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|  | **2017** |
|  | Journey Church  Terry Bradley |

**NUMBER TWELVE YOUTH HUB**

**POLICY AND PROCEDURES**

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| **BACKGROUND** |

Waitomo Christian Fellowship Trust Board, who also trade as Journey Church, are a faith based religious organisation who are full members affiliated with the Assemblies of God in New Zealand Incorporated. Based in Te Kuiti, we have been around as a church in this town for over thirty years, and we count it a privilege to serve God through the various doors and opportunities that He gives us. Our church is strongly involved in our local community, particularly with our youth.

Journey Church has been represented on the Social Sector Trials Advisory Group, as part of the SST Programme, and delivered a range of Government funded programmes and social services. This has included;

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| **Te Puni Kokiri** | From the Maori Potential Fund Investment; Waitomo Youth Mentoring Programme. |
| **North King Country Development Trust** | Youth Mentoring Programme with the goal of youth employment opportunities. |
| **Ministry of Social Development** | Social Sector Trials - Related Services. These include Break-away Holiday Programme, Youth Events, and Youth Mentoring Programme.  Family and Community Services – Te Punanga Haumaru Fund for cyber bullying awareness. |
| **Waikato District Health Board** | Alcohol and drug services in social sector trial communities – Waitomo. |

As of the 1st of January 2017, the SST programme finished, and a new Community driven model was born. This included Journey church continuing as fund-holder, Number Twelve as the Youth Hub, and a sub-contracting relationship being formed with Hilary Karaitiana, Karaitiana Community Solutions. The relationship with the Waitomo District Council continues, along with that of key funding agencies, local schools, and community stakeholders. The original objectives of the trial are still the key goals. However, primary accountability of all contracts entered into, rests with the Journey church Trust Board.

Journey Church is currently approved as a Level 2 provider under the New Zealand Government – Social Sector Accreditation Standards, through the Ministry of Social Development. Due to the nature of the programmes provided and the new requirements associated with the Vulnerable Children’s Act, there is a commitment to maintain Level 2 provider status to ensure that service delivery is safe and effective particularly for the most vulnerable population groups.

**Purpose**

This document has been compiled to ensure that safe practices occur, that policy and procedures are in place for a range of possible happenings and outcomes, systems of evaluation are in place and observed, accountability reports are actioned, and the financial integrity of fund management is sound.

**Mission**

The role of the Waitomo Christian Fellowship Trust Board, (hereafter referred to as Journey Church), is to provide social sector programmes, services, and activities that help:

1. Reduce youth truancy, offending and substance abuse.

2. Improve youth opportunities for education and employment.

3. Encourage and support children, young people and families to be healthy and happy.

Journey Church is responsible for the delivery, accountability, and development of contracted services, activities and programmes.

Staff, including volunteers or others contracted to carry out work, will be accountable to the Journey Church Trust Board. The parameters of their work will be found within the contractual terms listed in the agreements signed with funders, and by the scope of this policy and procedure document.

Further accountability shall come from the accounts being reviewed annually by an external accountant firm appointed by Journey Church.

**Our Values**

Our values are excellence, integrity, creativity, courage, love and grace, with a willingness to learn and adapt to the needs around us.

**Goal**

● To deliver successful and effective social services and programmes for the development and empowerment of local children and young people.

● To give particular focus on ‘at risk’ youth and young Maori.

● To use funding in a timely, transparent, and effective way.

● Through reviews, evaluation and feedback, continue to seek for ways to improve the delivery of our services and programmes in the Waitomo District.

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| **Section One: Best Practice** |

**1:1 Policy Regarding Safety of Venues and its Practices**

Journey Church operates social services from two locations depending on the size and scope of the programme or activity. A risk analysis form is completed for each site and reviewed annually in February, from which a report is prepared. The two venues are;

● Journey Church 8-10 Sheridan Street, Te Kuiti

● Number Twelve Youth Hub 12 King Street East, Te Kuiti

Risk analysis assessment reports will be kept at each of the venues, with a copy also being held at our head office, Journey Church at 8 Sheridan Street Te Kuiti.

The Risk Analysis Management report shall ensure;

● That the environment in use is safe.

● That any potential hazard has been made safe.

● That participants and attendees shall be made aware of the emergency procedures, i.e. earthquake or fire responses.

● That any activity undertaken is deemed to be of minimal risk to health and safety.

● That all vehicles and driver licenses are in order.

All events that are put on by Journey Church, within the context of its contractual obligations, shall have completed a successful Risk Analysis Management form prior to the commencement of the event/activity. The report shall be kept on file by Journey Church.

Should an accident/incident occur during any event/activity hosted by Journey Church, it shall be recorded in the ‘Incident’ book kept at each venue, with a master copy of all accident/incident reports kept at Journey Church office.

A review of all accidents/incidents shall be conducted by Journey Church. This information will then be passed on to Journey Church Trust Board, and/or the relevant Fund Provider.

All reports of such accidents/incidents shall;

● Identify the cause.

● Identify person/s involved.

● Identify person/s responsible.

● Identify and recommend the appropriate remedial action.

● Ensure that the appropriate people are notified and informed, and appropriate action implemented.

Journey Church will make every effort to ensure that it complies with current New Zealand occupational and safety law.

**1:2 Policy and Procedure for Vehicles**

There are two vehicles utilised by the social service delivery arm which are the legal responsibility of Journey Church and registered with the Senior Minister and Trust Board Chairperson of Journey Church.

**Key personnel, policy and procedures**

● Journey Church has appointed a staff member to have the day to day responsibility of the vehicles. This person shall:

- Ensure log books are kept current.

- Ensure that the vehicles are locked and made secure at the designated place when the vehicles are not in use for approved purposes.

- Ensure that the vehicles meet compliance requirements, including a warrant of fitness, registration, servicing and road user charges.

