



RainbowYOUTH Incorporated Policy and Procedures – August 2016

RainbowYOUTH

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1. Policies developed by RainbowYOUTH are held as the intellectual property and an asset of the organisation. All copies, both in and in addition to those held by RainbowYOUTH, remain the intellectual property of the organisation.....	134

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Drop In Centre Policy

Rainbows Youth's drop-in centre in central Auckland is open every weekday and is a safe place to hang out, meet new people, surf the web, check out our library of books and DVDs, and talk to staff and for referrals to other queer friendly appropriate agencies.

The centre is open from 11am till 5pm, Monday to Friday. It is sometimes closed during these hours if staff have to leave the building, so on our website people are encouraged to call the centre if they are making a special trip to make sure the centre will be open.

The RainbowYOUTH drop-in centre is smoke, alcohol and drug-free. It's for queer youth, their friends and whānau, and anyone else interested in learning more about the queer community.

Because of the high number of telephone calls from young people RainbowYOUTH receives, unless otherwise specifically asked to by a staff member, only staff or interns can answer the phones at RainbowYOUTH.

RainbowYOUTH staff are not counsellors, they can listen, offer support and appropriate referrals.

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In Crisis (Mental Health Context)

Suicide is extremely complex, therefore identifying why a person completes or attempts suicide can be difficult. What is currently known is that there are a number of factors that put some people more at risk of attempting or completing suicide. Most, but not all of those dying by suicide or making suicide attempts, have a diagnosable mental health disorder.

If staff observe a young person to be in immediate danger to themselves or others they are to phone 111 immediately and:

- Act quickly and don't leave the person alone.
- Ensure the person does not have access to lethal weapons and medications
- Inform the person you must act on the information and inform others
- Get immediate help from mental health crisis services.

RainbowYOUTH is not a counselling service, and as such does not have the capacity of delivering 1:1 interventions. RainbowYOUTH is able to refer onto other organisations who can help including:

Kari Centre (AKL Central) - 09 623 4646

Marinoto North (North Shore) - 09 489 0555

Marinoto West (West AKL) - 09 822 8666

Campbell Lodge (South AKL) - 09 276 0200

OutLine - 0800 802 437

Rape Prevention Education (Rape Crisis) - 09 360 4001

Womens Refuge - 09 378 7635

All RainbowYOUTH staff undertake training with SPINZ or ASIST.

After Suicide (or Post-Vention)

RainbowYOUTH acknowledges that one suicide greatly increases the risk of more (SPINZ, 2011), this is also known as suicide contagion. If a young person does take their life RainbowYOUTH is committed in being involved in a post-vention which can be provided by CASA (Clinical Advisory Services Aotearoa, www.casa.org.nz) to prevent further suicide/attempts within the community and support those affected by suicide. This is a free service delivered by MOH.

CASA is able to deliver the following interventions at a community level:

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- Analysing available information to ascertain if a cluster of suicides or suicide attempts has occurred, or might be occurring.
- Facilitating co-ordination meetings between all the different sectors involved (e.g., community groups, Child Youth & Family, Mental Health services, Group Special Education, Victim Support) so that the sectors can plan together and have a co-ordinated approach.
- Providing training in suicide screening, or refresher training for professionals in suicide risk assessment.
- Assisting the community with strategies for working with media to ensure safe and helpful media reporting.
- Working alongside agencies to help them identify which people in the community may be at risk for suicide attempts, and planning how to mitigate the risks.
- Providing resources on topics such as bereavement by suicide, suicide contagion, and how to form effective post-vention working groups
- Developing suicide prevention and suicide post-vention training plans
- Providing advice on any specific issues that arise (e.g., memorial services, internet memorial sites, overcoming barriers to accessing necessary services)
- Facilitating a 'debriefing' meeting for service providers at the completion of the community response
- Providing advice on how to address the long terms implications for a community (e.g., planning responses to anniversaries of the deaths, looking at how to address any gaps in service provision identified).

CASA contact details: **0800-448 908** or **casa.org.nz**

From: http://www.spinz.org.nz/file/downloads/pdf/file_144.pdf

Video clip about Caring for Someone Who is Suicidal

http://youtu.be/JXo7k0hDF_I

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

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Peer Group and Shared Experience Representative (SER) Supervision and Support Policy

RainbowYOUTH offers several peer social support groups where people can meet others and socialise in a safe environment and we deliver education workshops for schools, agencies and tertiary institutions.

The shared experience representatives and the support groups are facilitated by RainbowYOUTH volunteers who are trained and supported by the RainbowYOUTH staff. Peer group supervision takes place every month and it is very important that all facilitators and shared experience representatives attend because these meetings provide opportunities to adopt new skills reflect on how things are and continue the betterment of the groups and improve delivery of education workshops. Any facilitator or shared experience representative that misses three group supervision meetings in a row cannot continue as a facilitator or shared experience representative for RainbowYOUTH unless their absence has been agreed to previously organised.

What will happen in group supervision?

Each year the facilitators group and the shared experiences representatives meet to decide on the ground rules for the group (especially confidentiality) and discuss the group dynamics, how they will build the team and how each meeting will be structured and when/where it will take place. Training on peer supervision will take place at this time and may be provided by an external agency or trained staff.

Group supervision will provide three important functions; supporting, learning and managing.

- Supporting includes monitoring overall health & wellbeing, assistance in dealing with any stresses and debriefing.
- Learning will explore knowledge, values and attitudes explore learnings from experiences and hopefully learn new things, and it will also identify any training/support needs.
- Managing will look at facilitator's performance, the roles and responsibilities and ensure RainbowYOUTH policies are understood and followed.

(Baxter, R & Mayor, T (2008), "Supervision Scrapbook". Wellington. New Zealand.)

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Evaluation

All facilitators will evaluate the group supervision once every six months. This is will be undertaken by the Chair of the RainbowYOUTH Board and then discussed with Executive Director and the facilitators group highlighting what is working well and any areas for improvement. See appendix for a copy of the evaluation form to be used.

Supervision Evaluation

<i>Please tick the most relevant box for each question.</i>	always	almost	frequently	sometimes	rarely
<i>My peer supervision...</i>					
Occurs regularly and is uninterrupted					
Meets my supervision goals					
Facilitates reflective practice					
Provides accountability for my practice					
Enables safe practice					
Is based on clear communication					
Empowers and energizes me					
Enables emotional expression					
Facilitates discussion					
Challenges and extends me					
Provides constructive feedback					
Enables learning					
Provides support					
Helps me to reflect on my strengths and weaknesses					
Involves a trusting, honest and open relationship					

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Involves a supervisor who shares practice experience and knowledge				
Contributes to my self-awareness				
Reflects and is based on my values				
Is based on a youth development framework				
I look forward to my supervision sessions				
Dated reviewed:				
Date discussed with Executive Director & Chair of Board:				

(O'Donoghue, Munford and Trlin (2006).)

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

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Support Group and Shared Experience Representatives Recruitment, Induction and Training Policy

This policy outlines how facilitators and shared experience representatives will be recruited, inducted, trained and supported so they can best support members of RainbowYOUTH's groups and RainbowYOUTH's education in schools programme.

Recruitment

RainbowYOUTH does two intakes each year for volunteer training, in March and again in August. If someone is interested in volunteering with RainbowYOUTH as a facilitator or as shared experience representatives they are required to attend our two day training prior to beginning volunteering with us.

A RainbowYOUTH staff member will meet with each potential volunteer prior to the training to outline expectations, understand the volunteer's ambitions and discuss confidentiality and complete mandatory police checks.

Training – Two Day Compulsory Workshop

RainbowYOUTH holds two compulsory training weekends each year for all volunteers, the first in March and the second in August. The following topics will be covered during the two days. Anybody wishing to become a facilitator or a shared experience representative must attend this training prior to being the primary facilitator of a group or sharing their experience in a school workshop. For practical considerations volunteers may be able to start with RainbowYOUTH prior to completing the training at the discretion of the Executive Director or Education Coordinator.

1. Facilitation skills including, creating safe environments, beginning a group, establishing yourself as a facilitator, facilitating friends, handling difficult situations, challenging conversations, small and big groups, group safety and confidentiality.
2. RainbowYOUTH Group guidelines, participating in RainbowYOUTH's education workshop to deepen understanding of sexualities and genders different to your own.
3. Te Tiriti o Waitangi and RainbowYOUTH

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4. Working with diversity within diversity (enabling environments, diverse cultures, faith, abilities, preventing and being attuned to discrimination within groups, bi-phobia, trans-phobia etc)
5. Workplace first aid (not applicable for shared experience's representatives)
6. Coming out
7. Self care – boundaries, facebook and phone contact, out of group time (clarification of role of facilitator outside of groups), ending groups effectively and who to go to for help/moderation. Some examples include, no relationships with anyone under 18 years, if a relationship occurs then this must be declared to the Executive Director including pre-established relationships. The impact of relationships will be considered on a case by case basis.
8. Critical thinking.
9. Storytelling our shared experiences
10. What to do and where to go when someone needs help (drugs and alcohol, suicide etc)
11. Code of Ethics for Youth Workers in Aotearoa New Zealand
12. Setting safe boundaries

Induction

1. RY visions, values, organisational structure, introduction to staff, identify support people.
2. RainbowYOUTH culture – the way we do things at RainbowYOUTH
3. Understand RainbowYOUTH's view on contemporary topics and issues.
4. Visit groups as an active participant.
5. Visit to observe.
6. Standard RY group vision, values and 'rules'.
7. Assigned an existing facilitator or shared experience representative for first 3-6 months – who will support for at least the first two group meetings and be available for mentoring and coaching new facilitator's into the role.
8. When you are ready to leave your role as a facilitator/shared experience representative – how best to do that
9. Communication channels and conflict resolution

Support

Facilitators and shared experience representatives meet once a month at separate meetings for group supervision; this provides three important functions; supporting, learning and managing.

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- Supporting includes monitoring overall health & wellbeing, assistance in dealing with any stresses and debriefing.
- Learning will explore knowledge, values and attitudes explore learnings from experiences and hopefully learn new things, and it will also identify any training/support needs.
- Managing will look at facilitator's performance, the roles and responsibilities and ensure RainbowYOUTH policies are understood and followed.

Please see Group and Shared Experiences Representation Support and Supervision Policy for what happens in group supervision and for an outline of supervision evaluation which is undertaken six monthly by the Executive Director.

Acknowledgement and Retention

Facilitators of RainbowYOUTH Groups tell us they volunteer for these roles because they enjoy the challenge, the social interaction, its fun, they like caring for other young people and they like making a difference. They especially like seeing new members coming in and “graduating into the world”.

RainbowYOUTH wants our volunteers to benefit from their commitment to us, we provide opportunities through training and support for our facilitators to learn and develop.

The Executive Director will write a reference for facilitators and all facilitators receive a certificate annually.

Where possible RainbowYOUTH will host social outings for facilitators to thank them for their significant contribution.

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

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Groups & Facilitation Policy

Overview

This document contains the operational guidelines under which all RainbowYOUTH affiliated groups are run and under which all members and group facilitators must operate. Group facilitators must be made familiar with these policies and guidelines in addition to those relevant to their role as a volunteer within RainbowYOUTH, e.g. the complains procedure.

Groups

Groups Structure

RainbowYOUTH groups are informal social peer run gatherings in safe alcohol, drug, and smokefree environments. They are supervised by at least two facilitators who are volunteers with the organisation. RainbowYOUTH and its groups are explicitly not counseling services but rather ‘Peer Support Groups’ where young people can feel comfortable and safe, with like-minded peers. They also create a formal support network **with opportunities to discuss challenges and share experiences that aim to empower individuals that attend.** Group facilitators report directly to the General Manager

Group Catalogue

1. **GQ** (Generation Queer) - Fortnightly Auckland central based social-support group principally for high school age members, under 18
2. **ID** - Weekly Auckland central based social group for young people between 13 and 27
3. **Star*** - Auckland central based social group especially for young people who are gender diverse or questioning their gender identity, ages 13–27
4. **QWest** - West Auckland based social group for young people between 13 and 27
5. **Q4S** (Queer4Shore) - North Shore based social group for young people between 13 and 27
6. **Out and About** - South Auckland based social group for young people between 13 and 27

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7. **TaurangaPryde** - Fortnightly Tauranga based social group for young people between 13 and 27. Set-up locally, it became a RainbowYOUTH group in 2014.
8. **WhangaReinbow** - Fortnightly Whangarei based social group for young people between 13 and 27. Set-up locally, it became a RainbowYOUTH group in 2014.

Attendance guidelines

- Group attendees must be eligible to be official "members" of the organisation as defined by the constitution - "a person aged twenty-seven (27) years and under, who supports the purposes and aims of RainbowYOUTH"
- Groups are open to young people, regardless of sexual orientation or gender identity.
- Minimum group attendee age is 13 years old
- In addition, some groups have special requirements:
 - GQ attendees must be 17 years old or under. Existing members should be encouraged to transition to other RainbowYOUTH groups, like ID, when are approaching their 18 birthday, and must stop attending GQ before their 18th birthday has occurred.
 - Star* is specifically for those seeking support in their gender identity.
- Group members may bring support people along to the group.
 - If the support person is 27 years or under they may join the group as normal.
 - If the support person is over 27 the facilitator may supervise the support person outside the group environment in order to maintain a free, comfortable, and safe group dynamic for youth members.
- Speakers or special guests may be invited to speak to the group or facilitate an activity from time to time. Guests should be supervised by facilitators within the group environment.

Oversight

Groups - must be facilitated by at least two facilitators, or other suitable senior RainbowYOUTH personnel (such as board members or staff) at all times (as per RainbowYOUTH Health and Safety Policy). In the event only one facilitator or senior RainbowYOUTH personnel is present, they must close the group.

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Facilitators - directly report to General Manager and receive training and supervision 8 times per year. Facilitators are always welcome to request additional support or supervision sessions. Group supervisors are trained to mediate minor issues within the group environment, however anything more significant must be immediately escalated to the General Manager or chairperson so that appropriate procedure and resolution practices may be undertaken.

Facilitator Guidelines

Facilitation role

Principally, the group facilitator is responsible for maintaining a **safe**, **friendly**, and **welcoming** environment for young people attending their group.

Generally a facilitator's role is to organise the group, welcome and integrate new members into the group, supervise member behaviour within the group setting, and generally role model positive behaviours in line with RainbowYOUTH Values and policy. Group members and facilitators are required to adhere to RainbowYOUTH guidelines (as set out in the RainbowYOUTH Facilitators Manual and policy) and at times a facilitator's role may include enforcement of these guidelines with respect to inappropriate member behaviour.

Facilitator Guidelines

Facilitators must adhere to RainbowYOUTH Volunteer policy and guidelines external to this policy, in addition to the following:

1. RainbowYOUTH facilitators are expected to act responsibly and set a good example for others, whether facilitating a group or attending a RainbowYOUTH group or event as a member. Facilitators are expected to represent RainbowYOUTH in an appropriate manner both within and outside RainbowYOUTH spaces.

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2. Facilitators are responsible for the administration of their group(s) including: ensuring the group is open/closed on time; organizing materials/refreshments for the group as appropriate; completing the administration for the group such as filling in attendance logs and reimbursement forms; advising the General Manager of any changes to the group, closure over the end of year/public holidays, and change in facilitators.
3. If a facilitator is unable to attend their group they must contact both the General Manager and other group facilitators, in a timely fashion so that replacements may be organized. If a group does not have at least two facilitators it must be cancelled/closed.
4. Facilitators are required to attend the compulsory supervision sessions, no less than one in any 3 month period. If a facilitator is unable to do so, they must make an alternative arrangement for supervision to be held. If this is not done, the facilitator is automatically stepped down from their role as a facilitator until such time as the supervision requirements are met.
5. Facilitators are required to moderate behavior and discussions within group setting, and ensure Membership Guidelines (detailed below) are followed. Facilitators should intervene to prevent group members causing any physical damage to property or potential injury to members.
6. Group discussions should be moderated to prevent offensive, disrespectful, or potentially triggering topics. This includes conversations that are of a racist, sexist, discriminatory, homophobic/transphobic, overly sexual, or potentially triggering (suicide, sexual abuse, domestic abuse) nature. Discussions of this type makes the group environment an unsafe and uncomfortable space for some members.
7. Romantic or sexual relationships between members and facilitators is not allowed due to potential abuse of power dynamics that exist in the facilitator-member relationship. If a romantic/sexual relationship between a facilitator and member does develop the General Manager must be immediately informed and the facilitator will need to step down from

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facilitating responsibilities for groups were the member attends. Both the member and facilitator are still welcome to attend groups as members.

