the organisation is managed effectively.

To ensure that appropriate policies and procedures are in place for the effective management of the organisation.

To certify the records from previous meetings

Role of the Secretary

To ensure that notices of meetings are sent out to committee members (in coordination with the manager) 3 days before a meeting is scheduled.

To take minutes at the meetings

To ensure minutes are distributed to all committee members within 2 weeks of any meeting-taking place.

Write letters on behalf of the organization but are shared with the Board prior to sending them

Have a copy of the latest version of the House constitution and rules of the organization

Prepare AGM and SGM meeting objectives and minutes and send them to respective members and visiting users.

Role of the Treasurer

Prepare a budget for income and expenditure for the year

Maintain records on the assets of the organization

Organise the auditor and regular reviews of the accounts

Maintain bank accounts and monitor all withdrawals

Ensure there is good insurance cover for the organisation's assets

Risk management

Present a monthly financial statement at committee meetings

Oversee payments to staff members

Keep records of all leave taken by staff including; annual leave, sick leave, unspecified leave and time in lieu

Prepare GST returns

Prepare PAYE monthly and annual returns

Liaise with Bank to ensure best management of organisation's accounts

Advise Committee on financial matters and budgetary constraints

Be aware of and investigate funding sources available

Prepare funding applications in consultation with Committee

Role of General Members

Setting and reviewing the organisation's policies and practices

Identifying issues in Governance Board matters and discussing solutions

Contributing through time or experience to programmes and events run by the House

Working on permanent subcommittees to complete House objectives

Consider and contribute to filling gaps in policies and procedures

Health and Safety Policy

Rationale: The Community Centre and employed staff need to take all practicable steps to ensure the safety of everyone on the premises under the Health and Safety in Employment Act 1992.

Purposes: To provide and maintain a safe working environment and to ensure so far as is reasonably practicable, any hazards are corrected, repaired, removed or made inaccessible

Procedures:

- The Co-ordinator regularly performs a Hazard check in the building ideally monthly
- The Co-ordinator keep a Health and Safety Checklist and complete the checklist after a major event or when necessary.
- Employees and Centre users are to notify the Co-ordinator/Committee immediately of any hazard they notice so that action can be taken to eliminate or reduce the hazard
- Any hazards not dealt with immediately are reported and discussed at the earliest monthly Board meeting and steps taken to eliminate isolate or minimise the hazard
- Emergency evacuation plans are clearly displayed in the centre and the emergency and evacuation policy is adhered to.

Emergency Procedures Policy

Rationale: To prepare for emergencies that may happen during session

Purpose: To ensure that Community Centre users are safe in the event of an emergency.

Procedures:

- An evacuation plan is clearly displayed and programme participants are made aware of the plan at the beginning of a programme
- Fire extinguishes or smoke alarms are located in the kitchen, hallway, office and meeting room and receive an annual maintenance check
- Exits are marked and kept clear at all times
- Adequate protection against earthquake damage, annual checks of buildings and equipment are carried out by Centre personnel and reported to the Committee
- A First Aid Kit and a Civil Defence Box are kept in the office and checked and restocked regularly
- The Community Centre Co-ordinator holds a current First Aid Certificate and whenever possible a person with a current First Aid Certificate should be present while programmes are running.

Stokes Valley Community House Code of Conduct

To be included in the policies but in the possession of Wendy in the House. (No additions will be made and the code of conduct is readily viewed outside the office).

Stokes Valley Community House Subcommittee Policy

Rationale: The Community Centre governance board and employed staff need to take all practicable steps to ensure a fair and equal distribution of labour in tasks.

Purposes: To ensure all members of the Governance Board have responsibilities and tasks to complete that ensure a fair distribution of labour and preventing individual members or the House Co-ordinator from being overworked.

Procedures:

For the purposes of this policy there will be three permanent subcommittees with a set of rules and procedures outlined in this document.

Employment Subcommittee:

The role of the Employment Subcommittee is to liaise with any and all Stokes Valley Community House employees and provide services, which include but are not limited to;

- Provide proper employment contracts in line with existing New Zealand Employment legislation
- Ensure all employees follow the rules and procedures set out in their employment agreement
- Maintain a positive and healthy relationship between Management Committee and any employees
- Mediation of employment disputes
- Ensure that any and all employees are fully aware of their job description and their role in the daily operations of the Stokes Valley Community House

Funding:

This subcommittee is responsible for the financing sector of the Community House. Their tasks include but are not limited to:

- Finding new sources of funding albeit it, grants, sponsorship or community donations
- Allocate the use of any funding derived from those various sources
- Consolidate any grants or sponsorship received
- Record funds and grants accurately and liaise with the House Management Committee to ensure all finances are recorded properly

Marketing:

This subcommittee is charged with helping to develop, promote and advertise the Community House, its events and services and promote new ideas and sources of education to the community. Their tasks include but are not limited to:

- Educate the Stokes Valley Community in existing and new events and services at the Community House
- Maintaining the areas of advertising in the Community House
- Add and improve the information on outside services available at the community house
- Invite new groups and services into the House

All members of subcommittees must abide by the Rules of the House and the Governance Board Code of Conduct. Failure to do so may result in a member's termination from a permanent subcommittee.