- Ensure the vehicles are used only for purposes deemed to fit within the brief of our work. Final authorisation for any other areas of uncertainty shall come from Journey Church as the legal guardian of the vehicles.

● Persons authorised to use the vehicles must ensure that they have:

- Filled in and signed the log book.

- The vehicle has been refuelled.

- The vehicle has been cleaned.

- Signed our agreement of conditions and terms of use and provided verification of their current and valid full driver’s licence.

● Any damages and problems with the vehicles must be reported as soon as possible.

● All drivers shall abide by the road rules of New Zealand.

● A basic first aid kit shall remain in the glove compartment of the vehicles at all times.

● Any flat tyres must be repaired at the earliest possible convenience.

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| HEALTH AND SAFETY POLICY |

# Introduction

Journey Church is firmly committed to providing a safe and healthy work environment for its employees, committee members, volunteers, contracted service providers and visitors, and to providing the appropriate resources to achieve this.

This policy has been developed to comply with the Health and Safety in Employment Act 1992.

See attached files regarding ‘Site Audit Hazard Management’ for Number Twelve and Journey Church with regards to hazards which have been identified as existing in and around the afore-mentioned premises. The Schedule identifies the hazards and states whether they have been eliminated, isolated or minimized. It has a record of what actions have been taken to manage the hazards, and includes the dates of reviews.

Hazards will be reviewed at least six monthly and more often if required due to a change in equipment or work practices. Journey Church, with regards to the Number Twelve Youth Hub, will be responsible for ensuring that such reviews occur in a timely manner.

# Responsibilities

1. Journey Church Trust Board through its Committee, in regards to the property at Number Twelve Youth Hub, shall be responsible for:

* Providing and maintaining a safe and healthy working environment by implementing policies and practices to educate staff and others, and to encourage their protection;
* Establishing and ensuring safe methods, safe equipment, proper materials and safe practices;
* Providing effective training for staff as appropriate; and
* Complying with all legislative requirements including the recording of incidents as required by Statute.

1. Journey Church Compliance Officer shall be responsible for:

● Educating staff and volunteers on Health and Safety policies and requirements;

● Ensuring that staff, volunteers, contractors and visitors comply with Health and Safety practices and requirements;

● Maintaining the First Aid Kit which is kept in the kitchens of Number Twelve Youth Hub and Journey Church;

● Ensuring that the Fire Extinguishers in each venue are regularly checked as part of Waitomo District Councils building Warrant of Fitness policy;

● Reporting annually to Journey Church Trust Board on Health and Safety Issues; and

● Raising any Health and Safety issues with Journey Church Trust Board at other times as required, ideally reviewing quality improvement at least every 6 months.

1. Staff, individual Committee Members and Volunteers are responsible for:

● Assisting with the recognition and communication of health and safety issues;

● Ensuring that they, as individuals, comply with all relevant policies and practice guidelines; and

● Encouraging each other to work in ways which promote the wellbeing of everyone involved in, or associated with, Journey Church, and Number Twelve Youth Hub.

# Health and Safety Officer

The Compliance Officer of Journey Church shall be the nominated Health and Safety Officer. The Compliance Officer will maintain a first aid kit which will be at each venue.

When the Compliance Officer is not in the office, the Office Administrator will stand in as the Health and Safety Officer.

# Fire Drill

A fire drill will be performed every six months by the Health & Safety Officer. The maintenance of the fire extinguishers, located in the kitchen area, foyer and main offices of Journey Church and Number Twelve, will be monitored by the Health & Safety Officer.

# Communication about Health and Safety

During staff induction processes, and at other times as needed, staff members will be made aware of any hazards in their work place, and the steps being taken to eliminate, isolate or minimise them.

Any contractors entering the site will also be made aware of any hazards.

If staff members, individual committee members, volunteers or contracted service providers become aware of a hazard, or a potential hazard, that is not on the Hazards Schedule, they should immediately advise the Compliance Officer and/or Office Administrator.

No Staff, individual committee member, volunteer, or contracted service provider is required to, nor can be compelled to, nor should assist in any work situation where there is potential for harm or a serious accident.

# Incident/Accident Register

All accidents or incidents are to be recorded in the incident/accident registers, which are held by the Health & Safety Officer. The Health and Safety Officer will be responsible for investigating any accident or incident which does not result in serious harm, and taking whatever steps are needed to eliminate, isolate or minimise any identified significant hazard.

All accidents/incidents involving serious harm (see Appendix 1 to Journey Church Health and Safety Policy for the definition of Serious Harm) are to be notified in the prescribed manner to the Department of Occupational Safety and Health. In the event of a serious harm accident, the scene of the accident shall be kept in compliance with the requirements of the Health and Safety in Employment Act 1992 pending an investigation.

# Minimising Stress

Journey Church recognises its role in the wellbeing of people who work or volunteer at Journey Church and Number Twelve Youth Hub.

Journey Church recognises that the workload of each staff member must be appropriate and achievable. Job descriptions will clearly articulate work expectations and Journey Church will hold regular meetings with staff to obtain feedback on workload to ensure that any issues are identified and resolved. These meetings should be held no less frequently than three monthly.

Staff members are strongly encouraged to take annual leave when it falls due, and sick leave as appropriate. Staff members are able to take time in lieu and are encouraged to take it close to the time that any extra hours have been worked.

Staff members and volunteers are encouraged to talk with the Journey Church Chairperson about any issues which they consider stressful, and the Journey Church Chairperson will seek appropriate ways to support staff members and volunteers in resolving those issues. Where they cannot be resolved, the Journey Church Chairperson will ensure that Journey Church Trust Board Committee is made aware of the issue/s.

Journey Church recognises that staff members and volunteers have family commitments and is committed to providing a family friendly workplace/volunteer environment.

Journey Church is also committed to providing a workplace which is culturally safe for all those who work or volunteer at Journey Church and Number Twelve Youth Hub.