8. Facilitators are seen as representatives of RainbowYOUTH when they are in the community and thus there is a public expectation of appropriate behavior from facilitators, especially with respect to RainbowYOUTH members. The dynamic of the facilitator-member relationship extends beyond the group setting and thus facilitators are required to maintain an appropriate degree of professional distance with members outside of groups. Facilitators engaging in behavior that puts young people at physical/mental/emotional risk or risks harm to the reputation of the organisation will be considered to be in breach of their responsibility as RainbowYOUTH volunteers as these actions will bring the organisation into disrepute and compromise the facilitators ability to undertake their role.
9. Facilitators must join the RainbowYOUTH Facilitators Facebook group: <https://www.facebook.com/groups/187533181294757/>, as a majority of correspondence, notifications, events and planning is done through this group.

Supervision

Purpose of supervision

Supervision aims to look after the mental health of facilitators, maintain effective relationships between facilitators and the organisation, and ensures healthy and supported groups. Supervision needs to:

1. Provide a structured process and environment for facilitators to discuss any issues or problems, in an impartial and confidential setting.
2. Provides group facilitators with experience and the opportunity to learn from issue arising in other groups.
3. Check-in and support the mental health of facilitators

Provision

1. Supervision is provided by a experienced supervisor external to the organisation
2. The supervisor must be impartial and maintain the confidence of facilitators

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3. RainbowYOUTH may contract services of external supervisors
4. The supervisor is sourced by the General Manager and contracted on by the Board

Meetings

1. Meetings will occur at least quarterly, however more frequent supervision meetings may be organized by the General Manager or by request of the facilitators. It is a legal requirement to attend at least one meeting every three (3) months. Failure to do so will result in the facilitator being stepped down.
2. Members may be reimbursed travel costs for traveling to facilitation meetings. Reimbursement may be the value of the bus/train fair or the IRD rate per km for distanced travel in a car. Reimbursement will not cover Taxi or other forms of transport.
3. Group facilitators outside of Auckland may Skype into facilitator supervision upon organisation with the General Manager. The General Manager must ensure non-Auckland groups are getting sufficient supervision and support.

Structure

1. Group supervision will provide three important functions; supporting, learning and managing.
 - Supporting includes monitoring overall health & wellbeing, assistance in dealing with any stresses and debriefing.
 - Learning will explore knowledge, values and attitudes explore learnings from experiences and hopefully learn new things, and it will also identify any training/support needs.
 - Managing will look at facilitator's performance, the roles and responsibilities and ensure RainbowYOUTH policies are understood and followed
2. All discussions and information shared at facilitation meetings is strictly confidential. Breach of confidentiality will be considered a serious matter and may result in formal complaint being lodged with the organisation
3. The external supervisor will provide a report to the General Manager which will debrief the Volunteer Committee head and/or staff in charge of facilitators after a facilitation meeting to discuss any issues which need to addresses or recommendation at an operational or governance level.

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During this process the confidence of the facilitators must not be compromised.

Issues and conflict resolution

Facilitators are trained to mediate and deal with minor issues and disagreements that may occur between members or between members and the group/organisation. If the issue is minor, the facilitator should make an effort to resolve the issue as soon as it is identified, in a tactful and considerate manner. For anything more serious, facilitators should contact the General Manager so the issue may be resolved properly through official channels. This not only protects the facilitator, but also those involved by ensuring a fair and managed process. It is very important that facilitators do not try to handle issues beyond what is expected of them in a normal group setting.

In all instances, formal complaints and conflict resolution should be done in line with the RainbowYOUTH Complaints policy and procedure.

Facilitator-Member

1. Facilitators should attempt to informally discuss issues that may arise with respect to a member's behavior. It is recommended that issues be addressed when they arise so unacceptable behavior does not become the norm for the member or for the group.
2. If a member is unresponsive to informally discussing the issue or the facilitator feels it would not be appropriate/they are uncomfortable the facilitator should discuss the issue with the other facilitator(s) of the group and if necessary escalate the issue to the General Manager.
3. If the facilitator(s) consider a member's behavior as being significantly serious and the member in question is unresponsive, the facilitators may ask the member to leave the group. If this occurs the facilitators must inform the General Manager of the incident within one week.

Facilitator-Facilitator

1. Facilitators are encouraged to discuss issues and concerns informally when they arise in the normal operations of the group.

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2. If a breakdown in communication occurs between facilitators, the General Manager must be notified immediately.
3. All formal conflicts must be resolved in accordance with the RainbowYOUTH Complaints policy and procedure

Facilitator-Staff

1. Conflicts between facilitators and staff should be addressed to the General Manager, if appropriate.
2. Conflicts between a facilitator and the General Manager should be addressed to the co-chairs of the Executive board at board@ry.org.nz

Facilitator-Board

- a) Formal conflicts between a facilitator and the board must be resolved in accordance with the RainbowYOUTH Complaints policy and procedure.

Communication & social media

Contact details

- a) Facilitators need to provide phone and email details to the General Manager and the other facilitators of their group.

Group dates and times

Facilitators are tasked with regularly updating their Facebook group with the dates and times that their group runs, including sessions where groups are cancelled at the last minute.

- a) Facilitators must also update the Support Coordinator as to the dates and times that their group is running, for the purposes of keeping up to date information on the RainbowYOUTH website, RainbowYOUTH calendar ('upcoming events') and I'm Local website.

Social Media

- a) All interactions on social media by facilitators must follow the Social Media Policy. Facilitators should be briefed on the policy when they start as facilitators.

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- b) Groups may have a facebook group which is moderated by the group facilitators.
- c) Facebook groups should be closed and membership restricted to:
 - a. group members/attendees
 - b. RainbowYOUTH facilitators/staff/board
- d) Members should be periodically removed from the facebook group if they have not been a group attendee for a significant period (> 12 months) or if they are older than the maximum age allowance for group attendance (28+ for most groups, 18+ for GQ).
- e) RainbowYOUTH group facebook pages are a public face of the organisation and should be treated as such with respect to maintaining the good reputation of the organisation.
 - a. It is unacceptable for members to use the page to attack other people or post offensive content. Members should be mindful of the content they post and the effect it will have on others.
 - b. While respective discussion regarding controversial issues is permitted, postings must remain civil. RainbowYOUTH facebook groups are **not** a public forum and are held to the same standards as RainbowYOUTH group meetings.
 - c. Posts may be removed if they are deemed to be aggressive, offensive, or contravene the values and policies of the organisation.
 - d. RainbowYOUTH has a zero tolerance policy of bullying online. This may result in posts being removed and group members being deleted from the group. In serious incidents, members may be banned for attending RainbowYOUTH groups.
 - e.

Member Guidelines

All group members, volunteers, and staff must behavior in an appropriate manner at all RainbowYOUTH events and in the RainbowYOUTH centre. This includes:

- **Respect for other people and their boundaries.** Members should respect that others may not want to discuss certain topics or that some topics may be upsetting. If a member indicates they are not comfortable with an activity or discussion they must not be pressured into continuing.
- **Respect for the space.** Members should be careful not to damage equipment or spaces used by RainbowYOUTH. Members are not permitted to be in the office unless with a staff member or facilitator. Any space that is used by a

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RainbowYOUTH group needs to be returned to the same or better state of cleanliness than when the group began.

- RainbowYOUTH has a **zero tolerance policy on bullying**. Any member engaged in bullying behavior may be asked to leave the group or organisation.
- Members should help create **safe spaces**. All RainbowYOUTH groups aim to be safe and relaxed environments. If a member is making the environment unsafe they may be asked to leave.
- All RainbowYOUTH group and youth events are **smoke, drug, and alcohol-free**. Any young person who has taken drugs or has drunken alcohol before coming to the group will be asked to leave. Smoking is not permitted within group time. If a member leaves to smoke they may not re-enter the group. Members are discouraged from taking others out to smoke. Youth people are not permitted to smoke outside RainbowYOUTH or buildings that RainbowYouth have assigned facilitation groups too

New Facilitators and Induction

Requirements & suitability

New facilitators are decided upon by mutual agreement between the existing facilitators of the group, and the General Manager. They are generally expected to have consistently attended the group they wish to facilitate for a period of 2+ months, to actively participate in group activities, and have good standing within the group.

Process

- a) A member may approach the existing facilitators of the group to signal their desire to be a facilitator for the group.
- b) The existing facilitators of the group, or the General Manager, may approach group members to consider becoming facilitators for the group.

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- c) All potential facilitators then must:
 - a. Meet with the General Manager and pass an informal interview process
 - b. Agree and sign a Confidentiality Agreement, and facilitator MoU with RainbowYOUTH.
 - c. Complete a Police Vetting Authorization form, and pass vetting with the organization.

- d) Ideally, new facilitators will attend a formal 2 day training course before beginning their role, however it is accepted that this is not always possible, and new facilitators may work alongside existing facilitators to upskill and share responsibilities for the group.

Key organisational documents & policies

- a) RainbowYOUTH Facilitator MoU
- b) RainbowYOUTH Confidentiality Policy
- c) RainbowYOUTH Facilitator Manual
- d) Police Vetting Authorisation form
- e) RainbowYOUTH Groups & Facilitation Policy
- f) RainbowYOUTH Complaints Policy & Procedure
- g) RainbowYOUTH Social Media Policy

Facilitator Training

New Facilitators will attend the next available two day training course, organised and paid for by RainbowYOUTH. The two day training course happens on a Saturday/Sunday over a weekend, and will be notified to facilitators more than one month in advance.

Facilitator trainings are run in conjunction with the General Manager, Support Coordinator, External Supervisor, and any other internal or external expertise that are required.

Crisis Management

Risk of suicide and Mental Health Risk

Facilitators are not expected to deal in isolation with young people who are at risk of suicide, or have other Mental Health risks.

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In all situations, the facilitator is to manage a referral onto an appropriate support service. In the first instance, this should be done in collaboration with the General Manager.

If at any stage someone is at immediate physical danger, call 111.

Facilitators are expected to hold a RainbowYOUTH crisis card on their person at all times, which includes contact details for the General Manager and the Crisis team.

Intruder

An intruder is defined as someone who either presents a danger to the group (e.g. acting in a physically or verbally aggressive manner), does not meet the requirements to participate in the group (e.g. too old to attend the group), refuses to meet the expectations of the group despite prior warnings (i.e. under the influence of alcohol, or acting in a bullying manner), or a person who has been specifically instructed by staff or board members of RainbowYOUTH to not attend the group.

Process for dealing with the intruder:

- a) Ask the intruder to leave.
- b) If the intruder will not leave, close the group and remove all group members from the venue, if it is safe to do so.
- c) Call 111 and ask for assistance. Also call the General Manager and or Support Coordinator to make them aware of the situation

Disaster

- a) Check that all members of the group are present, and are not injured.
- b) If any members of the group are missing or absent, make a note of this ready to provide help when it arrives.

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- c) Do not leave the group, and ask that all group members stay together and do not leave the group. Do not use force to prevent members of the group from leaving, if they choose to do so.
- d) Using any communication method possible, attempt to make contact with Emergency Services (dial 111), the General Manager, or anyone who may be able to provide assistance.

Evacuation

- a) If it is safe to do so, or in the case that the fire alarm goes off, evacuate the building your group is in, and follow the evaluation plan on the wall to the correct assembly point for the building.
- b) Coordinate with other facilitators of the group. One should lead the group to the assembly point, another should be the last out and do a sweep of the building (if safe to do so), before following the group to the assembly point.
- c) Make contact with the building/fire warden at this assembly point.

Media

Refer to Media policy.

Facilitators and other volunteers/members of RainbowYOUTH may never make comment to a reporter or in a public forum (e.g. Facebook) on behalf of RainbowYOUTH. In all situations, refer on to the General Manager, or other staff/board at RainbowYOUTH.

Reports & Analytics

Facilitator Register

The General Manager will maintain a record of current facilitators, and supervision attendance.

Group Analytics

Data collection

Facilitators are required to complete a group log at the end of each group. The purpose of this is to record the number of attendees at the group, and

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claim reimbursement for any expenses occurred on behalf of the group (as pre-arranged with the General Manager or Support Coordinator)

Data analysis

The Support Coordinator will provide as part of their monthly report to the board on numbers attending each peer group.

Appendix - Material & Resources

Here contains a details list of the resources available to facilitators

RainbowYOUTH Facilitators Manual – Find the latest version on the Facilitators Facebook group:

<https://www.facebook.com/groups/187533181294757/>

RainbowYOUTH Facilitators Facebook group:

<https://www.facebook.com/groups/187533181294757/>

Group log, reimbursement requests and incident report forms:

<http://www.ry.org.nz/adminsite>

username: rainbowyouth

password: ra1nb0w89

RainbowYOUTH welcomes other organisations using any part of this policy for their own organisational purposes; however RainbowYOUTH is not liable or responsible for any policy development by another organisation. We request that organisations update specific references to the name of the organisation and staffing positions accordingly.

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RainbowYOUTH Education Policy

RainbowYOUTH delivers education workshops for schools, agencies and tertiary institutions looking at sexual orientation and gender identities, the impact of homophobia, and how to create a safer school environment for all students.

As RainbowYOUTH is experienced and qualified regarding the topics of sexual orientation and gender identity we can assist with the NZQA secondary school health programme and particular unit standards.

Queer education provides those who are questioning their sexuality and gender the relevant information and community contacts which they need, and also has the potential to be a vehicle for social change. This is achieved by using a teaching framework which engages students in critical thinking, and developing the skills to question, challenge, examine and understand “why you think the way you do”.

The framework used by RainbowYOUTH also encourages environments which are; “sex positive”, inclusive, reflexive, utilises a feminist framework and centralising (as opposed to normalising).

RainbowYOUTH employs an educator to deliver our workshops and volunteers train to be shared experience representatives; these volunteers share their stories at schools. This creates a deeper understanding that cannot be achieved through teaching alone. See the ‘Peer Support Groups and Shared Experience Representatives’ recruitment, induction, training and support policies for further information.

RainbowYOUTH also supports students to start up and maintain diversity groups, these groups are social support groups for queer, curious or questioning youth, run in high schools. These groups provide a safe space for students to meet in their school. RainbowYOUTH has a particular focus on schools with large numbers of Māori and Pasifika students. Please see our Education Resource for more details on our education programme.

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RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by other organisations using RainbowYOUTH policy or documents

Vulnerable Children's Policy

The purpose of this document is to outline RainbowYOUTH's policy on enacting the Vulnerable Children's Act of 2014 (hereafter referred to as 'the Act'). RainbowYOUTH recognises that it is an organisation that may from time to time provide services to vulnerable children or young people, as defined in Article 15 of the act, and as such has an obligation as set out in Article 6 the Act.

Link to Vulnerable Childrens Act 2014 legislation:

<http://www.legislation.govt.nz/act/public/2014/0040/latest/whole.html#DLM5501715>

Safety Checks

As defined in Part 3 (Articles 21 through 44), safety checks must be completed on all *core workers* and *children's workers* at RainbowYOUTH.

Those required to be safety checked

All those who work or volunteer at RainbowYOUTH must be safety checked, as while not necessarily intentionally, any staff member or volunteer can end up on the position of being a *core worker* and/or *children's worker* on behalf

Those who must complete safety checks includes (but is not limited to):

- Board members
- Executive Advisors to the Board RainbowYOUTH Vulnerable Children's Policy.
- Permanent staff
- Contract or casual staff
- Placement students and Centre Interns
- Group Facilitators
- Any other volunteer
- External Supervisors

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Exceptions

A volunteer may not need to be safety checked if the task they are undertaking with the organisation is of fixed description and length (e.g., assisting with an event where a large number of Representatives of RainbowYOUTH will be present), and it can be guaranteed that the volunteer will not end up in the role of core worker or children's worker at any point.

Responsibility for safety checks

It is the responsibility of the General Manager (GM) to ensure that all relevant people have completed safety checks within the organisation, except for the safety check on the GM. It is the responsibility of the Governance Board to complete and renew the safety check on the GM.

Requirements of safety checks

RainbowYOUTH determines that a Police Vetting check is a suitable safety check, that satisfies the regulations set out in Article 32 of the Act, until guidelines to the contrary are released. Link to Police Vetting: [h](http://www.police.govt.nz/advice/businesses-and-organisations/vetting)

[tp://www.police.govt.nz/advice/businesses-and-organisations/vetting](http://www.police.govt.nz/advice/businesses-and-organisations/vetting)

Police checks are conducted under the Criminal Record (Clean Slate) 2004 legislation.

<http://www.legislation.govt.nz/act/public/2004/0036/latest/DLM280840.html>

Validity of safety checks

In the general case RainbowYOUTH will conduct its own safety checks.

Where a *core worker* or *children's worker* is being referred into RainbowYOUTH (for example, a student on placement from a tertiary institution), RainbowYOUTH will accept a forwarded safety check from reputable institutions, including (but not limited to):

- University of Auckland
- Auckland University of Technology

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- Unitec
- Manukau Institute of Technology
- Massey University
- Te Wananga o Aotearoa where the GM has no reason to

suspect the safety check has been altered or deducted in any way in the forwarding process.

Renewal of safety checks

All safety checks are required to be renewed not more than 3 years from the date of last safety check.

RainbowYOUTH will have an appropriate Human Resources (HR) management system that identifies those workers still engaged with the organisation that require renewal of their safety check.

Confidentiality of information provided for safety checks

The information provided for the purposes of a safety check will be kept confidential to the GM. Where, for administrative purposes or otherwise, other representatives of RainbowYOUTH are required to have access to this information, those representatives will have passed a safety check, have signed a confidentiality agreement with RainbowYOUTH, and remain under strict supervision of the GM.

The information provided for the purposes of safety checks will not be used for any other purpose within the organisation.

Review of result from a safety check

The information provided as the result of a safety check will be kept confidential to the GM, except where results require action on behalf of the

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GM. Where the results from a safety check require further action, the GM will in the first instance discuss what action to take with one or both Co-Chairpersons of the board.

The information provided as the result of a safety check on the GM will be kept confidential to the Co-chairpersons of the organisation, except where results require action.

Results requiring action

Any results from the safety check, as specified in Schedule 2 of the Act, will be grounds for decline of any position at RainbowYOUTH.

Other results from the safety check will be assessed on a case by case basis depending on the intended role of the worker. In particular, those results which will require further action include (but not limited to):

- Convictions relating to fraud
- Bankruptcy
- Supply of age restricted items (alcohol, movies, etc) to those under 18 (or the relevant age for the item in question)
- Convictions related to possession, use, distribution or manufacture of Class A or Class B drugs
- Weapons related convictions
- Disqualification from driving (related to the RainbowYOUTH Driving Policy)

Results which do not require any further action:

- Possession or use of Class C drugs

Delay in safety check processing

At times, the delay in safety checking may be detrimental to the individual or the organisation. All efforts are made to complete the safety check sufficiently far in advance of beginning any role at RainbowYOUTH.

Where it is not possible to wait for the results of a safety check before beginning with the organisation, the worker will not begin the *core worker* or

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children's worker aspect of their role until the safety check has been completed. In particular, this means no unsupervised access to those under the age of 18.

Identifying Vulnerable Children

In accordance with Part 1 of the Act, being Articles 4 through 13, RainbowYOUTH are committed to improving wellbeing for vulnerable children. Much of the work that RainbowYOUTH does as part of its core services (being Drop-in, Peer support groups, Education and Wellbeing promotion) contribute towards this aim wholly or in part, meeting items (b) through (f) of Article 6.

This section sets out to explicitly identify activities RainbowYOUTH will undertake to protect vulnerable children from abuse and neglect - that is item (a) of Article 6. This will make use of the existing processes and training opportunities that RainbowYOUTH has for its staff and volunteers.

Process

Staff & Placement students

All staff and placement students participate in:

- Weekly one on one meetings with their immediate manager
- Weekly staff meetings
- Monthly one on one supervision meetings (more frequently for *core workers*)
- Monthly group supervision with other staff members

Each of these provide an opportunity for staff to raise questions or concerns about any vulnerable children, or concerning behaviour towards children, that is observed or heard about.

Where there is sufficient concern to warrant further action, the supervisor and/or GM will take further action as outlined below.

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Peer group facilitators & Casual Educators

All peer group facilitators casual educators participate in monthly or 6 weekly supervision, with their immediate manager within RainbowYOUTH (the Support Coordinator) and an external supervisor. This provides an opportunity to raise questions or concerns about any vulnerable children, or concerning behavior towards children, that is observed or heard about.

Where there is sufficient concern to warrant further action, the supervisor and/or Support Coordinator will share the concern with the GM, who will take further action as outlined below.

Other volunteers

All other volunteers involved in RainbowYOUTH have regular direct contact with their immediate manager. Managers provide an opportunity for staff to raise questions or concerns about any vulnerable children, or concerning behavior towards children, that is observed or heard about.

Where there is sufficient concern to warrant further action, the Manager will share the concern with the GM, who will take further action as outlined below.

Training

Training on identifying vulnerable children at risk of abuse and neglect will be provided to all those who fill a *core worker* or *children's worker* roll at RainbowYOUTH.

All representatives of RainbowYOUTH will be required to attend training once every two years, with their first training not being more than six months after beginning their role with the organisation.

Externally provided training

Training will be provided by a specialised external provider on at least an annual basis. This will be in one of two formats:

- External trainer running a workshop at RainbowYOUTH, for Representatives of RainbowYOUTH.

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- Representatives of RainbowYOUTH attending a training session run by an external trainer. Any staff or other Representatives of RainbowYOUTH who act as a Manager towards other staff or Representatives of RainbowYOUTH will be required to undergo this training at least once every two years.

Internally provided training

Staff who have undergone an external training course will provide training to other Representatives of RainbowYOUTH on an as needed basis (for example, at Facilitation Training Hui).

Actions undertaken when concerned about a vulnerable child

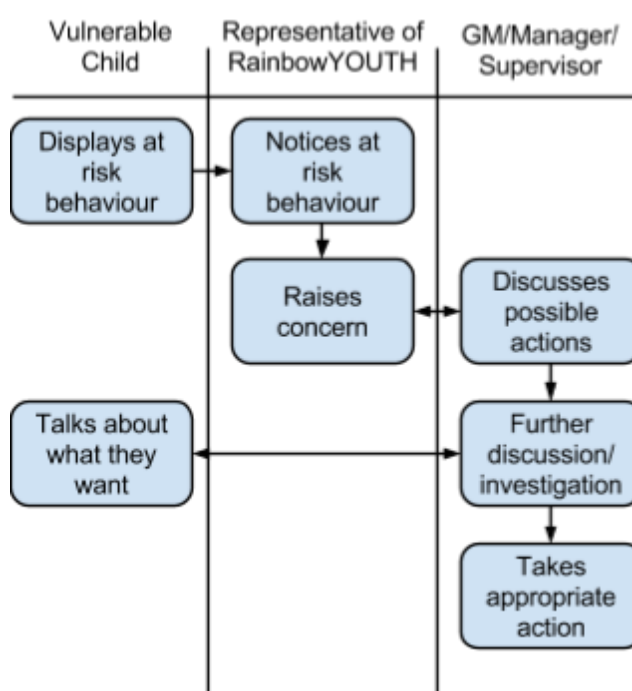
Where a Representative of RainbowYOUTH has identified a vulnerable child at risk of abuse or neglect, in the first instance they will share their concern with their immediate manager, and/or the GM. Generally, any action taken in regard to concern for a child will be made as the result of a discussion with the GM. However, any Representative of RainbowYOUTH may take any actions they deem necessary in order to protect any identified vulnerable children. Actions that the GM or any other Representative of RainbowYOUTH may take:

- Contact Police
- Contact Child, Youth and Family
- Contact the vulnerable child's/children's Marae

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- Contact a specialised service (for example, The Pacific Islands Safety and Prevention Project)

The Representative of RainbowYOUTH's responsibility to the child is not discharged until a formal acknowledgement is received from another party that they are taking responsibility for the safety of the child.



At all stages throughout this process, the best needs of the child will be put first, and wherever possible the child will be consulted and their wishes followed.

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Complaints Policy and Procedures

Ideally complaints would be resolved between the parties without involving others. If this is unsuccessful you have every right to complain. Any complaints made about a RainbowYOUTH employee, volunteer or member will be taken seriously. Both parties will be given a full and fair hearing and an independent mediator can be called if needed. Confidentiality of the complaint will be maintained and only the parties involved and the Chair and other Board members (as appropriate) of RainbowYOUTH will be notified. RainbowYOUTH takes any and all complaints very seriously. A formal complaints procedure and conflict resolution policy is detailed here in order to ensure that all parties are treated fairly and that the reputation of the organisation is not damaged by disagreements amongst its membership.

All members and staff of RainbowYOUTH are required to follow this policy as a condition of their membership and/or employment. Failure to do so may result in suspension of duties or membership.

All reasonable attempts to follow this policy must be taken by members and staff so that disputes can be resolved in a controlled and official manner.

Members and staff must not use public forums to air grievances against any other member(s) of the organisation. The RainbowYOUTH brand and good reputation is the most valuable asset the organisation has. All sources of income are tied to our reputation as is the ability of the organisation to provide services which help thousands of young people in schools and organisations. Any activity which undermines this and hinders the ability for the organisation to function is very serious and a breach of the RainbowYOUTH constitution.

RainbowYOUTH is committed to ensure a fair and reasonable conflict resolution process. All grievances will be heard and every member of the organisation has a right to this process.

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Policy

- At the completion of any step, if both parties are satisfied, the procedures can be ended. If parties are not satisfied, continue to the next step.
- All parties have the right to have their supervisor and/or an advocate/whānau/support person present.

Process

Step 1. Approach the person/RainbowYOUTH directly about the problem. If unresolved move to Step 2.

Step 2. Give a written description to the Chair of the RainbowYOUTH Board. The Chairperson will notify the person/organisation making the complaint that it has been received.

Step 3. The Chair and appropriate board members will read and discuss the complaint within 7 days.

Step 4. The person that the complaint is about is notified and given the opportunity to read the complaint and respond to the Chair and delegates. If the Chair is unable to resolve the complaint move to Step 5.

Step 5. The Chair brings in an independent mediator to hear from the person making the complaint and the person/organisation the complaint is against. The meeting will take place within two weeks. If mediation is not successful, the complaint moves to Step 6.

Step 6. Two members of the Board including the Chair will meet with both parties together with an independent mediator as facilitator within two weeks of the previous meeting. From this meeting the three board members will make a final decision and direct any action to take place. They will report their decision to all parties within one week.

RainbowYOUTH

RainbowYOUTH Driving and Vehicle Policy

RainbowYOUTH's Driving and Vehicle policy identifies how we own, manage and use vehicles, the regulations for driving a vehicle on behalf of RainbowYOUTH, and promotion of safe use. This policy supersedes the originally named 'Rainbow Youth Driving Policy'.

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Definitions

Driving on behalf of RainbowYOUTH

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RainbowYOUTH owned vehicles

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Driving a RainbowYOUTH vehicle for non RainbowYOUTH purposes

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In the event of an accident☒

Definitions

Accident - any event which has, or could have, caused injury and which involves damage to the vehicle and/or other vehicles or property.

Fair wear and tear - means the condition of a returned vehicle that is acceptable to RainbowYOUTH, and/or any other party that owns/leases/rents a vehicle, and is fair and reasonable in relation to the distance travelled.

Vehicle Damage - means in respect to any vehicle that is in good condition and appearance related to fair wear and tear.

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Authorised Driver - is a person who has completed the Driver Declaration form, has a current driver's licence of required grade and has no grounds for exclusion (e.g. rejected for insurance).

RainbowYOUTH Vehicle - means a vehicle under the control of RainbowYOUTH for the purpose of delivering services on behalf of RainbowYOUTH. This could include vehicles which are owned, leased or rented by RainbowYOUTH.

Private Vehicle - means a vehicle that is not owned, rented or leased by RainbowYOUTH, but which may be used in a RainbowYOUTH capacity. I.e., a volunteer driving RainbowYOUTH members to an event in their own car.

RainbowYOUTH people - anyone who is acting in a capacity on behalf of RainbowYOUTH (for example, staff, board members or volunteers), or anyone whom RainbowYOUTH is delivering services to or acting on behalf of (e.g. group members)

Driving on behalf of RainbowYOUTH

Anyone (including, but not limited to staff or volunteers) driving on behalf of RainbowYOUTH must follow all requirements as set out by the relevant laws and by-laws of the location(s) the driving will occur. In addition, RainbowYOUTH requires some additional responsibilities and conditions of those driving on behalf of the organisation.

How to identify if you are driving on behalf of RainbowYOUTH

These are examples of situations where you would be driving on behalf of RainbowYOUTH:

- Transporting RainbowYOUTH members, volunteers or staff to/from a non-regular event or RainbowYOUTH organised trip.
- Delivering or picking up goods on behalf of RainbowYOUTH.
- Moving a RainbowYOUTH owned, rented or leased vehicle for a specific purpose (i.e. home from an event, or driving to the carwash).

Examples of when you are not driving on behalf of RainbowYOUTH:

- Driving a private vehicle to/from your regular place of work or volunteering, with no RainbowYOUTH people (staff, volunteers, members, or guests) as passengers.
- Driving directly from home to the airport for RainbowYOUTH related travel, with no RainbowYOUTH people (staff, volunteers, members, or guests) as passengers.

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Requirements of drivers

Requirements of people driving on behalf of RainbowYOUTH includes, but is not limited to:

- A photocopy of the driver(s) licence is provided to RainbowYOUTH that will be kept on file in accordance with our privacy and confidentiality policy
- A RainbowYOUTH Drivers form is completed and signed
- Follow all requirements as set out by the relevant laws and by-laws of the location(s) the driving will occur.
- Holding a full New Zealand drivers licence (or equivalent) of the required class for the vehicle to be driven.
- Maintaining responsibility for the safety of passengers, including seat belts on and fastened, and the conduct of passengers from beginning to end of the journey.
- **No consumption of any alcohol or drugs while driving**, or for 12 hours beforehand of any driving.
- No smoking while driving.
- Before setting off for your journey, checking the vehicle meets all legal and operating requirements (see [Vehicle checklist before setting off](#) below)

Note that when driving a vehicle with RainbowYOUTH branding, extra care and and courtesy should be taken when driving, maintaining the reputation of RainbowYOUTH on the road.

Vehicle checklist before setting off

Check these following items of any vehicle before using it for RainbowYOUTH purposes:

- Current and valid Registration and Warrant of Fitness (or equivalents)
- Seat belts compliant with any relevant laws are available for all passengers, and any cargo items are secured.
- Any passengers under the age of 16 have written permission from a parent or guardian.
- The vehicle is in good general condition, i.e. brakes in working order, tyres have sufficient tread depth, brake lights and headlights work.

Who pays?

When driving on behalf of RainbowYOUTH, RainbowYOUTH will cover any costs that could normally be expected to be incurred while using a vehicle (not including the vehicle costs itself), including but not limited to:

- Cost for parking

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- Cost for travelling on any toll roads

If you're unsure, check with RainbowYOUTH staff first!

RainbowYOUTH will not cover:

- Parking infringements, fines or costs associated with clamping or being towed
- Speeding fines, or any other legal infringements from incorrect use of a vehicle

Liability of Driver

Any driver who commits an offence while driving on behalf of RainbowYOUTH are themselves liable for any consequences that may result from that offence. This includes criminal convictions for illegal driving practices, parking fines, speeding tickets, driving outside their licence conditions or restrictions, or using a vehicle in an unsafe condition or with a known fault. When traffic offences occur in a RainbowYOUTH Vehicle, RainbowYOUTH will advise the Authorised Driver of their offence upon the receipt of the first infringement notice. Upon RainbowYOUTH receiving the second infringement notice the matter will be passed to the police.

Any Authorised Driver using a RainbowYOUTH Vehicle who allows an unauthorised driver to operate that vehicle must notify the Executive Director of this activity. Under this policy the Authorised Driver will be held responsible for the actions of the unauthorised driver.

Where the Authorised Driver is found to be clearly careless or negligent in police and insurance reports in more than one accident in each 24 months, they will then be liable for the Insurance Excess (currently between \$500 and \$1,500, depending on circumstances). If the Authorised Driver was using the vehicle for unauthorised purposes the Authorised Driver will be liable for the excess and any other costs incurred.

Where a RainbowYOUTH insurer declines a claim for vehicle damage because the driver was uninsured, driving outside their licence conditions or restrictions, prohibited from driving, without a current licence or was driving under the influence of drugs or alcohol, then RainbowYOUTH may claim insurance and consequently authorise the insurer to recover costs from the driver.