# Travel

If staff members are required to drive to other locations as a part of their work they need to:

● Drive safely within the speed limit and other traffic regulations, including wearing a seatbelt;

● Any fines incurred for speeding or parking will be the responsibility of the staff member;

● Know how to change a tyre on their vehicle;

● Have access to emergency assistance;

● Arrange to stay overnight at another location if they are too tired to drive, after approval by Journey Church Chairperson or other designated authority.

● Ensure that either Journey Church Chairperson or those appointed by the Chairperson to act in their stead know of their whereabouts when they are out of the office;

● Stop driving if they need to use mobile phones;

● Keep their vehicle registered and at warrant of fitness standard to ensure safe carriage.

# Preventing OOS

Occupational Overuse Syndrome (OOS) is a collective term for a range of conditions (including injury) characterised by discomfort or persistent pain in muscles, tendons and other soft tissues.

Every case of OOS has the potential to be classified as a significant hazard as the condition may cause "serious harm” according to the definition in the Health and Safety in Employment Act 1992. Therefore the risk factors for OOS need to be controlled by eliminating the hazard if at all possible, or else by isolating or minimising the hazard.

Journey Church encourages staff and volunteers to:

● Plan their work to ensure the risk of OOS is reduced. Strategies include job rotation, task variation and the establishment of even workloads and work flows; the provision of clear and appropriate job descriptions, and provision to meet sudden changes in workload;

● Request and attend training in the causes and prevention of OOS if they believe they are at risk;

● Take micropauses and regular breaks away from the keyboard; and

● Report any discomfort or pain which could be OOS related to the Coordinator.

● Utilise the Habit at Work website (<http://www.habitatwork.co.nz/>) to prevent and manage discomfort, pain and injury in the workplace.

● Reimbursement of reasonable medical expenses if medical advice is necessary.

Journey Church will through contractual funding for such purposes:

● Provide equipment and furniture which helps prevent OOS; and

● Facilitate an early return to work for any staff member who has been absent through an OOS injury, in conjunction with appropriate professional advice.

# Guidelines regarding Dangerous Intruders/Potentially Risky Clients

● Journey Church office is located at 8 Sheridan St, Te Kuiti.

● Number Twelve Youth Hub office is located at 12 King Street East, Te Kuiti.

The risk of violence in our work is considered low. However staff members should observe the following guidelines to minimise the risks.

● If a person in the building is behaving in a manner which seems unsafe, the senior staff member present should dial 111 and call for immediate assistance from Police. At any time, staff members should call the Police if there are people loitering around the building in a suspicious manner.

● If a visitor does behave threateningly staff members and volunteers should keep themselves as safe as possible. Alert other workers if it is safe to do so. Wherever possible staff members and volunteers should remove themselves from the immediate danger area and isolate the individual if at all possible.

● If a demand for money is made, explain that no money is kept on the premises.

● Staff, Committee members and any volunteers in the building after dark should consider accompanying each other to their vehicles.

Any incidents of violent or threatening behaviour should be reported to the Health and Safety Officer who will keep a record of any incidents and consequences and ensure Journey Church Trust Board is made aware of any such incidents.

Staff will be regularly reminded of these guidelines.

**1:3 Client Centred Services**

**A - Planning, Implementation and Evaluation**

Journey Church Trust Board shall ensure as much as is appropriate and possible, that all management and stakeholders are kept updated as to the planning, implementation, and evaluation of services, that are being provided. Journey Church Trust Board shall also ensure that all practices are current and responsive.

These shall be done through;

* Regular reviews of all programmes and services.
* Reviews from each completed event.
* Reporting to the Journey Church Trust Board and Stakeholders.
* Feedback and evaluation conducted at monthly staff meetings.
* Where possible, evaluation surveys shall be conducted following any youth event and/or programme.
* When needs and changes are identified, staff and volunteers shall receive the appropriate training.
* When applicable, family/whanau engagement shall be sought.

**B - Working with people who have disabilities**

Journey Church shall ensure that only suitable venues and instructors/facilitators will be used when people who have disabilities are in attendance.

**C - Policies regarding Staff Conduct, Discrimination, Sexual Misconduct, and Safe Practices**

Journey Church shall ensure that all staff and volunteers are aware of the Code-of-Conduct, Safe Place, and the Policy and Procedures governing the provision of social service delivery.

* Copies of these policies shall be at held at the offices of Journey Church and Number Twelve Youth Hub.
* All staff shall receive training in these documents (if required), and shall sign that they shall abide by them.
* Regular reviews of conduct and behavioural issues shall be covered at monthly staff meetings.

**D - Policies regarding rights of an advocate and/or support person**

Journey Church recognises and facilitates the right that people have to an advocate and/or a support person of their choice.

Due to the sensitive nature at times of working with ‘at risk’ young people, appropriate steps shall be taken to ensure that;

* Client rights are both informed and respected.
* Caregivers/Parents/Legal Guardians are informed when appropriate.
* When applicable, links to advocacy groups shall be provided.

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| **SECTION TWO: COMMUNITY WELLBEING** |

Journey Church provides services that reflect the principal that the welfare and interests of the child or young person are paramount, and their wellbeing is upheld.

**2:1 Children, Young Persons, and Their Families Act, 1989**

Journey Church shall ensure that it provides services in a manner that is consistent with section 6 of the Children, Young Persons, and Their Families (CYP & F) Act 1989.