Revoking of permission to drive on behalf of RainbowYOUTH

Where an Authorised Driver intentionally or with negligence breaches any applicable law, by-law or any part of the RainbowYOUTH Driving and Vehicle Policy while driving on behalf of RainbowYOUTH, that person's permission to

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drive on behalf of RainbowYOUTH shall be revoked from the time of incident, upon that incident becoming known to RainbowYOUTH people.

Permission to be an Authorised Driver may only be granted again to that person with express permission in writing from the Executive Director.

Using a Private vehicle for RainbowYOUTH purposes

If using your own vehicle, or a vehicle owned by someone else for RainbowYOUTH purposes (see [How to identify if you are driving on behalf of RainbowYOUTH](#)), you must get express permission in writing to use that vehicle on behalf of RainbowYOUTH from a RainbowYOUTH staff member. RainbowYOUTH staff do not need to seek express permission to use a private vehicle on behalf of RainbowYOUTH, provided it is compliant with all other sections of this Driving and Vehicle Policy.

When using a Private vehicle for RainbowYOUTH purposes, you must ensure (whether the vehicle is owned by you or another party) that the vehicle meets all the requirements set out in [Vehicle checklist before setting off](#).

Reimbursement for usage

Reimbursement for your usage of the private vehicle may be available, get permission from RainbowYOUTH staff before using a vehicle for which you expect to be reimbursed. Reimbursement rates are:

1. \$0.77 cents per km for trips up to 100km
2. A flat rate of \$77 for trips between 101 and 196km's
3. \$0.40 cents per km for trips over 197km

and applies to all trips taken within a single calendar day. For example:

- driving 59km's each way to a one hour meeting will be reimbursed at the flat rate of \$77 (total distance: 118km)
- driving 59km's each way to an overnight hui will be reimbursed as two 59km trips, or \$90.86.

**Rates are subject to change based on IRD recommendations. Refer to Financial Management policy on how to claim reimbursement*

Insurance & Breakdowns

RainbowYOUTH will not cover the costs of any damage to your vehicle, other property of yours or property of others. For this reason it is important that the vehicle you are using is correctly insured, the cost of which is included in the [Reimbursement for usage](#).

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Note that RainbowYOUTH will not cover any costs related to breakdowns, running out of fuel or accidents in a private vehicle. Please ensure you have sufficient capacity to deal with this, especially before using a private vehicle for a long distance trip. Discuss with a RainbowYOUTH staff member prior to setting off if you are not sure.

RainbowYOUTH owned vehicles

RainbowYOUTH vehicles will be maintained to a good standard, with process to ensure that regular items, such as:

- Warrant of Fitness
- Registration
- Road User charges
- General services

are completed in a timely manner, ahead of expiry, and to have minimal impact on the use of the vehicle within RainbowYOUTH.

Extra requirements of RainbowYOUTH owned vehicles

At all times, RainbowYOUTH owned vehicles:

- Will have a current First AID kit onboard, of sufficient size for the size of the vehicle
- Will have a current Fire Extinguisher of suitable class
- Smoking is never permitted in or near the vehicle

Reimbursements

When using a RainbowYOUTH provided vehicle, a per mileage reimbursement rate is not applicable. RainbowYOUTH will reimburse the following costs:

- Fuel purchased (vehicle fuel card to be used, unless in an emergency)
- Any other costs directly related to the operation of the vehicle that are required while in your use.
- Costs related to breakdown (and reasonable costs of delayed travel as a result)

Driver & general use requirements

- The vehicle will only be refueled using the provided fuel card with the correct grade of fuel (gasoline, diesel, or as required) at a public service station. The vehicle will not be refueled from private tanks (e.g. a farm diesel tank), and reimbursement for fuel spent not on the fuel card will only be in case of emergency.

RainbowYOUTH

- The Authorised Driver must notify the Executive Director if they believe any repairs or maintenance need to be done to the vehicle.
- Complete logbook for each trip completed.

Log book

For every trip that a RainbowYOUTH owned vehicle is used, the Vehicle Log Book must be completed. The log book captures:

- Date and time of trip
- Location(s) of travel
- Odometer reading at the beginning and end of trip, and of distance traveled.
- Reason for trip
- Whether you refueled the vehicle using the fuel card
- Driver name and signature

Failure to complete the logbook in a timely manner on a regular basis will result in being removed as an Authorised Driver for RainbowYOUTH.

Driving a RainbowYOUTH vehicle for non RainbowYOUTH purposes

From time to time, RainbowYOUTH vehicles may be used for non RainbowYOUTH purposes. Express permission must be sought from RainbowYOUTH staff for any non RainbowYOUTH use of a vehicle.

Not all RainbowYOUTH requirements of drivers necessarily applies in this situation, however those that do apply are:

- A photocopy of the driver(s) licence is provided to RainbowYOUTH
- A RainbowYOUTH Driver Declaration form is completed and signed
- Follow all requirements as set out by the relevant laws and by-laws of the location(s) the driving will occur.
- Holding a full New Zealand drivers licence (or equivalent) of the required class for the vehicle to be driven.
- Before setting off for your journey, checking the vehicle meets all legal and operating requirements (see insert link below)
- No action or operation of the vehicle invalidates the insurance held on the vehicle
- If driving a branded vehicle, care and and courtesy should be taken to maintain the reputation of RainbowYOUTH on the road.

Costs

Using a RainbowYOUTH vehicle for non RainbowYOUTH purposes, the user must:

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- Fill up the vehicle with diesel/petrol to the level (or higher) than when the vehicle was first picked up
- Meet any parking, toll or other costs
- Meet any parking ticket, speeding fines or other infringement costs
- Give consideration to the other operating costs met by RainbowYOUTH, such as Road User Charges (0.06 per km) and Servicing (~\$500 per year). A donation can be made on the RainbowYOUTH website (<http://www.ry.org.nz/donate/>)

Hirage

RainbowYOUTH may choose to offer any of our vehicles out for hire or lease. If doing so, RainbowYOUTH will:

- Have in place a formal Hire agreement with those hiring the vehicle
- Maintain the vehicle to the level required in law for a rental vehicle (for example, obtaining a Certificate for Fitness)

In the event of an accident

If an accident is serious contact the police or emergency services immediately after securing the scene.

111 (*500 on mobile) for accidents or emergency

Ensure the safety of yourself and passengers at the scene and notify emergency services if required.

Contact the Executive Director and record in writing the details of the accident as quickly as appropriate. If another party/vehicle is involved record all the drivers' details including the car registration.

The Authorised Driver must at the time of the accident:

- not make any admission of liability
- obtain the names(s), phone number(s) and any other contact details of other driver(s) involved
- obtain the name of the owner(s) of the vehicle(s)
- obtain the make and registration number(s) of the vehicle(s)
- obtain the names of the other driver(s) insurance companies
- give to the other driver(s): your name, RainbowYOUTH as the owner of the Vehicle, and the insurer of the vehicle (found in the glovebox)
- complete a vehicle damage report and an Incident Report
- work with the Executive Director to complete the insurance claim
- notify the police of any accidents involving other people, vehicles or property

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All accidents, near misses, and damage (even if it is minor) are to be recorded in the incident register and reported to the Executive Director.

Where a private car is being used, RainbowYOUTH is not liable for any insurance excesses or other costs that may arise from the accident, no matter who is at fault.

Where a vehicle owned and insured by RainbowYOUTH is involved in an accident, RainbowYOUTH will cover the cost of any insurance excess, provided the driver was operating the vehicle within all applicable laws, by-laws and RainbowYOUTH policy at the time of accident. If any of these conditions are not met, the driver of the vehicle will be responsible for any insurance excesses, or other costs as a result of the incorrect usage of the vehicle.

Rainbow Youth welcomes other organisations using any part of this policy; however Rainbow Youth is not liable or responsible for any policy development by other organisations using Rainbow Youth policy or documents

RainbowYOUTH

Smokefree Policy

Purpose

RainbowYOUTH will ensure we are actively providing a 100% smokefree environment and that smokefree lifestyles amongst staff, volunteers and people who access our services are supported.

Scope

All RainbowYOUTH staff, volunteers, contractors and visitors who access our service.

Performance Indicators

Smokefree contract clauses are met (future goal)

Legislative requirements are adhered to

References

Legislation

[Smoke free Environments Act 1990 and amendments 2003](#)

[Health and Safety in Employment Act 1992 and amendments 2002](#)

[New Zealand Public Health and Disability Act 2000](#)

Standards Guidelines

[MOH Strategy – New Zealand Health Strategy 2000](#)

[New Zealand Guidelines for Helping People Stop Smoking](#)

Name of Service Documents

Health and Safety Manual

Staff Training and Development

Use of Company Vehicle

Discipline and Dismissal

Complaints

Purpose

RainbowYOUTH expectations regarding Smokefree are:

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- Maintaining 100% smokefree premises and environments
- Compliance with the Smoke-free Environments Act 1990 and Amendments 2003 and the Health and Safety in Employment Act (HSEA) 1992 and Amendments 2002;
- Compliance with DHB contract requirements
- Support for the Government's goal of a Smokefree Aotearoa by 2025.

Scope

All RainbowYOUTH employees, contractors, volunteers and visitors.

All buildings, grounds, social venues and vehicles owned or used by RainbowYOUTH.

Smokefree Environments

- All RainbowYOUTH sites, affiliated buildings are smokefree.
- Smoking is not permitted inside and around RainbowYOUTH affiliated buildings, vehicles and offices, including in any buildings leased by RainbowYOUTH.
- Staff, volunteers on any site owned by RainbowYOUTH or controlled by them under a lease arrangement. Visitors, contractors, volunteers, and staff must leave the site if they wish to smoke. On-site includes boundary fences, gardens and entrances to sites.
- During normal working hours, staff will be encouraged not to smoke. Support through use of Nicotine Replacement Therapy will be offered. If staff wish to smoke during work time, it will only be during their legally entitled breaks. Staff will not be entitled to additional smoke-breaks.

Promoting a Smokefree Environment

It is the responsibility of all staff to inform staff, contractors, volunteers and visitors that RainbowYOUTH is smokefree and that people who smoke must go off-site to smoke.

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RainbowYOUTH prohibits any use of cigarettes as behavioural tools including to build rapport with people and de-escalate or manage critical incidents.

Staff are prohibited from smoking when working with visitors. This includes undertaking community activities and even when driving in private vehicles.

This Smokefree Policy and Procedure document will be clearly displayed and available to all.

Smokefree signs will always be displayed prominently in the building.

Hazard Identification

Smoking is an identified hazard on the **Hazard Identification Record**. If staff experience any negative effects from second hand smoke they are encouraged to complete an **Adverse Event/Incident/Complaint Record** to ensure that this is investigated.

Non-compliance

Repeated breaches of the RainbowYOUTH smokefree policy and procedures by staff and volunteers will be considered misconduct, and will be dealt with in accordance RainbowYOUTH **disciplinary procedures**.

Non-compliance by others that fall outside of staff and volunteers will be dealt with the **Complaints Policy and Procedures**.

Smokefree Systems

Systems will be actively implemented to:

- Promote smokefree environments
- Develop referral processes for further cessation support
- Supply smokefree resources to staff, contractors, volunteers and visitors.
- Routinely provide support to quit for staff that smoke

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Training and Development

All staff will be made aware of RainbowYOUTH Smokefree Policy and Procedures during their induction process.

Staff will also be encouraged to become Quitcard providers by completion of Smoking Cessation Practitioner.

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Reimbursement Policy

This policy outlines the reimbursement of travel and other business expenses for staff and volunteers whilst undertaking RainbowYOUTH business. Original receipts must be kept and attached to the expenses claim form.

Travel costs - Staff

RainbowYOUTH pays a mileage rate of 0.74 cents per kilometer (or the current IRD rate) to a maximum of 100 km for any single trip.

Reimbursement over 100km is payment of petrol used. Reimbursements can be made by filling out an expense claim form.

RainbowYOUTH will reimburse any reasonable parking costs whilst the staff member/volunteer is on RainbowYOUTH business, this does not include paying for parking for staff during normal working hours at our K-Rd premise.

Travel costs - Volunteers

Volunteers are entitled to reimbursement for any reasonable expenses for transport to and from the place you are volunteering for RainbowYOUTH.

- Facilitators are entitled to spend up to \$20.00 for each social support group
- Volunteers are entitled to up to \$50.00 each month for transport related expenses

These expenses are to be agreed to prior to expending them with the Executive Director or a RainbowYOUTH staff and the correct reimbursement procedures followed.

Entertainment costs

The Executive Director has delegated authority to spend \$100.00 and under for legitimate entertainment purposes including purchasing gifts and providing food for volunteers. Receipts need to be attached to an expense claim form and signed by the Executive Director/Board Chairperson or Secretary (whoever has not made the purchase).

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RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

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RainbowYOUTH Volunteer Recruitment and Retention Policy

RainbowYOUTH practices sound management techniques through appointing a staff member to liaise with each volunteer ensuring their skills and talents are matched to roles and they are properly inducted, trained and supervised.

Recruitment

When RainbowYOUTH requires large numbers of volunteers for a short period and the qualifications of the task are minimal we attract volunteers through Facebook, speaking to groups, word of mouth, appropriate media and fliers.

Targeted recruitment for a specific project or role requires a careful planned approach to a smaller audience, this approach we use when we want specific skills and the following questions need to be considered from the outset.

We consider;

- What do we need?
- Who could provide this?
- How can we communicate with them?
- What would motivate them?

Our recruitment message is a compelling message which explains why RainbowYOUTH is worthy of a potential volunteer's time and the good they can do and also outlines the benefits the volunteer will gain along with the training and support. Recruitment can take place through job sites including good works and real change jobs, queer media and approaching identified individuals. Whenever possible we try to give young people opportunities to volunteer.

Cycle of Volunteer Staffing

- Develop plan to meet organisational need
- Design volunteer roles
- Recruit, screen and negotiate volunteer agreements
- Orient volunteers to role
- Train volunteers to develop skills
- Provide support, liaison and supervision

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- Evaluate performance, document successes and recommendations
- Provide appreciation and recognition
- Review volunteer staffing plan

Retention – celebrating volunteers

RainbowYOUTH is committed to;

Thanking volunteers for their efforts at events, on the website and through social media and in person by giving regular feedback.

Celebrating/recognising volunteer accomplishments by frequently telling *volunteers* they are doing a good job and doing small gestures like taking them out for lunch or providing a small gift.

Facilitating ownership of a task/project for volunteers, ensuring they are doing meaningful work that matches their skills and time and let volunteers know they are making a difference. We invite every volunteer to provide suggestions about how our work can be done better. If we do not have meaningful work we do not accept volunteers.

Volunteers being part of the RainbowYOUTH family and volunteers will be invited to attend staff meetings, events, RY social outings, training, annual event and networking meetings where appropriate.

Volunteers learn something new by fully inducting, training and supervising our volunteers.

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

Volunteer Policy

RainbowYOUTH believes that the time and talents of volunteers are critical to the success of our organisation. RainbowYOUTH's core values include the provision of safe and supportive environments for queer and questioning youth, their friends and whānau, respect for diversity, youth operated; for youth by youth, embracing the principles of Te Tiriti o Waitangi and fun and humour. We want our volunteers to share these values and the vision of RainbowYOUTH for the acceptance of the diversity of sexuality and gender in Aotearoa.

RainbowYOUTH's expectations of volunteers:

- All RainbowYOUTH environments are smoke, drug and alcohol free
- We respect each other, as well as others opinions and boundaries
- We respect the identities and sexuality of others
- We avoid using language that is sexually explicit or offensive
- We respect each other's privacy; personal things that are discussed with us should not be discussed with others
- Our behaviour reflects on RainbowYOUTH, we are always aware of this.

What kind of services do volunteers provide?

Volunteers currently provide their time and talents as executive advisors, with art/media and design, event planning and event volunteering, fundraising, group facilitation, IT, policy analyst, workshop presentation and general tasks, drop-in centre interning.

How do you apply to be a volunteer?

Application form and interview

Our volunteer application form asks you to detail your interests and what time and day's best suit you. All volunteers must undertake a third party police check prior to volunteering with RainbowYOUTH.

All volunteers will be interviewed by a staff member and the following areas will be covered; address, telephone number, area(s) of interest, experience, motivations and aspirations, current drivers licence, times available,

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commitment, policy for reimbursement of expenses, names and contacts of two referees and police clearance.