Our policy is to;

* Ensure that our services reflect the principal that the welfare and interests of the child or the young person are the first and paramount consideration.
* Staff and volunteers will be made aware, trained and guided by the Code-of-Conduct, and the Safe Place policy when engaging with children and/or young persons.
* Staff and volunteers will know and be guided by the procedure outlined in the Safe Place policy regarding what to do in the event of a complaint by, or associated to, a child or young person.
* The monthly staff meetings shall continue to inform staff and management of any concerns and/or developments regarding the treatment of children and young people.
* Should any allegation of abuse arise, then the complaints procedures as outlined in the Safe Place policy shall be implemented.
* When appropriate, Journey Church shall promote the awareness of the unacceptability of abuse, and the ways that it can be prevented.
* Journey Church will also highlight the need to report all cases of abuse, and how to respond to all types of abuse. (See Appendix 6 for reporting procedure)
* When appropriate, Journey Church shall promote the awareness of the unacceptability of bullying, and the ways that it can be prevented.
* Journey Church will also highlight the need to report all cases of bullying, and how to respond to all types of bullying. (See Appendix 6 for reporting procedure)
* Should a conflict of interests arise through an allegation or complaint, then the procedure as outlined in the Safe Place policy shall be followed.

**2:2 Clients with limited Informed Consent**

Journey Church has a procedure to identify clients who may have limited ability to give informed consent. This procedure ensures that such clients are able to exercise the ability they have to the fullest extent possible.

When a client has a limited ability to give informed consent we shall take all reasonable steps to safeguard their interests and rights. Where relevant, this needs to be done in partnership with caregivers and/or support people/other agencies.

Identification of these vulnerable persons includes:

* Known history of mental illness, addiction or other special health or education need including illiteracy, language or communication barrier.
* Staff judgement that client does not appear to understand the requirements of providing consent even though they may be willing to consent.
* Age of client, all activities, programmes and services provided to those under 16 years of age must have parent/legal caregiver consent.

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| **SECTION THREE: CULTURAL COMPETENCE** |

**3:1 Treaty of Waitangi and Maori**

Journey Church shall ensure that our services are culturally appropriate to our children and young people. We further recognise that we have clear obligations under The Treaty of Waitangi to ensure that we endeavour to enhance and improve the design of, access to, and delivery and monitoring of all of our services that impact the well-being of, and influence social outcomes, for Maori.

**Scope**

It is expected that all staff employed by or contracted to Journey Church will recognise the needs of Maori Whanau, Hapu and Iwi in a manner that acknowledges their social, political, cultural, and spiritual values.

**Protocols**

To provide culturally responsive social services, Journey Church will seek the best means to practice:

* WhakaWhanaungatanga (relationship building)
* Whanaungatanga (extended Whanau)
* Taha Wairua (spiritual well-being)
* Taha Hinengaro (mental well-being)
* Taha Tinana (physical well-being)
* Taha Whanau (Whanau well-being)

**Implications of Te Tiriti O Waitangi for Journey Church and its contracted Service Providers**

In all of its practices, Journey Church and its contracted service providers will take into account the four articles of the Treaty of Waitangi and their pragmatic application. Namely:

Article 1 – That Maori will be consulted on all major decisions.

Article 2 – That those things which Maori hold to be of value, such as Te Reo (the Maori language) will be protected.

Article 3 – To enhance the outcome for Maori people.

Article 4 – That Maori customs and values will be respected.

Journey Church and contracted service providers will:

* Ensure that they collectively endeavour to meet the needs of Maori Whanau, Hapu and Iwi.
* Involve Whanau, Hapu and Iwi in the processes and procedures involved in the planning, delivery and supervision of services to Maori.
* Ensure that service delivery will contribute to achieving equal outcomes for Whanau, Hapu and Iwi as for all other New Zealand citizens.
* Ensure that each individual’s spiritual beliefs and values are respected and honoured in all services delivered.
* Cultural staff training, and awareness shall be a regular part of the development of both staff and the services provided.

**3:2 Needs of Pacific peoples**

Journey Church shall ensure that it is;

* Able to access cultural advice in regard to Pacific peoples.
* That effective links with the Pacific community are established and maintained.
* That Pacific peoples are treated with dignity and respect.

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| **SECTION FOUR: STAFFING** |

Journey Church shall ensure that it has the staffing capability and capacity to deliver services safely.

**4:1 Staffing and Staff Relations regarding Relevant Legislation**

Journey Church shall be guided by;

* Employment Relations Act 2000
* Minimum Wage Act 1983
* Holidays Act 2003
* Health and Safety in Employment Act 1992, and Amendments 2002
* Human Rights Act 1993
* Privacy Act 1993
* Vulnerable Children Act 2014

All staff who are employed to work in the social services delivery arm shall have;

* A Job Description.
* An Employment Contract.
* Have received and/or will receive induction training as to the role they shall carry out, and the culture, policy and procedures, and other relevant information regarding their position.
* They shall be made aware of the support that is available to them.
* They will be made aware of and sign that they both understand and will abide by, the Code-of-Conduct, the Safe Place policy and procedures.
* Client and workplace confidentiality.
* Annual leave and public holidays.
* Performance review including their own confidential file held at Number Twelve.
* On-going training.

**4:2 Definition of Staff and Volunteer**

A person shall be considered to be ‘staff’ if they are paid to be a part of the regular services, programmes and events that Journey Church are contracted to fulfil.

A volunteer is one who temporarily assists, though without pay, in any of the contracted services, programmes, activities and events.

**Staff Conduct**

All the staff at Journey Church and Number Twelve Youth Hub, paid and volunteer, shall abide by the code-of-conduct as set down by the Ministry of Social Development when facilitating and/or executing any contractual work that has been signed and agreed upon.

Those staff from Journey Church who carry a Ministers Credential with the New Zealand Assemblies of God, shall be further held accountable by the New Zealand Assemblies of God own code-of-conduct. (See attached).

The staff and volunteers shall be further guided by the Safe Place policy that has been modified and adopted for use within the Waitomo District.

The Safe Place policy governs and informs what the appropriate course of behaviour, through both inter-action and reaction, whilst engaging with young people. It sets forth boundaries and guidelines for appropriate behaviour between genders, and what safeguards are required when working with minors.

The Code-of Conduct and Safe Place Policy is available at the office of Number Twelve Youth Hub and at Journey Church.