Any person with criminal convictions of child abuse or related crimes, rape or murder cannot volunteer with RainbowYOUTH. Other criminal convictions such as fraud, alcohol and other drug convictions will be considered on a case by case basis by the Executive Director, RainbowYOUTH will consider the nature of the crime and the time passed since the conviction. The RainbowYOUTH Board will be notified by the Executive Director of any volunteers working with RainbowYOUTH with convictions.

Volunteer applications will be considered seriously for need and suitability and applicants will be contacted within a week of their interview to inform them whether they were successful. If applicants are not successful, a full, honest and compassionate outline of why needs to be given to the applicant.

Role description

Every volunteer has a role description which outlines;

- *Position title*
- *Purpose of the position* (how will the volunteers work effect the project outcome, mission? It is important that the impact is defined so that volunteers understand how important their work is)
- *Responsibilities and Duties* (Specifically identify the volunteer position's responsibilities and duties. Define what is expected from the volunteer).
- *Qualifications* (Include education, personal characteristics, skills, abilities and/or experience required).
- *Commitment expected* (Include length of service, hours per week, hours per day, include any special requirement such as weekend work. Note – volunteers are not to work routinely over 20 a week).
- *Training* (List the training the volunteer will receive, include general training and induction that all positions receive like health and safety and any position-specific training for this assignment).
- *Supervisor* - Volunteer supervisors name and contact information.

Volunteer Agreement

All volunteers need to sign a volunteer agreement.

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Induction training

Induction training includes

- *HR* - signing volunteer agreement, reading over People and Policy Guide and Operations Manual and completing police check
- *Police Check* - All volunteers are police checked, if a volunteer has a criminal conviction this will be considered by the Executive Director, the nature and time since the conviction took place will be considered.
- *Administration* - Instruction in use of telephone, voice mail, photocopier, account procedures (if applicable) and internet
- *Reimbursements* – See policy statement below.
- *Tour of RainbowYOUTH* – Point out notice boards, exits, evacuation assembly points, toilets, staff space, introduce to all staff and other volunteers.
- *Health and Safety* – Incident and injury reporting, hazard identification and their responsibilities and first aid kit locations
- *Feedback* – Goals and outcomes for their role, how and how often feedback will be given.

Reimbursements

Volunteers are entitled to reimbursement for any reasonable expenses for transport to and from the place you are volunteering for RainbowYOUTH. Facilitators are entitled to spend up to \$20.00 for each social support group. Volunteers are entitled to up reimbursements for reasonable transport costs.

These expenses are to be agreed to prior to expending them with the Executive Director or a RainbowYOUTH staff and the correct reimbursement procedures followed.

Feedback

Volunteers who commit to long term for three months or longer, will formally set goals and outcomes for their roles with their supervisors and receive formal feedback. All volunteers will receive informal regular feedback.

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How will issues and complaints be handled?

You can raise any issues with your supervisor or the Executive Director. If the matter is not resolved to the satisfaction of either party you can contact the Chairperson of the RainbowYOUTH Board either in person or in writing. Please see our Complaints/Disputes Resolution Policy for a fuller description.

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

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RY Board Policy

In adherence to the RainbowYOUTH constitution, RainbowYOUTH is managed by an executive board of ten young people aged under 28 years of age elected at the Annual General Meeting. In addition the Board can bring on up to three Executive Advisors who sit on the board in a consultative capacity and have no voting rights.

There are four office positions, Chairperson, Vice Chairperson, Secretary and Treasurer. The general responsibilities and approximate time commitment for executive board members and the office positions outlined below.

Executive Board Member

- a) Be familiar with the strengths and challenges of queer youth in Aotearoa.
- b) Representing the organisation in an official capacity as required
- c) No experience required, however knowledge of RainbowYOUTH and the structure of governance boards would be an advantage.
- d) Contribute to the vision and mission of RainbowYOUTH
- e) Contribute to a core organisational committee (COC)
- f) Regular meeting attendance

Hours per month – 10-15

Chairperson

- Facilitation of the board meetings
- Develop a strong working partnership with the Executive Director
- Act as figurehead of organisation in conjunction with Executive Director.
- Ensuring that constitution and policy obligations are met
- Leading the development of strategy that reflects the vision of the organisation.
- Direct line management of ED Signatory for official endorsements and bank accounts of the organisation.
- Writing or signing of official endorsements for RainbowYOUTH

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- Approval of expense spending in alignment with financial policy.
- Be familiar with the strengths and challenges of queer youth in Aotearoa as well as the research that underpins this.
- Lead the vision, mission and values of RainbowYOUTH.
- Member of Executive Leadership Team. Between the Chairperson and Vice Chairperson they sit on all Core Organisational Committees

Hours per month –15-20.

Vice Chairperson

- Carry out all Chairperson duties in their absence.
- Developing working partnership with ED
- Member of Executive Leadership Team
- Signatory
- Be familiar with the strengths and challenges of queer youth in Aotearoa as well as the research that underpins this.
- Lead the vision, mission and values of RainbowYOUTH.
- Provides a mentoring and support role for board members.
- Between the Chairperson and Vice Chairperson they sit on all Core Organisational Committees

Hours per month –10-20.

Secretary

- Requesting agenda items and presenting agenda at each board meeting
- Requesting agenda items from all board members, staff executive advisors and anyone else attending the following board meeting, a reasonable time before the meeting
- Compiling and sending out a copy of the agenda a reasonable time before the meeting
- Recording minutes and motions at board meetings, AGM and SGM
- Sending out of meeting minutes
- Formatting meeting minutes to make them easily understood

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- Distributing minute to key stake holders and keep copies accessible in centre
- Maintaining contact details of the board
- Updating contact details as needed and sending out to board members, adult advisors and staff
- Member of Executive Leadership Team
- Signatory

Hours per month – 10-15

Treasurer

- Oversees organisational finances in conjunction with executive director
- Oversees financial reports for board and budget in conjunction with executive director
- Facilitation of the development of sustainable financial strategies

Ongoing Tasks:

- Responsible for ensuring the preparation of the end of year report for the AGM
- Obtaining an audited report for the end of year financial position
- Preparing financial report for the AGM
- Leading finance committee
- Organising bi-monthly meetings
- Liaising with the Funding Executive
- Liaising regarding funding needed, funding in coming and policy
- Signatory for official endorsements and bank accounts of the organisation
- Writing or signing of official endorsements for RainbowYOUTH
- Approval of expense spending, in absence of chair
- Verifying expenses staff or volunteers are claiming back
- Verifying that the associated receipts, invoices or notes are accompanying.
- Signing the cheques
- Sits on the Executive Leadership Team
- Development of Annual Budget
- Involved in the account auditing process

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Hours per month –10-15

Executive Advisors

- Can serve for a maximum of 5 years and a current RainbowYOUTH volunteer must have left RainbowYOUTH for at least 24 months before returning as an executive advisor.
- Mentoring of vice/chairperson (particularly around staff and performance management).
- Co-facilitator of financial committees and coaching of budget creation.
- Co-leadership/facilitation during times of strategic and business planning.
- Being involved in performance reviews of Executive Director where appropriate.
- Attending regular board meetings and contributing where needed/appropriate.
- Having official capacity during the AGM (e.g. counting votes, speaking).
- Building capacity of executive members and identifying potential leaders.
- Support the vision, mission and values of RainbowYOUTH.
- Be familiar with the strengths and challenges of queer youth in Aotearoa.

Hours per month – 10-15

General obligations of the Board

In general Board members are expected to attend monthly board meeting, annual strategic planning days, team building, facilitators/education training (2 days in the first year), participate on a core organisational committee(s) and attend events.

Core Organisational Committees

In addition to the Executive Board RainbowYOUTH operates with core organisational committees (COC) including the following which are have

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representatives from the Board and where appropriate from RainbowYOUTH volunteers;

Core Organisational Committee (COC)	Responsibilities
Financial (Fin Com)	Preparation of financial reports, funding, budgets
Executive Leadership Team	Succession planning, peer support, management of board and staff
Events	Prism, BGO, Summer Events
Communications	Web, media, social media, branding, fundraising
National	National Hui, Outgames, Project based initiatives
Campaigns	Pink shirt day, Youth week, Homo/Trans phobia, Advocacy, Education

These COCs report to the AGM and to the Board at board meetings.

Induction

At the close of the AGM all Board members will meet for half an hour for an induction to understand the history, vision and values of RainbowYOUTH, the core programmes and the previous year's strategic priorities and key achievements.

New Board members they also receive an induction pack with the following;

- Constitution
- Policy manual
- Current organisation chart
- Latest annual report
- Financial statements
- Current Strategic Plan
- RainbowYOUTH resource samples
- Current board members contact details
- Police check form to fill out (every volunteer working with RainbowYOUTH must by law undertake a police check).
- Code of Ethics for Youth Work in Aotearoa New Zealand (2nd Ed). Published by Ara Taiohi.

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RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

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Financial Management Policy

Spending & Delegations

Spending

- General operational and everyday spending for the organisation is pre-authorized by this policy and delegated to the approval of the **General manager**. The '**Spending Delegations and Pre-approved Limits**' (section 3) outline what items are covered by this authorization and to what amount/limit.
- All other spending that falls outside of the '**Spending Delegations and Pre-approved Limits**' (section 3) must be approved by the **Executive Board**, via the Treasurer.
- RainbowYOUTH is not obligated to provide reimbursement for expenses occurred without the prior approval of the **Executive Board**, notwithstanding previously agreed to authorization and delegations.
- Spending should not take place prior to receiving approval in writing, email, or text.
- All expenditure must be attributed to a specific budget item or project. Expenditure which is unbudgeted or does not have specific project funding or which is over \$2,000 must be justified in terms of core services (e.g. education, peer-support provision, etc) or fundraising efforts with a high likelihood of success.
- During times of financial hardship, restrictions are placed on '**Spending Delegations and Pre-approved Limits**'. See **Guidelines for Financial Hardship** (section 4) for details.

Authorization

- **Normal Authorization** for spending should be communicated to the treasurer to be discussed at the Financial Committee meeting so that a recommendation on spending may be presented to the board meeting.

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- If **urgent authorization** is required the board may discuss the issue either *via* email or special meeting. Reason for the unexpected spending should be presented along.
- All authorizations for spending outside the '**Spending Delegations and Pre-approved Limits**' (section 1.3) must be added to the upcoming board minutes.

Spending Delegations and Pre-approved Limits

- General operational and everyday spending for the organisation is pre-authorized by this policy and delegated to the approval of the General manager, Chairperson, and Treasurer. This includes:
 - spending from budget lines under the 'General Expenses' budget lines. These budget lines must last the whole year, and so regular monitoring of spending is required by the **General Manager** and **Treasurer**.
 - spending up to the value of \$500 per budget line on non-'General Expenses', during normal operation. These should be brought to the attention of the Financial committee at the next meeting.
- During times of financial hardship, the amount detailed in section 1.3.a.ii is reduced to \$100 when 'Spending Scrutiny' is in place. If a 'Spending Freeze' is in place, all exceptions to prior approval are rescinded, and hence all requests to spend money must go through the **Treasurer**.

Financial Hardship

Guidelines for Financial Hardship

- There may be times when the organisation comes under financial hardship. In these cases, tighter financial controls need to be put in place to increase monitoring of expenditure and reduce non-essential expenses in order that organisations finances can be brought under control.

RainbowYOUTH

- Outside of 'Normal Operation', there are two levels to these controls: '**Spending Scrutiny**' and '**Spending Freeze**', which are automatically activated when the organisations liquid assets (i.e. combined bank balances) the larger of:
 - \$50,000 (**Spending Scrutiny**) or \$35,000 (**Spending Freeze**), OR
 - fall below 4 months (**Spending Scrutiny**) and 2 months (**Spending Freeze**) essential operational costs.
- At these levels certain rules are enacted, detailed below, binding on all levels of the organisation.

Spend Rules under 'Scrutiny' Conditions

- a) Pre-approved spending limits for the General Manager, Chairperson, and Treasurer fall to \$100 for spending.
- b) During times of spending scrutiny, spending on the following will be restricted or halted.
 - a) Professional services to RainbowYOUTH
 - b) Staff training
 - c) RainbowYOUTH campaigns/advertising
 - d) RainbowYOUTH merchandise
 - e) Volunteer recognition
 - f) Food for groups/meetings as required

Spending Rules under 'Freeze' Conditions

- a) Pre-approved spending limit for the **General Manager, Chairperson,** and **Treasurer** are rescinded. All requests to spend organisational funds must be approved by the **Executive Board**, without exception.
- b) During times of spending freeze, the spending on the items recorded in 1.e should be temporarily frozen. Expenses will be discussed on a case-by-case basis.

Financial management

The Budget

RainbowYOUTH

- a) The budget is prepared annually at the end of the financial year by the **Treasurer**, with the assistance of the **Financial Committee** or an equivalent committee.
- b) The budget should be divided into two parts within income and expenditure:
 - i. Core Services Income: includes all income that can be used to pay for core service expenditure and is not otherwise tied to a specific project.
 - ii. Core Services Expenditure: includes all expenses and costs involved with operating the organisations core services, e.g. running the drop-in center and offices, school education and professional development services, and peer-support group operation.
 - iii. Project Income: Income specifically tied to project costs that may not be used for general expenditure and OPEX
 - iv. Project Expenditure: Costs and expenses related to specific projects or project materials. These should be funding separately and not taken from core service income.
- c) The Budget is presented to the **Executive Board** for approval, no later than 30th April.
- d) The budget should include a monthly cash flow analysis and indication of potential cash flow risk during the year so these may be planned for accordingly.
- e) The Budget should be accessible any time for all Board members and staff.
- f) Monthly unbudgeted expenditure exceeding the lower of \$500 or 15% of the budget line must be reported to the **Treasurer** who will inform the **Executive board** in the monthly Treasurers report.
- g) The financial year runs from the 1st April to the 31st March.
- h) The budget will be re-assessed half way through the financial year, typically after the new Executive Board's strategic planning is complete.

Financial Committee and Treasurer Guidelines

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Financial Committee

- a) The organisation is required to have a **Financial committee** or an equivalent, which has the responsibility of overseeing the finances, spending, and funding strategy of the organisation.
- b) The committee is comprised of the **Treasurer**, and any other board members approved by the board.
- c) The committee may appoint and dismiss additional advisors at its discretion.
- d) The committee will meet at least once a month to:
 - a) Discuss spending requests
 - b) Review the organisations accounts, if needed
 - c) Review and enact financial policy, if needed
 - d) Discuss and implement funding strategy
 - e) Oversee proper financial management of the organisation
- e) Minutes of the committee meeting will be taken and presented to the **Executive Board** alongside the **Treasurers** report with recommendations on approving spending and funding applications to pursue.
- f) Financial Committee meetings are generally open and public unless a specific closed session is called to discuss a confidential matter, employment, or other delicate issue.
- g) While the specific committee or committee name to which these guidelines are assigned may change over time, this clause is considered to apply to whichever committee is made responsible by the **Executive Board**, and should not be removed from this policy.

Treasurer

- The **Treasurer** is responsible for:
 - Monitoring cash flow against the budget
 - Ensuring financial policies are relevant and up to date
 - Ensuring fundraising strategy is being implemented for the organisation.
 - Providing strategic details regarding the organisations finances to the board

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- Liaising with staff regarding operational/day-to-day financial management.
- The **Treasurer** will present a report to every **Executive Board** meeting regarding the financial position of the organisation, detailing any spending requests and recommendations, and providing any other additional information relevant to the financial management of the organisation.

Reporting, Analytics, & Auditing

- a) The Treasurer will monitor the monthly cash flow of the organisation against the budget to identify and project cash flow issues in the future.
- b) Variance analysis and reports will be presented to the Board monthly with the **Treasurers** report and any budget variation in expenditure over \$500.00 or 15% will be reported with an explanation and analysis of the potential impact on RainbowYOUTH finances.
- c) Working capital (calculated by taking current assets less current liabilities) divided by budgeted monthly expenditure indicates how many months of normal operations can proceed if the organisation stopped receiving income. RainbowYOUTH will aim to maintain an operating reserve of at least three months. The operating reserve consists of current assets minus current liabilities
- d) RainbowYOUTH's accounts are professionally audited annually and the accounts presented to the AGM. Best practice indicates that auditors should be changed every five years.

Intellectual Property

- a) The RainbowYOUTH brand, programmes, workshops, written materials, marketing, information technologies, research, internal documentations are the exclusive property of RainbowYOUTH Incorporated and cannot be duplicated or used outside of the organisation unless the express permission of the RainbowYOUTH Board has been given in writing.