Forms that are required to be filled in, in the event of a complaint, or any event that may be deemed inappropriate are also available. These shall be filled in and a follow-up investigation and report shall then be made and acted upon.

All staff and volunteers shall have been vetted by the New Zealand Police. (Forms are attached to this document).

A character reference shall also be kept on the personal file for all staff and volunteers associated with Number Twelve Youth Hub.

**4:3 Recruitment of Workers**

Journey Church shall ensure that a clear, transparent and open process for recruiting and vetting suitable staff, including members of the organisation’s governance body, is carried out.

The procedure for recruitment is as follows;

* Have a checklist that is in alignment with the position and/or role being sought to fill.
* Give written information about the task and expectations to each person concerned.
* Make them aware of the written position/job description that is on file.
* Provide an application form.
* Interview the person. This may be informal, but adequate time should be given to explain the role, and assess the person’s suitability for that role.
* Get agreement for a Police Vetting.
* Ask in advance for two-character referees. It will be important to contact the referees and discuss the applicant’s suitability to work with children/young people. It is important that the referees have known and observed the applicant for at least two years.
* Notify them that our policy is to Police Vet all staff every three years.
* Ask the referees to indicate how competent the applicant could be in the position that they are seeking to be employed in.
* Make a decision and include suitable people who are qualified to make critical observations regarding suitability of applicant.
* Inform the applicant as soon as is convenient.

**4:4 Recruitment of Special Events Workers/Speakers**

Journey Church recognises that there will be occasions when an outside person is required to assist us in the delivery of services, programmes, and/or events. Unless that person has been cleared to work with children or young people, staff who are employed by Journey Church must be present.

When inviting a special events worker and/or speaker Journey Church will ensure that;

* Suitability is checked. We shall get either a written or verbal reference from an appropriate person who can attest to the suggested worker’s character and relevant skills.
* Issue an invitation. The appropriate people within the governance and management of Journey Church shall be consulted.
* Evidence of appropriate qualifications shall be obtained. I.e. Instructors qualification.
* Meet with worker/speaker if possible. Time should be set aside to clarify expectations.

**4:5 Recruitment and Involvement of Voluntary Workers**

Journey Church does not employ any person in a paid or voluntary capacity, including members of our organisation’s governing body, who have a conviction for crimes of violence or abuse against a person, or sexual offending, or mismanagement of money.

Only unless there are exceptional circumstances, would Journey Church employ a person with dishonesty offences.

When looking to utilise a volunteer on a regular basis, Journey Church shall ensure that;

* Job title or role description is given.
* That it has obtained permission from the potential ‘Volunteer’ and a Police Vetting has been carried out, and that Police Vetting is carried out every three years.
* That character references have been obtained from either previous employers, or organisations that have seen and observed the candidates character, in particular as it pertains to the working with children and young people.
* That the volunteer is made aware of all relevant policy and procedure documents, including Health and Safety, Code-of-Conduct, Safe Place policies and procedures.
* That they receive suitable support and training.

**4:6 Qualified and Competent Staff**

Journey Church shall ensure that under its obligations to the contracts it shall strive to always have sufficient staff who are both qualified and competent to deliver its services.

Journey Church will ensure that;

* Our staffing capability matches the specifications of our funding bodies and requirements for service delivery.
* Our staffing ratios at any service or event will be at 1 staff or qualified volunteer for every 10 young persons.
* All staff shall be suitably trained and hold the needed qualifications for their respective roles.
* Where qualifications are not required, then Journey Church shall ensure that staff receive the relevant and appropriate training.
* Where we have hired staff who have professional qualifications, we shall ensure that their qualifications remain current.
* Journey Church shall monitor our ability to retain staff, and shall act should issues of staff turnover emerge.

**4:7 Staff induction, training, professional development and on-going support**

Journey Church shall ensure that;

* Records are kept proving that staff have received and completed induction training, and that they have read, understood and agreed with all organisational policy and procedure.
* Documentation will be kept showing what training staff have had, and will have regarding working with children and young people, behavioural support techniques, disability awareness, child abuse reporting procedures, and health and safety.
* Staff supervision reports, including issues that have been identified, and what course of action was employed.
* Records are kept of on-going training and development.
* Any other miscellaneous concerns that may arise shall be recorded.
* Continual training, development and up-skilling of staff shall be utilised in order to stay current and youth effective.

Journey Church shall keep staff records confidential; these shall contain the staff member’s current level of qualifications and competencies, including the ability to manage varying behavioural issues.

It shall also include;

* Details of completed performance appraisals and reviews that identify strengths and weaknesses, and goals for further development, and that lead to training plans for staff.
* Supervision records and reports, including notes of meetings and support conversations with staff.
* Details of any performance issues and measures taken to manage them.

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| **SECTION FIVE: GOVERNANCE AND MANAGEMENT STRUCTURE** |

**5:1 Legal Status**

The Governance structure observed by Journey Church Trust Board in its execution of contractual obligations shall be as follows;

* Journey Church’s legal name is Waitomo Christian Fellowship Trust Board.
* Is a full member of the New Zealand Assemblies of God Incorporated. (See attached copy)
* Is a Charitable Trust and its Charities number being CC22734. (Appendices 5)
* Trust Deed and Constitution are on the Charities website and are also attached.
* Journey Church has its own Policy and Procedure document that directs how it operates as a Church. (See attached)
* It abides also by the Constitution of the New Zealand Assemblies of God. (See attached)

**5:2 Governance Structure**

Final accountability of all contractual work, its service delivery, policy and procedures, quality improvement, and legal obligations rests with the Waitomo Christian Fellowship Trust Board.

Its Chairperson shall receive monthly reports verbal/written from staff.

The Chairperson of Journey Church, or delegated representative, shall along with the Accounts Administrator and Compliance Officer, attend monthly staff meetings.

The Journey Church Chairperson’s responsibilities shall be as follows;

* That Fund Provider expectations/requirements are met.
* All accounts are paid at the earliest convenience.
* Funds are available for the specified needs as per the contract.
* Accountability reports are completed satisfactorily and on time.
* That venues are safe.
* That Policy and Procedures are followed.
* That any issues or concerns regarding staff, service delivery, clients, reporting and any other needs are handled swiftly, efficiently, and in the appropriate manner.
* That clear and open lines of communication are always upheld between Journey Church and its Chairperson and designated officers and staff.
* Ensure all vehicles are in a safe, legal, and useable state.

**5:3 Journey Church Trust Board**

Journey Church Trust Board will act as a support, and where possible, an action group, to support its social service delivery in the Waitomo District.

**Journey Church Trust Board is as follows;**

Chairperson Terry Bradley Senior Pastor, Journey Church

Secretary Elizabeth Brandon

Board Members Irene Holloway

David Wrack

Margo Watson

This board shall meet not less than every two months.

* Minutes shall be taken and recorded by the secretary. The meeting shall follow standard meeting procedures.
* Number Twelve Youth Hub will submit relevant reports and all reports will be tabled at this meeting.

Every third meeting (six monthly), shall be designated to also review the progress, success and areas for improvement. It shall identify problems and provide solutions to best practices.

All Board members shall be made aware of Policy and Procedures, and shall each have been cleared through the Police Vetting system.

One of the six bi-monthly meetings shall act as an annual general meeting where financial disclosure can be made, and reports tabled regarding Social service delivery.

During the decision-making phase, all Board members shall disclose whether they believe they have a conflict of interest, and shall excuse themselves during that part of the discussion.

**5:4 Consistency of Journey Church Management Systems, Policy and Procedures**

All relevant legal documentation shall be readily available to Journey Church Trust Board, Fund Providers and other appropriate interested parties of Journey Church’s;

* Trust Deed;
* Constitution for Journey Church;
* Policy and Procedures (Our values, goals and intended outcomes shall also be found within this document);
* Past, present and, if applicable, future contracts between Fund Providers, and the Fund Holders (Journey Church).

Journey Church shall continually ensure that there is a consistency with our contracts, and with our Policy and Procedure document. It shall also ensure that all practices are consistent with New Zealand law.

Through the monthly meetings between staff and tutors, the Chairperson of Journey Church (or delegated representative), and the Accounts Administrator and Compliance Officer, on-going monitoring of the works and services shall be done.

Should any issues arise they shall be addressed, and the appropriate action adopted. The Journey Church Compliance Officer, and/or designated Journey Church representative shall keep a record of all issues, problems, and resolutions. These records shall be kept at Journey Church office.

An annual report shall be presented to all of the members of Journey Church of the activities and associated practices of the social services delivery arm to the Journey Church Annual General Meeting.

The Accounts Officer employed by Journey Church shall ensure that the budget and expenses as itemised in each of the pertaining contracts are adhered to, and accounted for.

**5:5 Business Continuity should Disaster Strike**

* Journey Church has an insurance policy that allows it to operate for three months should a disaster strike, and normal funding cease.
* It has full insurance for its property in Sheridan Street, and the properties in King Street East, and on Te Kumi Road, are covered by insurance from the Waitomo District Council.
* All computers shall have their work regularly saved on backup hard drives.

**5:6 Privacy and Security of Information**

In accordance with the Privacy Act 1993, all personal documentation shall be locked and stored securely, and shall only be accessible by authorised personnel. Journey Church will ensure proper care with the use, exchange, storage and release of any information received, whether electronic or written, and will ensure it remains secure at all times and is only used for its intended purpose.

It is a breach of trust to make use of information learned through your work, or to disclose such information without delegated authority.

Should personal information need to be destroyed, it shall be done in such a way that privacy and confidentiality shall not be breached.

Journey Church shall also ensure that, where relevant, clients and family/whanau shall receive written advice on who will have access to their personal information.

It shall, where appropriate, also notify who has been given access to their personal information.

Users are responsible for;

* Ensuring that information in their care is kept secure at all times.
* Ensuring that sensitive information is transmitted securely only to the intended recipient.
* Taking due care with information stored on mobile devices.
* Not sharing identity information such as passwords, etc.

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| **SECTION SIX: FINANCIAL MANAGEMENT AND SYSTEMS** |

**6:1 Journey Church as Solvent**

Journey Church, through its annual Financial Review of its accounts (see attached), will continue to show and demonstrate that it is;

* Able to pay its debts in the normal course of its business;
* That its assets are greater than the value of its liabilities;
* That year to year financial accounts indicate that expenses are not exceeding income, and that Journey Church has positive equity.

**6:2 Process of Financial Pathways**

Upon mutual approval of terms and conditions of contracts, Journey Church shall;

* Provide an invoice to the Fund Provider detailing payment procedures. (A copy of this shall be kept by the Accounts Administrator appointed by Journey Church, in the Social Service folder).
* Funds shall then be direct credited into the designated Social Service cheque account from Westpac. These funds will be held administratively separate from the financial records of Journey Church’s mainstream Church activities.
* The office location chosen to administer the funds for the Social Service delivery is Journey Church, 8 Sheridan Street, Te Kuiti.
* All transactions made with these funds shall be recorded as hard copies in the Social Service folder, and shall likewise be entered into the Cashbook programme, on the Administrator’s computer also in the Senior Pastors office; (that office being Journey Church, 8 Sheridan Street, Te Kuiti).
* Funds shall be released in accordance with the contract and be authorised by the designated Accounts Administrator, and/or the Chairperson of Journey Church.
* Payment shall be by cheque, business credit card, or by internet banking transfer.
* All accounts to be paid must be accompanied by an invoice.
* Cheques shall be signed by two signatories approved by Journey Church’s Trust Board.
* Internet banking transactions shall be authorised by two signatories approved by the Journey Church’s Trust Board.