Financial Operations

Operational Policies & Day-to-day Finances

- The **General Manager** is responsible for all operational and day-to-day finances of the organisation. The financial operations may be delegated to other roles within the organisation, but the responsibility for ensuring the organizations finances are kept in good working order remains with the **General Manager**.
- The organisation uses Zero as its online financial management system for all transactions, monthly reconciliation, and budgeting. Access to this system is restricted to the **General Manager** and approved staff members.
- All income should be deposited within 7 days of receipt.
- The **General Manager** is responsible for ensuring staff pay, PAYE, GST, Kiwi Saver, Leave, and ACC levies are paid correctly.
- a) All cash and cheques received must be properly receipted. No cash received can be used to pay accounts in cash.
- b) Only staff, Board members, and facilitators approved by the staff can handle cash for the organisation.
- c) Banking is to done within three days of having received cash or when there is \$1,000.00
- d) The organisation will not cash advance on salaries.
- e) All materials relating to funding applications, funding agreements, copies of correspondence with funders, copies all reports, invoices and payments, bank statements, assets depreciated register, and IRD documents must be stored in the main office.
- f) The **General Manager** will be responsible for ensuring all copies of statutory documentation (Incorporation, Constitution, Charities Commission), copies of legal documents (lease agreements, insurance agreements etc) are accessible and updated when appropriate - i.e. following an AGM.

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- g) All files and documents referred to above must be kept for seven years after they cease to become relevant. It is a legal requirement to keep all financial documentation for seven years.

Cheque Signatories & Account Access

- a) The following role positions are **signatories** and are authorized to sign cheques and bank account authorizations on behalf of the organisation, as detailed in the constitution: The Co-chairpersons, Secretary, Treasurer and General Manager.
- b) The organisation must have has three signatories at any one time and two of these must sign every cheque and bank authorization, with one of those people being the Treasurer or Chair.
- c) All organizational bank accounts are 'two to sign'.
- d) No cheque or bank authorization can be signed by a person, who is the direct recipient of that payment.

Credit Card and Petty Cash

- The organisation will maintain a credit card with a limit of \$2,000.
- The credit card must be paid off monthly and no interest accrued.
- The **General Manager** is responsible for the credit card. Staff or board members may be given the credit card with approval of the **General Manager**. Volunteers should not be given the credit card to use on behalf of the organisation.
- The credit card must be kept in a safe and discrete location.
- The organisation does not maintain a petty cash system. All expenses and sundried should be purchased with the organizational credit card or by an authorized person and a expense claimed lodged with the organisation for reimbursement.

Reimbursement Guidelines

Travel costs - Staff

- a) RainbowYOUTH pays a mileage rate of 0.74 cents per kilometer (or the current IRD rate) to a maximum of 100 km for any single trip.

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Reimbursement over 100km is payment of petrol used.

Reimbursements can be made by filling out an expense claim form.

- b) RainbowYOUTH will reimburse any reasonable parking costs whilst the staff member/volunteer is on RainbowYOUTH business, this does not include paying for parking for staff during normal working hours at our K-Rd premise.

Travel costs - Volunteers

- c) Volunteers are entitled to reimbursement for any reasonable expenses for transport to and from the place you are volunteering for RainbowYOUTH.
- d) Facilitators are entitled to spend up to \$20.00 for each social support group
- e) Volunteers are entitled to up to \$50.00 each month for transport related expenses
- f) Facilitator expenses are to be agreed to prior to expending them with the **General Manager** and the correct reimbursement procedures followed.

Entertainment costs

- g) The **General Manager** has delegated authority to spend \$100.00 and under for legitimate entertainment purposes including purchasing gifts and providing food for volunteers. These should be reported to the **Treasurer** and in the **General Managers** monthly report.

Expense Claim & Reimbursement Process

1. An individual may claim back money they have spent on behalf of the organisation providing that the spending has been approved properly (as detailed above).
2. The **General Manager** will be responsible for ensuring an effective system is put in place to submit, track, and record expense claims made against the organisation.

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3. Expense must be accompanied by associated receipts and be given to the **General Manager** for processing in the organisations financial management systems.
4. Payment is made *via* internet banking transfer through the organisations online banking services.
5. Approval for Peer-Support Groups expense claims is contingent on completion of group statistics and information and designated by the **General Manager**.

Fixed Assets

1. The decision to purchase fixed assets must be approved by the **Financial Committee** and **Executive Board**.
2. Assets must aid the organisation in fulfilling its long term strategic goals and should be included in the budget.
3. Procurement of assets will follow good processes with assets over \$1,000 requiring at least two quotes.
4. All assets over \$1,000 will be recorded on the asset register and all assets that cost less than \$1,000 shall be recorded as valuable assets by the **General Manager**.
5. The **Executive Board**, with direction from the **General Manager** will decide on the disposal of any assets over \$1,000.

Compliance & Insurance

- a) RainbowYOUTH has the following insurance for which **General Manager** is responsible for ensuring that payments are met:
 - a) Material Damage Liability
 - b) Public Liability
 - c) Car Liability
 - d) Office commercial contents

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Funding

Funding and Fundraising

- a) The **General Manager** and the **Executive Board** ensures that RainbowYOUTH has diverse income streams to reduce financial risk. This ensures RainbowYOUTH remains independent to determine its own vision without having to be wholly reliant on government or specific philanthropic priority areas.
- b) The organisation will pursue funding areas which provide a high level of stability and sustainability. The organisation will pursue private donors, corporate sponsors, and government funding in addition to traditional trust based funding. The organisation should avoid fundraising which has a high degree of uncertainty, risk, or is not a worthwhile use of staff time.
- c) The organisation may invest funds to generate additional income. The **Treasurer** should direct the strategic management of organizational funds.
- d) The **General Manager** is responsible for ensuring all funding accountabilities and reporting responsibilities are met in full and on time. These duties may be delegated to an appropriate staff member or role.
- e) Alongside the budget the organisation will produce a fundraising plan. The plan will include a fundraising calendar detailing potential upcoming funding sources, likelihood of achieving funding, grant estimations, and identification of purposes to which funding will be applied.
- f) RainbowYOUTH will not pursue or support fundraising activities that could be considered illegal or which contravenes RainbowYOUTH's values and mission.
- g) All borrowing must be approved by the **Executive Board**. All lending must show financial responsibility and a budget programme that shows payments are reasonable.

Project Funding

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- I. All projects must have a separate budget constructed and approved by the **Executive Board**.
- II. Project budgets should detail expected income sources and expenditure beyond normal operating expenses.
- III. Project budgets should take into account the quantity of existing resources that will be required, including staff time, printing, and volunteer time.
- IV. All projects must charge/invoice the organisation for OPEX cost to recoup the general costs of the organisation. This allows project funding to be used for parts of essential costs like rent, electricity, rates, insurance, internet, and general staff time. A general project-OPEX should be calculated by the General Manager and Treasurer based on **core service expenditure** (define above).
- V. Project budgets should take into account decreased core service income as a result of diverting resources and staff time to the completion of a project.

Merchandise

- Merchandise is not a key operational component of the organisation, however at times the organisation may elect to acquire merchandise to sell for a profit.
- Any decision to invest in merchandise and stock must go through rigorous due diligence and strategizing. Budgets for cost, projected sales estimates, and market interest must be provided to the **Treasurer** for recommendation before the **Executive Board** may elect to proceed. A thorough risk management process must be followed when investing organizational capital.
- All merchandise sales are to be recorded in the stock sheet and all sales are to be receipted, including sales at events.
- As merchandise in the past has been a poor investment for the organisation the Executive Board should require a high degree of certainty regarding customer base and viability of return on investment. Small scale trail runs should be performed before full commitment to stock is undertaken.

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Gifting and Collaboration

1. RainbowYOUTH cannot offer funding to external organisation or individuals.
2. RainbowYOUTH may partner and collaborate to achieve mutually beneficial outcomes. All collaboration projects must further the goals and core-services of the organisation.
3. Collaborative projects must be branded and advertised as a RainbowYOUTH partnership. RainbowYOUTH will not be silent partners in a project.

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Health and Safety Policy

Updated: 19/02/2013

Summary:

- a) Contact numbers for emergency services and RY contacts can be found at the end of this policy
- b) Outside working hours, members can only be in the centre with a staff member or facilitator, and anyone in the centre after 10pm must have permission from the chair or ED
- c) All groups must have two facilitators present
- d) The responsibility for a person's health and safety lies with both that person and the organisation
- e) Periodic health and safety reviews and discussions are undertaken by RainbowYOUTH
- f) If there is a threatening person or suicidal member, follow the guidelines, contact the ED and attempt to minimise the risk
- g) All accidents and incidents must be reported in the accidents and incidents book

Introduction

This policy outlines both RainbowYOUTH and employees responsibilities under the Health and Safety in Employment Act 1992 and the Amendment Act in 2002 (volunteers, stress) and the duties and practical steps we need to take to ensure the safety of our employees and other people in our workplace, including volunteers.

RainbowYOUTH Centre

Who can be in the RainbowYOUTH centre?

- The RainbowYOUTH centre is managed by the staff, members of the Board, and facilitators. These people are responsible for making sure health and safety guidelines are followed and are responsible for the health & safety of volunteers delegated to look after the centre.

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- Under no circumstance, does RainbowYOUTH hire people aged under 16 years between the hours of 10pm and 6am in accordance with the legislative restrictions.
- Outside of normal working hours members are not permitted to be in the RainbowYOUTH Centre unless accompanied by a staff member, board member, or facilitator.
- Any person who is planning to be in the centre after 10pm or before 6am must contact, and get approval from, the Executive Director or the Board Chair.

Peer-Support Group Centre Use

- When a RainbowYOUTH peer-support group is in session, that group must have two facilitators at all times. If one facilitator leaves for an extended period of time the group must be closed and disbanded.
- A sufficiently responsible volunteer may be appointed a temporary facilitator by the ED on a group by group basis. This person must not facilitate more than two groups per month without undertaking training to become a full facilitator.
- Peer-support group facilitators and volunteers should not be answering phones unless directed by centre staff. RainbowYOUTH receives calls from young people in crisis and those permitted to use phones must be trained appropriately. Outside normal operating hours RainbowYOUTH is considered closed and phone calls are redirected to external phone counselling services & professionals.
- RainbowYOUTH will keep a volunteer training register to track of members who have been trained to facilitate groups and engage in higher levels of volunteering for the organisation.

What RainbowYOUTH does for employees, volunteers, people doing on-the-job training/work experience, moderators and community service.

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- Provide a safe work environment, particularly by identifying and eliminating hazards (this will be discussed with you at your induction including hazards that may arise)
- Provide you with good training and supervision
- Provide well maintained facilities
- Have procedures and training for dealing with emergencies
- Monitor your health to make sure work is not having a detrimental effect
- Provide opportunity to have input into health and safety in the work place
- The Executive Director regularly facilitates discussion about injury prevention which includes feedback from volunteers, facilitators and moderators, at least two times a year

What employees, volunteers, people doing on-the-job training/work experience and community service must do.

- Look after their own health and safety and do nothing that harms others
- Not undertake work which is unsafe
- Know about hazards, including reporting accidents, incidents and hazards.
- Participate in annual inspection and discussion of health and safety. This should occur within two months following the AGM

Contractors and subcontractors

- RainbowYOUTH will take “all practicable steps”, which means taking all steps that are *reasonably* practicable, to prevent harm and will talk to contractors about all relevant health and safety information.

Hazards

What is a hazard and what do we do about them?

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RainbowYOUTH needs to make sure any hazards (possible sources of danger) are looked for in advance so that they are anticipated and prevented or managed.

REVIEW: The RainbowYOUTH Board and Executive Director meets with all staff and extends the invitation to volunteers every six months to inspect the workplace, equipment and work practices, and review incidents and injury data, update emergency plans.

By following the hazard chart below we try to eliminate each hazard. When we cannot do that we either isolate or minimize the hazard.

List of possible physical hazards:

Hazard Type	Impact on Health & Safety	Measures to take	Possible monitoring
Cords on the floor	Trip and fall risk	Keep cords as close as possible to walls or place under carpets/mats to lessen the risks	Staff/interns to check daily that cords are suitably placed
Rain leaking under kitchen door	Possibility of slipping	Mopping up any water or placing a towel/newspaper to soak until it can be cleaned properly. Alert landlord to a leak need fixing	If raining, staff/interns to keep an eye on possible leakage. If raining and centre is being closed then staff to place newspaper or towel down to soak up water
Various items hanging on wall and/or shelves	Potential to fall off and cause injury	Place heavy items securely on shelf and away from edges. Place extra heavy items on the floor	Staff/interns to monitor that items are appropriately placed and secure
Heater being left on/over	Burns, possibility of fire	Whoever is last to leave the building to make sure	The staff/intern/volunte

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heating/burni ng		the heater is turned off and switched off at the wall	er to ensure the heater is switched off/unplugged each day
Loud noise eg music, talking, television,	Hearing damage, communication issues	Making sure radio/TV is at an appropriate volume at all times (e.g. people can hear conversations), ensuring conversations are at an appropriate volume	Staff/interns to monitor volume levels of visitors to the centre and to ensure radio/tv etc volumes are appropriate
Spilt liquid/food etc	Slipping over	mop up any spills immediately or cover with newspaper until able to clean up	For staff/interns/volunteers and visitors to the centre to keep lids on food and drinks and keep securely stored
Excessive sunlight/heat	Sunburn, heat stroke	Wear sunscreen (reapply every two hours), drink water, stay in the shade/inside	Ensure RainbowYOUTH has plenty of sunscreen and encourages hydration and staying out of the sun
Power outlets	Lack of surge protection and covers	Buy and use plastic covers to prevent this	Checking that cords are in good condition and replacing any that are damaged
If front door is blocked in case of fire	People can be unaware of the next appropriate exit	Exit through back door and proceed to the street	Ensure all staff/interns/volunteers and aware of this procedure when inducted

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Sharp implements e.g. knives, guillotine, scissors	Could cut, harm	Store all sharp objects in draws, take care when opening draws	If sharp objects are spotted to be lying around make sure you store them away immediately
Earthquake	Objects can collapse, fall down and harm people	‘drop, cover and hold’ (Drop and take cover under a table/desk and hold onto its legs. If unavailable: use cushion/beanbags to protect head and neck and stand next to the interior wall of the centre)	Make sure all staff/interns/volunteers are aware of these procedures

List of possible situational hazards:

Hazard Description	What should be done?
Working late (after 10 pm) in the centre	<ul style="list-style-type: none"> a) No one except staff, facilitators, or board to come in before 6am or after 10pm. b) Keep door locked with “closed” sign up. c) Inform another staff member that you are in the centre alone.
Delivering a workshop to a hostile class at a school	<ul style="list-style-type: none"> • If you feel you are in danger you are not required to complete the class. • If possible contact teacher in charge of class and inform the executive director immediately. • Record facts about your experience. • If you require supervision seek it out as soon as possible either through ED or your designated supervisor. • ED will follow up with school as possible.
An abusive person enters the centre	<ul style="list-style-type: none"> • Contact ED immediately. • Try to keep the person calm and diffuse hostility until they leave or police are called.

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	<ul style="list-style-type: none"> • If the person continues to be aggressive call *111 to inform emergency services for assistance. • At any time you can ask the person to leave.
A young person is suicidal	<ul style="list-style-type: none"> • Contact the ED immediately but remain with the person until they have peer support or therapeutic support. • If the person is threatening to hurt themselves inform them that you will have to contact *111 and inform the police/emergency services. • RY Practice requires peer support people to acknowledge they are not counsellors and therefore can only refer people to mental health services and/or police when they are suicidal.
RainbowYOUTH group is approached by hostile person/s	<ul style="list-style-type: none"> • Immediately contact ED and *111 for assistance from police or emergency services. • If you are in a room or at the centre keep the door locked until the person has left. Do not allow members to leave the group alone or until the situation is safe. • Report the incident to the ED via email or written note. Follow up that the ED has received the message on the next working day.
An accident occurs during a group that requires professional first aid support.	<ul style="list-style-type: none"> • Contact ED immediately • One of the groups' facilitators and a preferred support person should follow the emergency team to hospital if required. • While there should always be two facilitators for every group, if for any reason there is only one active facilitator, the group must be closed immediately, and disbanded before the facilitators accompanies the injured person to the hospital. • Collect as much information of the person's emergency contact and inform the ED of this information. • Ensure the person is being treated well and any allergies are recognised.

Incidents & Emergencies

Reporting all accidents and incidents

- RainbowYOUTH must record **all** accidents and incidents (including minor ones) and near misses (where a person might have been harmed).
- An accident register book can be found with the first aid kits in the facilitator's resource area located by the kitchen. All of these are then reported to the Board via the Executive Director.
- The reason we record incidents and near misses is so we can look to see if there is a hazard that contributed to the near miss so that we can eliminate, isolate or minimize the hazard.
- Any incidents that involve serious harm (hospitalisation for 48 hours or more) must be reported to the local Department of Labour straight away. Ask the ED about this.

Emergencies

Because we don't employ more than 10 staff we do not need emergency procedures *approved* by the fire service.

Emergency phone numbers

Dial 111 for Fire/Police/Ambulance

- a) Call from a safe place
- b) Use a cordless phone or mobile if practical
- c) Tell the operator which emergency service you want
- d) Wait until the service answers
- e) Give your address - **281 Karangahape Road**
- f) Do not hang up until told to do so by the emergency service
- g) Make sure someone is available to direct the emergency service to the scene

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Immediately after calling 111, telephone the Executive Director (021 529 778)

Use an alternative phone if emergency services ask you to keep the line available.

Emergency First Aid

First Aid kits are located: in the kitchen

The closest medical centre to RainbowYOUTH drop in centre is:
Karangahape Road Medical Centre – 345 Karangahape Road, ph: 09 373 5041 (Also see attached Medical contacts list for the Park Road AKL ED details and contacts and Ponsonby White Cross contact details).

First aiders: **[Any emergency outside of standard incidents visit Auckland emergency hospital department]**

Poison Centre: 0800 POISON/0800 764 766

Civil Defence emergency

Nearest civil defence post is at: 0800 22 22 00 General Civil Defence Contact. Local council contacts include; Auckland City Council 09 379 2020; Franklin District Council 09 237 1300; Manukau City Council 09 262 5104; North Shore City Council 09 486 8600; Papakura District Council 09 295 1300; Rodney District Council 0800 426 5169; Waitakere City Council 09 839 0400. For other matters please contact info@aucklandcivildefence.org.nz or the Auckland Regional Council call center on 09 366 2000

Nearest police station: Corner Cook and Vincent Street – 09 302 6400

Local radio station is: KFM Radio 106.9 – 208 Krd – 377 9335 / 377 9333 (studio)

Our civil defence kit is located: In the blue cabinet near the facilitation resources by the kitchen.

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Risk assessment: If our premise at K-Rd is uninhabitable we will put a notice on the front door of the building and inform staff/volunteer/board not to attend work.

Fire emergency

- a) Raise the alarm
- b) Evacuate people from the area
- c) Call emergency services (111)
- d) Call the Executive Director and/or Chair of the Board
- e) Assemble at designated point if off site.
- f) Assemble Beresford Lane through the rear exit or via the front exit onto K-Rd, see the evacuation procedures as posted in the centre near the front and back doors of the building (for RainbowYOUTH drop in centre on KRd).

At all other RainbowYOUTH meetings (including social support groups), a RainbowYOUTH staff member or facilitator will outline the exits and assembly point for all participants.

Contacts

Emergency Services	111
ED	021 529 778
RainbowYOUTH Centre	09 376 4155
Chair	
Police Station	09 302 6400
Civil Defence	0800 22 22 00
Poison Centre	0800 POISON/0800 764 766

Accountability & Recording

Volunteering training Register
Annual Health & Safety Inspection Register
Hazards Register

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IT Policy

This IT policy includes website updates, our download policy, cold site policy, email and Internet usage policy, and database access.

Website updates

RainbowYOUTH staff and volunteers update our website using the following process for large projects or significant changes/additions to the website.

1. The copy (words) and design is completed and given to the GM and/or Communications Manager to ensure the work conforms to RainbowYOUTH's style guide and is consistent with messaging.
2. Copy/design is loaded by a staff member or volunteer into the preview environment.
3. Copy/design is checked and edited as required.
4. Go live.

Download Policy

The computers available for young people's use all have Netsafe, which promotes and supports the confident, safe and responsible use of the Internet. Staff computers have personal log in access and their use can be traced. RainbowYOUTH trusts staff to only download from appropriate sites. If staff download objectionable materials they may face disciplinary action.

Cold Site Policy

All staff can access their emails externally from the office. There is currently no remote access to documents on the computer, however most documents will be available on Google Drive. There are site backups of essential documentation and technologies will be made available where possible if they cannot be accessed in the physical building.

Email/Internet Policy

Staff should not access internet sites that are not considered suitable for the RainbowYOUTH environment, e.g. dating, pornography, etc. Personal

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emails, banking, etc. should be limited to lunch breaks or outside of office hours.

Emails sent on behalf of RainbowYOUTH should include a signature with address, phone, website and logo. Emails should use appropriate language for the audience, e.g. more formal for clients and organisations and more informal for youth. Vulgar or offensive language should never be used. Careful language around topics of gender, sexuality, religion and careful use of pronouns should be used in all emails.

Young People Using Computers

Young people use our computers because RainbowYOUTH is a safe space to access information. All computers have Netsafe and are physically oriented so what is on the screen can easily be seen.

Social Media Policy

Social media provides a number of effective ways of communicating online and RainbowYOUTH uses social media to share ideas, news, resources, events, thoughts and information. The Communications Policy provides a more detailed overview of social media guidelines and tips.

Last reviewed 18 December 2014.

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Communications and Media Policy

This policy covers print and non print sources including magazines, newspapers, radio and television. The social media policy is outlined in RainbowYOUTH's IT policy.

Who can talk to the media?

RainbowYOUTH spokesperson in the press media is the Executive Director. The Chairperson and the Vice Chairperson of the board may also make comment in the media in collaboration with the Executive Director. When the Executive Director (ED) is absent, the ED will nominate a RainbowYOUTH member or staff member. Members and staff can comment in the media with the approval and post a briefing with the Executive Director. If any other member of the organisation is approached by the media for comment, they should be redirected to the appropriate spokesperson, as outlined above.

What RainbowYOUTH makes comment on

RainbowYOUTH provides comment on youth perspectives on queer community events and issues and on events/issues facing the youth sector. RainbowYOUTH believes and promotes the human rights of queer young people and may comment on relevant social issues, however, RainbowYOUTH does not align itself with any political parties.

One of RainbowYOUTH's core values is a strengths based approach and wherever possible comment on young people will be framed in the positive and will highlight young people's strengths, talents and resilience. When working alongside a young person and the media, Rainbow's Youth role is to support the young person through the issue, RainbowYOUTH does not use young people as a vehicle to promote RainbowYOUTH.

Media Log

All media comment is logged in the RainbowYOUTH database and the log records the name, date, and issue of the person who spoke with the media and name of the media contact is also recorded). This information is used to

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track patterns and trends, build our own media database and may be used for funding proposals and research.

Communication Plans and Strategy

RainbowYOUTH's project plan includes a communication plan which identifies the key messages, target audiences, targeted media and a timeline with general press release, specific information and follows up media timeframes. RainbowYOUTH provides the following information statements to media; this ensures that the public is receiving a consistent message. An example marketing project plan is attached.

Consent for media releases

RainbowYOUTH needs written consent to use any person's image on any materials. The consent form is attached. A soft copy of the consent form is available from the ED and PVOC.

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

MARKETING PLAN FOR PROJECTS

Goals

- Key question—what is your organisation's main goal (1-2 goals)? What are your communications goals (1-3 goals) and what are the communications goals that will contribute to achieving the overall goal?
- Examples:
 - Organisational goal: To throw a Ball where all students can come and take a same-sex partner.
 - Communications goals:
 - Build awareness about RainbowYOUTH's Organisation.
 - Increase understanding of the relationship between discrimination and sexuality in schools.
 - Motivate students in high schools to make a stand against it.

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Objectives

- Key question—what are 3-5 concrete, specific, measurable (when possible) steps to take to achieve your communications goals? Vague objectives will get you nowhere.
- Examples:
 - Get the support of 2 other organisations or schools that will work together with you to advocate.
 - Increase the number of youth attending the ball by 15%.

Target Audience

- Key question—Who are the 1-3 top audience groups you need to engage to meet your communications objectives and what do you need them to do? Most importantly, what are the wants, habits and preferences of each group?
- Examples:
 - High School Students— Build the awareness to all high school students about the discriminations that happens around school ball season time. Even if a student isn't queer, their friend might be so it is important that it is not acceptable to any student.
 - Staff members of Schools—Build an understanding of RainbowYOUTH's role and impact working with queer youth in not only advocacy but also education. To develop relationships with this audience to try and change their stance on school balls and to educate them too.

Best Strategies

- Key question—Given your target audience groups and the actions you want them to take, what are the best ways to motivate them to do so?
- Examples:
 - Branding—Define, convey and reinforce a strong RainbowYOUTH brand (the unique way in which the organisation delivers its expertise in improving life for queer youth and the value that it provides) for all target audiences.

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Consistent, memorable branding helps your base to keep your organisation top of mind, and spread the word about it.

- Expand marketing reach to engage more individuals in each target audience group. – Do this through the media and social media if there is no advertising budget.

Tactics

- Key question—How to deliver the messaging to your audience via these strategies?
- Examples:
 - Organisations “look and feel”—Have strong branding (logo, colors, typefaces) to be used consistently throughout online and offline communications. (ie. a really cool logo for the “prism ball”

Roles and Responsibilities

1. Key questions:
 - a. Who does what?
 - b. Existing staff? New staff? Outsource?
 - c. How many hours (per week or month) is it expected to take?
 - d. What training (if any) is necessary to build necessary skills?

Step-by-Step Work Plan

- Key question—How to roll out the program?
- Elements—Every single task that needs to be done, who tackles each task, start date and deadline for each task

Budget

1. Key question—How much is it going to cost?
 - a. Ideal to begin planning process with an idea of what you can spend so you can plan realistically.
 - b. Goal is to develop an understanding of greatest ROI (return on investment) and to track budget in coming year.
 - c. These findings will inform the budget for the following year.

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Evaluation

- Key questions—Measure outputs and outcomes.
 - What is working best, so your organisation can do more of it?
 - What targets are engaged and which segments do you need to engage differently?
 - What content is most compelling to your base?
 - What messaging generates action, and what fails to stir the pot?
- Examples:
 - Website usage analytics: “What are the most visited pages on your site” to “what keywords are users searching on to get to your site?”
 - Response rate to direct mail, direct e-mail.
 - Open and click through rates to e-mail fundraising and other e-blasts.
 - Online survey findings and other audience research.
 - Change in volume of incoming inquiries from each source (website, volunteer referral).

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Social Media Policy

This policy governs the publication of and commentary on social media by employees of RainbowYOUTH Aotearoa. For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

Some tips are -

1. It's perfectly acceptable to talk about your work and have a dialog with the community, but it's not okay to publish confidential information.
2. **Protect your own privacy**, privacy settings on social media platforms should be set to allow anyone to see profile information similar to what would be on the RainbowYOUTH Aotearoa website. Other privacy settings that might allow others to post information or see information that is personal should be set to limit access. Be mindful of posting information that you would not want the public to see.
3. **Be honest**, do not blog anonymously, using pseudonyms or false screen names. We believe in transparency and honesty. Use your real name and identify that you work for RainbowYOUTH Aotearoa. Nothing gains you notice in social media more than honesty - or dishonesty. Do not say anything that is dishonest, untrue, or misleading. If you have a vested interest in something you are discussing, point it out. But also be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.
4. **Respect copyright laws**, it is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others, including RainbowYOUTH Aotearoa own copyrights and brands. You should never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source. It is good general practice to link to others' work rather than reproduce it.

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- 5. Respect your audience,** RainbowYOUTH Aotearoa, and your coworkers, the public in general, and RainbowYOUTH Aotearoa's employees and members, reflect a diverse set of customs, values and points of view. Don't say anything contradictory or in conflict with the RainbowYOUTH Aotearoa website. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of RainbowYOUTH Aotearoa.
- 6. Protect RainbowYOUTH Aotearoa members,** business partners and sponsors, members, partners or sponsors should not be cited or obviously referenced without their approval. Never identify a member, partner or sponsor by name without permission and never discuss confidential details of a customer engagement. It is acceptable to discuss general details about kinds of projects and to use non-identifying pseudonyms for members (e.g., 'a South-Auckland member') so long as the information provided does not make it easy for someone to identify the member.
- 7. Controversial Issues,** if you see misrepresentations made about RainbowYOUTH Aotearoa in the media, you may point that out. Always do so with respect and with the facts. If you speak about others, make sure what you say is factual and that it does not disparage that party. Avoid arguments. Brawls may earn traffic, but nobody wins in the end. Don't try to settle scores or goad competitors or others into inflammatory debates. Make sure what you are saying is factually correct.
- 8. Be the first to respond to your own mistakes,** If you make an error, be up front about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something improper (such as their copyrighted material or a defamatory comment about them), deal with it quickly - better to remove it immediately to lessen the possibility of a legal action.

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- 9. Don't forget your day job**, make sure that blogging does not interfere with your job or commitments to members.

Social Media Tips

The following tips are not mandatory, but will contribute to successful use of social media.

The best way to be interesting, stay out of trouble, and have fun is to write about what you know. There is a good chance of being embarrassed by a real expert, or of being boring if you write about topics you are not knowledgeable about.

Quality matters. Use a spell-checker. If you're not design-oriented, ask someone who is whether your blog looks decent, and take their advice on how to improve it.

The speed of being able to publish your thoughts is both a great feature and a great downfall of social media. The time to edit or reflect must be self-imposed. If in doubt over a post, or if something does not feel right, either let it sit and look at it again before publishing it, or ask someone else to look at it first.

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

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Staff Recruitment Policy

RainbowYOUTH is committed to recruiting a skilled team that shares the values and vision of RainbowYOUTH.

The following is the process that the Board or a delegated subcommittee including the Executive Director (where appropriate) will follow when recruiting staff.

1. An employment subcommittee is formed by the Board when needed.
The subcommittee will consist of two board members, one of which is an office holder and one executive advisor when appropriate (e.g. for recruitment of the Executive Director).
2. The subcommittee will identify the competencies, knowledge and skills required for the position and update or develop the job description.
3. The Financial Committee recommends the salary range and benefits and it goes to the board for final approval.
4. The position will be advertised in both print and on-line job sites including queer media with the application period being at least two weeks.
5. The subcommittee will shortlist no more than five candidates who best meet the competencies, knowledge, values and skills required. These candidates will be contacted for an interview.
6. All other candidates will be contacted in writing (or email) to let them know that they have been unsuccessful.
7. The subcommittee will draft a list of behavioral based questions (see definitions) which also include questions that ensure the values of the successful candidates fit with RainbowYOUTH's values and mission.
8. The subcommittee will draft an interview evaluation sheet which identifies the critical areas and the importance/weighting of each of those areas (please see appendices for an example).
9. At least three people will be on an interview panel and an Executive Advisor may sit on the panel but can also be available to advise on the process if needed.
10. Evaluate every candidate against pre-agreed evaluation criteria and select the best candidate. At least two referees will be contacted with of which one of these must have been a manager or a person in a

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position where they can talk with authority about a person's work performance, including any disciplinary issues.

11. The Board chairperson or the Executive Director will make a recommendation to the Board and if agreed, make an offer to the successful applicant. Follow this with a letter of an offer and a contract.
12. If the offer is not accepted the board can choose to either appoint another candidate from the interviewees or re advertise the position.

Please see the confidential HR file held by the Executive Director or Chairperson for a list of previous interview questions and evaluation criteria matrices.

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RainbowYOUTH Staff Induction Policy

Induction of staff is undertaken by the staff member's manager; please refer to the organisational structure in the history and overview policy.

All staff must be fully inducted within two weeks of their starting date.

The person inducting a new staff member will review the checklist below to ensure the administrative infrastructure is in place prior to the staff member's arrival, this include furniture, computer etc. This will ensure an effective and timely induction.