**6:3 Recording of Financial Data**

The Accounts Administrator shall also maintain accurate up-to-date information for all contracts with Fund Providers that shall reflect in ‘real time’ the actual expenditure within a specific contract at any given time.

Information recorded shall be consistent with the Westpac data in bank statements or online and accurately show funding balances, and time-frames for contract balances to be used.

**6:4 Reporting of Finances**

Journey Church and Accounts Administrator shall ensure that all necessary information has been supplied, including receipts, to enable successful financial accountability.

Journey Church and/or those designated will also provide information and receipts where applicable for stand-alone programmes.

(A stand-alone programme will be a programme that sits under a much broader heading. An example of this will be a Kapa Haka trip which will fall under the broader heading of ‘Youth Mentoring Programme’. A breakdown of costs will be provided by the person acting as the lead, and shall include receipts etc. This information will then be fully recorded in the Cashbook programme).

Financial accountability reports will be provided at the end of each contract period or as stipulated by the guidelines set out within the contract.

Journey Church will also appoint an external accounting firm to review its accounts annually and will present them to the members of Journey Church at their Annual General Meeting.

A running cashbook total including all transactions, and the accompanying contractual spreadsheet data, will be presented to the bi-monthly Journey Church Trust Board Meetings.

This same information shall also be made available to the bi-monthly meeting of the Journey Church Trust Board.

Funding calendars will be made and discussed at the appropriate board meetings, and the calendar shall be at the office upstairs at Number Twelve Youth Hub.

Budget planning shall occur at the monthly staff meetings where the Chairperson of Journey Church, the Accounts Administrator, and staff gather.

The Journey Church Trust Board will also be made aware of, and as much as possible contribute to the discussion and planning process of administering potential financial issues, challenges and opportunities, and in preparing and maintaining a sound budget for all Social service delivery.

**6:5 Financial Obligations**

Journey Church will ensure that accountability and reporting are completed on time, and that all necessary information is then given to the appropriate Fund Providers, and/or other interested parties.

Journey Church will ensure that all financial information is up to date having been passed on to the Accounts Administrator employed by Journey Church to administer this fund.

All financial and relevant information will also be made available to the Trust Board of Journey Church.

Journey Church will ensure that the accounting firm, who shall annually review these accounts, is given all possible assistance.

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| **SECTION SEVEN: RESOLUTION OF COMPLAINTS RELATED TO SERVICE PROVISION** |

**COMPLAINTS policy**

# Purpose

Journey Church is committed to providing quality services to the Waitomo Community. We welcome feedback about our work.

# Complaints

The process outlined below is intended to promote common sense and prompt resolution of complaints about Journey Church, Number Twelve Youth Hub, and/or a staff member or a volunteer, and/or our services or decisions.

1. If you would like to make a complaint, please do this first with the person who provided the service, so that there is an opportunity to discuss the matter and come to a quick resolution. This way, both parties have an opportunity to understand all the issues and learn from them.
2. If you do not feel satisfied with the initial steps taken to resolve the complaint, please write to Chairperson Journey Church, 8 Sheridan Street, Te Kuiti 3910, or email the Chairperson of Journey Church providing as much detail as possible about the complaint.
3. The Chairperson of Journey Church will then evaluate and investigate the complaint and respond to you in writing, within two weeks of your complaint being received.
4. If you are not happy with the response to the complaint, then please let the Chairperson know in writing. The complaint will then be referred to the Journey Church Trust Board for its formal consideration. The Board will conduct its own investigation of the matter and may ask to meet with you.
5. The Board’s decision will be final and will be relayed to you in writing.
6. A record of all written complaints and actions taken to resolve them will be kept by the Accounts Administrator of Journey Church.

At all times, we will treat a complainant with respect and do our best to provide safe opportunities for them to articulate the concerns they have.

# Contact Addresses

1. Journey Church: Journey Church, 8 Sheridan Street, Te Kuiti 3910
2. Email: [terryb5865@outlook.com](mailto:terryb5865@outlook.com)
3. Phone: 07 8788694 or 021 703 008

# Displaying this Policy

This policy will be publicised on our website, on a notice board in our premises and in service offices.

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| **SECTION EIGHT: QUALITY IMPROVEMENT** |

**8:1 Regular Assessments of Quality of Service and Improvements**

Journey Church is committed to the on-going review, assessments, and improvements of all of its services, programmes, events and staff within the frameworks of its contracts and works within the social service delivery.

**Services, programmes and events**

* Whenever possible, Journey Church will seek to gain feedback from formal questionnaires, to informal interviews, with clients, and participants to any of its services programmes and events.
* It shall also hold regular debriefs following events and seek feedback from both staff and any volunteers. These shall be recorded by the Accounts Administrator and kept on file.
* At the monthly staff meetings, feedback and review shall also occur over current practices and services to see where improvements can be made, and good progress reinforced. Accounts Administrator shall keep a record of these outcomes.
* Journey Church Trust Board shall also have input regarding best practices and quality of delivery.
* At the third bi-monthly meeting of the Journey Church Trust Board, opportunity shall be given for the Waitomo Youth Action Forum to have input regarding quality and improvement to any services, programmes, and events.
* In the accountability reports to the Fund Providers, evidence shall be provided that indicate that lessons are being learnt, and that reviews and improvement are on-going.

Where trends emerge that identify that the current policy and procedures are ineffective or irrelevant against that trend, alteration and improvement of Policy and Procedures shall occur, where necessary, staff training given and remedial action shall be implemented.

**APPENDICES**

1. **Definition of Serious Harm**
2. **Guidelines for Wardens**
3. **Evacuation Procedure**
4. **Earthquake Procedure**
5. **Charitable Trust Details**
6. **Abuse or Bullying Reporting**

APPENDIX 1 to Journey Church

HEALTH AND SAFETY POLICY

# Definition of Serious Harm (as defined in Schedule 1 of the Health and Safety in Employment Act 1992)

# *‘Serious harm means death, or harm of a kind or description declared by the Governor-General by Order in Council to be serious for the purposes of the Act; and "seriously harmed" has a corresponding meaning.’*

Until such an Order in Council is made, the following types of harm are defined in Schedule 1 as **"serious harm"** for the purposes of the Act:

1. Any of the following conditions that amounts to or results in permanent loss of bodily function, or temporary severe loss of bodily function: respiratory disease, noise-induced hearing loss, neurological disease, cancer, dermatological disease, communicable disease, musculoskeletal disease, illness caused by exposure to infected material, decompression sickness, poisoning, vision impairment, chemical or hot-metal burn of eye, penetrating wound of eye, bone fracture, laceration, crushing.
2. Amputation of body part.
3. Burns requiring referral to a specialist registered medical practitioner or specialist outpatient clinic.
4. Loss of consciousness from lack of oxygen.
5. Loss of consciousness, or acute illness requiring treatment by a registered medical practitioner, from absorption, inhalation or ingestion of any substance.
6. Any harm that causes the person harmed to be hospitalised for a period of 48 hours or more commencing within 7 days of the harm's occurrence.

The definition of serious harm is relevant to employers' duties to manage hazards, notification requirements, employees' rights to refuse to do dangerous work, and inspectors' powers to issue prohibition notices.

# APPENDIX 2 to Journey Church

# HEALTH AND SAFETY POLICY

# Guidelines for Wardens

The Office Manager is the Upstairs Building Warden for Number Twelve. In their absence, the Building Warden duties will be carried out by the Tutor taking the class/activity.

Journey Church Warden will be Chairperson or Tutor taking the class/activity.

On hearing a fire alarm sounding:

● Ensure Fire Service is called. Dial 111.

● Check upstairs/downstairs rooms are vacated. The Office Manager should endeavour to take a copy of that month’s Duty Roster from the wall in the office. If possible internal and exit doors should be closed.

● Report to assembly area at the carpark of the Waitomo Club for Number Twelve, and Sheridan Street for Journey Church.

● Take roll call and advise Fire Service, on arrival, of the situation.

● Building Warden to appoint a person/s to assist any disabled persons who may be in the building.

**Do not attempt to extinguish the fire unless there is no personal danger to you or anyone else.**

# APPENDIX 3 to Journey Church

# HEALTH AND SAFETY POLICY

# Evacuation Procedure

# If you discover a fire:

● Raise the alarm by operating the nearest fire alarm call point.

● Dial 111.

● Alert the people in your area and the Building warden (upstairs or downstairs as appropriate).

● Evacuate building by the nearest FIRE EXIT and move to designated Assembly Point.

● Remain outside until the all clear given by the Building Warden and/or the Fire Service.

If the fire alarm sounds:

● Leave the building at the nearest exit.

● Do not stop or go back to collect personal items.

● Evacuate the building by the nearest FIRE EXIT and move to the Assembly Designated Area.

● Remain outside until the all clear is given by the Building Warden and/or the Fire Service

Fire extinguishers are located:

● Number Twelve – Kitchen, and foyer area

● Journey Church – Foyer, kitchen, upstairs and main auditorium

**Do not attempt to extinguish the fire unless there is no personal danger to you or anyone else.**

**DO NOT LEAVE THE ASSEMBLY AREA UNTIL YOUR BUILDING WARDEN HAS SAID YOU CAN.**

# APPENDIX 4 to Journey Church

# HEALTH AND SAFETY POLICY

# Earthquake Procedure

If there is an earthquake:

* Call “earthquake”.
* Take cover in the building under a table or braced in a doorway.
* Do **NOT** run outside.
* Move away from windows and other glass.
* Remain in place until the shaking stops and an “all clear” is given.

After the earthquake:

* Check other people around you and help if necessary.
* Check for fires. Put out any small fires. Evacuate the building if any fires cannot be controlled or there are other dangers.
* Report any damage to your nearest Civil Defence Centre.
* Listen to the radio for advice and information.
* Do **NOT** go sightseeing.

# APPENDIX 5 to Journey Church

**CHARITABLE TRUST DETAILS**

Internal Affairs

Charity Details Registration Number: CC22734

Charity Name: Waitomo Christian Fellowship Trust Board

Legal Name: Waitomo Christian Fellowship Trust Board

Trading Name: Journey church

IRD Number: 42507008

Charity's Postal Address: 8 Sheridan Street

Te Kuiti 3910

Charity's Street Address: 8 Sheridan Street

Te Kuiti 3910

Phone: 07 8788694

Fax: 07 8788694

Email: terryb5865@outlook.com

Website: www.journeychurch.org.nz

Facebook: Journey church

Twitter:

Social Network Name:

Primary Contact First Name: Terence Bradley, Email: terryb5865@outlook.com

Daytime Phone: 07 8788694 Daytime Phone: 07 8787563

Other Phone: 021 703008 Fax: 07 8788694 Fax:

Alternative Contact First Name: Elizabeth Brandon, Email: [lbrandon@xtra.co.nz](mailto:lbrandon@xtra.co.nz)

Other Phone: 0273031206

# APPENDIX 6 to Journey Church

# COMMUNITY WELLBEING POLICY

**A**

**ABUSE/BULLYING** is suspected or disclosed

A

**B**

**RESPOND** to the concern. Reassure the person who has given you the information

**C**

**RECORD** all information on a Confidential Incident Report Form  
[Distinguish between fact and opinion]

**Within 24 Hours**

**F**

**REPORT** concerns to government agencies as appropriate  
(MVCOT or the Police)

**Within 5 days**

**of Disclosure**

**F**

**MONITOR** the situation closely in conjunction with a consultation with leadership

**E**

If your suspicions are diminished

**E**

If your concerns still exist

**D**

**CONSULT** with leadership (Children/ Youth Pastor/ Senior Pastor/ Number Twelve Manager