INDUCTION RECORD		
Staff member:		Start Date:
Position:		Reports To:
Area	Brief Description	Completed by (date & initialed)
HR	<ul style="list-style-type: none">• Sign employment contract before the staff member starts work• Read over policy and operations manual• Discuss leave provisions and annual closedown• Inform pay dates and how payment is made• Fill out IRD Tax code declaration,	

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	<p>pay details, Kiwisaver and NZ Police vetting consent form.</p> <ul style="list-style-type: none"> • Emergency contact details 	
Key and codes	<p>Issue a key and give codes and instructions for the doors and alarm, give relevant passwords for internet, website and social networking sites.</p>	
Computer	<p>Inform about email and internet policy, show and explain where to source information</p>	
Administration	<p>Instruction in use of telephone and voice mail Instruction for photocopier and fax location Stationery, IT needs Account procedures including delegated financial authority, petty cash and reimbursement</p>	

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	processes.	
Site and facilities	<p>Point out evacuation assembly point, toilets and other relevant facilities.</p> <p>Discuss opening and closing times for drop in centre and group usage outside normal working hours.</p> <p>Introduce to staff, board members and volunteers</p>	
<p>Starting and finishing times</p> <p>Time recording</p> <p>Breaks</p> <p>Late arrival/sickness</p> <p>Time in Lieu</p> <p>Emergency</p>	<ul style="list-style-type: none"> • Explain hours of work & obligations of maintaining these hours • Time recording system • Break times and length (paid half an hour) • Who to contact if sick/late (give contact details) • Approval & process for time in lieu • How to record whereabouts in case of emergency. 	
Health and Safety	<ul style="list-style-type: none"> • Emergency 	

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	<p>procedures</p> <ul style="list-style-type: none"> • Incident and injury reporting • Hazard identification • First Aid kit locations 	
Performance Management and Development	<ul style="list-style-type: none"> • Performance goals and outcomes • Performance standards defined • Performance Development planning (PDP) meeting within first month 	
The job itself	<ul style="list-style-type: none"> • Ensure job description is understood • Who to go to for help • Manager to diary regular contact times. • Key contacts and stakeholders 	

Staff Performance Review Policy

RainbowYOUTH undertakes performance development planning and review with all staff members. The review process is a tool which measures performance and the contribution of staff toward the strategic goals and objectives of RainbowYOUTH.

The purpose is

- To understand what is expected from staff – in measurable terms
- To ensure staff's achievements and accomplishments are recognised
- To identify staff's training and development needs
- To ensure staff are provided with face to face feedback and coaching
- To ensure staff are provided with fair and consistent assessment of their work performance
- So staff know the expected values and behaviours of them.
- So staff are aware of and understand how their performance will be tracked

The Process

The Chairperson of RainbowYOUTH is responsible for the Executive Director beginning their performance appraisal process during the first month of employment and continues to cycle on an annual basis. The Executive Director is responsible for all other staff members' performance appraisal processes. Each annual cycle consists of five steps.

Step one is the initial performance, development and planning (PDP) meeting where the team member and manager agree objectives, expected behaviours, how performance will be tracked and a development plan. Details are recorded in the performance and development plan found in the appendices. The job description is also reviewed and updated if required.

Step two is three months from the date of the initial PDP meeting and is a one to one coaching/feedback discussion to discuss progress and identify issues and obstacles and talk about progress and achievements. Written notes are taken from this discussion.

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Step three is the formal progress review and is six months from the date of the initial PDP meeting; staff members are to self rate whether each objective has been met or not and make comments, these are to be given to their manager at least one week prior to the meeting. During this meeting progress will be discussed and recorded. The plan updated to reflect any changes to priorities, budget, workload, resources etc, for example something that is outside the control of the person, e.g. economic situation.

Step four is nine months from the initial PDP meeting and has the same format as step two.

Step five is the final review meeting and again staff members self rate performance, make comments and gather evidence/data in support of their comments which they give to their manager one week prior to their meeting. At the meeting performance against objectives is reviewed, progress on development plan is discussed; issues and obstacles and other achievements and contributions are discussed and recorded. The manager makes an overall assessment of performance.

Step one is done at a separate meeting to step five.

An example of a calendar year may look like this: Step one – completed by the end of January, step two the catch up three months later in April, the six month formal progress review in July, another catch up nine months into the process in October and the final review step five in December. If a staff member starts part way through the year the process can be condensed and fewer meetings would be appropriate, step one, three and five need to take place.

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

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Leave Entitlements Policy

All leave provisions are set out in each staff's employment contract, if any of the leave provisions are different from anything stated here, what is written in the individual contracts is what the individual leave requirements are.

For further information go to the Department of Labour website

www.dol.govt.nz or telephone 0800 20 90 20.

RainbowYOUTH generally has the following leave provisions;

Applying for Leave

The chairperson is responsible for the Executive Directors leave including processing and recording. The Executive Director is responsible for all other staff leave requests, processing and recording.

Requests for leave must be made at least 14 days in advance, leave forms can be found in the administrative resources in the RY Master File and staff will be given an electronic form to keep for their use and is saved on their desktop titled RY Master File.

The request will then be considered by the Chairperson or Executive Director and;

- If approved, the application will be signed off by the Chair/Executive Director
- If declined, the staff member will be notified and the reason adequately explained.

If approved, details will be entered in the Staff Leave excel file maintained by the Executive Director filed in C drive – Documents- Staff Admin and a hard copy filed in the employee's HR file. The HR files are kept with the Executive Director to maintain confidentiality.

Annual leave (including annual closedown)

Under the Holidays Act 2003, employees are entitled to four weeks annual holidays after the first year of employment.

Calculating annual holiday entitlement is different where there is a customary business closedown on an annual basis. RainbowYOUTH's annual

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closedown occurs over the entire organisation during the Christmas and New Year period for one week. This is outlined in the employment contracts and RainbowYOUTH gives staff one month's notice of the closedown.

All employees are required to take leave during the period of the closedown, even where this requires employees to take leave for which they are not fully reimbursed.

For employees in their first year of employment, the level of annual holiday pay for the period of the closedown can be established by:

- The employer paying the employee 8% of gross earnings to date, or
- The employer and employee agreeing to the employee taking annual holidays in advance and being paid even though the leave has not yet accrued.

Fixed term or casual staff and leave – “pay as you go”

The Holidays Act 2003 allows “pay-as-you-go” holiday pay arrangements in two circumstances only. These are:

- Employees on genuine fixed-term agreements of less than 12 months - this reflects the fact that these employees are not expected to reach the date on which they would normally qualify for annual holidays; and
- Employees with a work pattern that is intermittent or irregular (genuine casual work) – this reflects the fact that the employee's employment pattern may mean it is not meaningful or practicable to attempt to provide them with four weeks paid annual holidays.

Employees paid on a pay-as-you-go basis are not entitled to paid time off for annual holidays.

Sick leave

Under the Holidays Act 2003, we provide five days' paid sick leave per year which commences from the first day of employment. An additional five days' paid sick leave is gained after each subsequent 12 month period.

Sick leave can be used when an employee is sick or injured, or when the employee's partner or a dependent person (such as a child or elderly parent) is sick or injured and needs care. If a RainbowYOUTH staff member is sick for three consecutive days a medical certificate is required.

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At any time where the employee does not have a sick leave entitlement, RainbowYOUTH and the employee can agree that any sick leave taken can be deducted from other leave entitlements, for example, annual leave.

Accumulated leave

Accumulated sick leave cannot normally be exchanged for cash, or form part of any final payment to the employee on resignation or termination.

Sick leave may carry over, to any subsequent period of employment, any sick leave that has not been taken by the end of the period to which leave relates. The employee may carry up to 15 days' sick leave to a maximum of 20 days' in any year.

An example:

If in my first year of work I take 2 sick days, I am entitled to 5, so the other three days get taken over to the next year and for that year I will be entitled to 8 days, this keeps going if I don't use all my leave to a maximum number of 20 days in any year.

Sabbatical leave

We value our staff's considerable contributions and RainbowYOUTH recognises this commitment by offering a one off two week (pro rata) paid sabbatical at the end of three years of work, the two weeks do not necessarily have to be taken in that fourth year. The time of the sabbatical is to be negotiated with the RainbowYOUTH Board.

Special leave

Leave with pay may be granted at the discretion of the RainbowYOUTH Board. Employees need to apply in writing stating the reasons for the leave and the length of time in days requested.

Unpaid leave

Unpaid leave for RainbowYOUTH staff is to be approved by the Executive Director and leave for the Executive Director is to be approved by the RainbowYOUTH Board where possible in advance of the leave being taken.

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Jury duty

Where the Employee is called for jury duty, RainbowYOUTH shall continue the employee's full pay for the duration of the jury service for days that would otherwise have been working days, and the employee will pay to the RainbowYOUTH any jurors fees received by them.

Parental leave

To be eligible for parental leave, an employee must have worked for the same employer for an average of at least 10 hours a week, including at least one hour in every week or 40 hours in every month in the six or 12 months immediately before the baby's expected due date or the date they assume the care of a child they intend to adopt.

There are different entitlements available to employees depending on whether they meet the 12 or six month criteria.

There are extensive leave obligations for both RainbowYOUTH and employees; these are set out clearly along with application forms at www.ers.dol.govt.nz.

Public holidays

- The Holidays Act 2003 made some adjustments to previous entitlements to public holidays. There are now only two groups of holidays, with slightly differing entitlements applying to each:
- Christmas and New Year: Christmas Day (25 December), Boxing Day (26 December), New Year's Day and the day after (1 and 2 January)
- All other holidays: Waitangi Day (6 February), Good Friday and Easter Monday (dates variable), ANZAC Day (25 April), Queen's Birthday (first Monday in June), Labour Day (fourth Monday in October) and Provincial Anniversary Day (date determined locally).
- The public holidays over the Christmas and New Year period continue to have special arrangements, but the Holidays Act 2003 changes the previous arrangement that deemed these holidays to be celebrated on Monday and Tuesday if they fell at a weekend. From Christmas 2004:

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- If the holiday falls on a weekend, and your employee doesn't normally work on the weekend, the holiday is transferred to the following Monday or Tuesday so that the employee still gets a paid day off if they usually work those days.
- If the holiday falls on a Saturday or Sunday and the employee normally works on that day, then the holiday remains at the traditional day and the employee is entitled to that day off on pay.
- An employee cannot be entitled to more than four public holidays over the Christmas and New Year period, regardless of his or her work pattern.
- All other public holidays are celebrated on the day on which they fall. In years where Waitangi Day (6 February) or Anzac Day (25 April) fall at the weekend, employees who do not normally work on the weekend have no entitlement to payment for the day.

Bereavement leave

On the death of an immediate family member, the Holidays Act 2003 provides a minimum entitlement of three days' paid bereavement leave. This can be taken at any time and for any purpose genuinely relating to the death. "Immediate family members" are the employee's partner, parent, child, sibling, grandparent, grandchild or the partner's parent. Where there is a multiple bereavement, the employee is entitled to three days' bereavement leave in respect of each death.

Employees do not have to use bereavement leave immediately, nor on consecutive days, nor even use any or all of the entitlement. Following is an example of bereavement leave usage that are allowable under the Holidays Act 2003. *Joyce takes two days' paid bereavement leave when her sister dies after a long illness. Over the next several weeks, she takes two more half days' paid leave to talk to the lawyer about settling the details of her sister's will.*

In the event of a death outside the immediate family that causes a person to suffer a bereavement, an employee is entitled to one day of paid leave if the employer accepts that the employee has suffered a bereavement. In

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considering whether a bereavement has occurred for that employee, the employer should take into consideration:

- how close the association was between the employee and the other person
- whether the employee is responsible for any aspects of the ceremonies around the death
- whether the employee has any cultural responsibilities he or she needs to fulfill in respect of the death.

Record keeping

The Holidays Act 2003 keeps the requirement to maintain a holiday and leave record in addition to the requirement to maintain a wage and time record. This record may be written or electronic.

Current records must include the following information;

- the name of the employee
- the date employment commenced
- the days on which an employee works, if the information is relevant to entitlement or payment under the Holidays Act
- the date the employee last became entitled to annual holidays
- the employee's current entitlement to annual holidays
- the employee's current entitlement to sick leave
- the dates any annual holiday, sick or bereavement leave was taken
- the amount of payment for any annual holidays, sick leave and bereavement leave taken
- the dates of and payment for any public holiday worked
- the number of hours worked on any public holiday
- the date on which the employee became entitled to any alternative holiday for any public holiday worked
- the dates and payment of any public holiday or alternative holiday on which the employee did not work, but for which the employee had an entitlement to payment
- the cash value of board and lodgings provided
- the cash value of any alternative holidays that the employee has surrendered for payment
- the date of termination
- the amount of pay for holidays on termination

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RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by another organisation.

Staff External Supervision Policy

RainbowYOUTH is committed to developing young people and we are equally committed to developing our staff.

We define external supervision as;

- Focused on work
- Regular, ongoing and uninterrupted
- Essential in youth work
- Place of support
- Place to learn and reflect
- Promotes safe, ethical and accountable work
- It is confidential, self care and fun.

(Baxter, R & Mayor, T (2008). "Supervision Scrapbook". Wellington. New Zealand).

Supervision takes place both internally and externally within the organisation.

Who has supervision and how often?

RainbowYOUTH staff who work with young people need to have supervision. Supervision is defined as one on one with an external supervisor who is not employed by or volunteers with RainbowYOUTH. Full time staff members are expected to have supervision at least once a month and it can be fortnightly in the first year of practice.

External supervisors are to be chosen by each staff member and must be adequately skilled in clinical practice and *trained* in supervision practice.

A letter of agreement between RainbowYOUTH and supervisor will be drawn up and include; definition and purpose of supervision, trial period of three months, confidentiality, evaluation (how & when), structure, frequency of supervision and record keeping.

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Evaluation

Evaluation will take place once every 6 months or when a supervision relationship is terminated with either the Executive Director or the Chairperson of the RainbowYOUTH board using the evaluation below. The results of the evaluation will also be discussed with the staff member and supervisor highlighting what is working well and any areas for improvement. This evaluation is also for RainbowYOUTH to understand the impact of external supervision and ensure staff's needs are being met.

SUPERVISION EVALUATION

<i>Please tick the most relevant box for each question.</i>	almost always	frequently	sometimes	rarely
<i>My supervision...</i>				
Is based on a current negotiated contract				
Occurs regularly and is uninterrupted				
Meets my supervision goals				
Facilitates reflective practice				
Provides accountability for my practice				
Enables safe practice				
Is based on clear communication				
Empowers and energizes me				
Enables emotional expression				
Facilitates discussion				
Challenges and extends me				

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Provides constructive feedback				
Enables learning				
Provides support				
Helps me to reflect on my strengths and weaknesses				
Involves a trusting, honest and open relationship				
Involves a supervisor who shares practice experience and knowledge				
Contributes to my self-awareness				
Reflects and is based on my values				
Is based on a youth development framework				
I look forward to my supervision sessions				
Dated reviewed: _____ Date discussed with supervisor: _____				

(O'Donoghue, Munford and Trlin (2006) in Baxter R & Major, T. (2008). Supervision Scrapbook. Wellington. Authors.

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Staff Exit Interview Policy

All staff will have an exit interview with a Board member who is not their immediate manager and who they do not report to. This exit interview will be given to the Executive Leadership Team and any recommendations will be given to the Board, e.g. changes to job descriptions, induction or other processes, general improvements.

It is preferable for this meeting to take place face to face and it is good practice for this exit interview to be done in the last week of a staff member's employment. Please refer to our operational manual for the exit procedures for staff members.

EXIT INTERVIEW	
Staff member:	Job Title:
Interviewer:	Date:

• What are your reasons for leaving RainbowYOUTH?	
2. What could RainbowYOUTH have done to encourage you to stay?	
3. What factors were important in choosing your new role?	
4. Is your job description up to date/relevant?	<input type="checkbox"/> YES <input type="checkbox"/> NO If no, please outline what needs updating
5. Can you describe your levels of job satisfaction?	<input type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Fair <input type="checkbox"/> Poor If rated fair or poor, please outline what the perceived problems were.
6. Was the job what you	

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expected? If not, why not?					
7. What advice would you give to a new staff member who takes on your role in future?					
8. Were there obstacles to you performing your job effectively and if so, what were they?					
9. What did you like the most and the least about your job?					
10. How fair was your workload?					
11. What do you think RainbowYOUTH does well as an organisation?					
12. What do you think RainbowYOUTH does poorly as an organisation?					
13. How would you describe the level of support you were given to perform your role? e.g. from your manager, colleagues, board etc	<input type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Fair <input type="checkbox"/> Poor How could we have done better in this area?				
14. Did you receive formal feedback on your job performance? If not, can you please explain?					
15. What are your views on your pay?		Excellent	Above Average	Fair	Poor
	Salary				

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	Reimbursement of expenses				
16. How did you feel about the working environment here?		Excellent	Above Average	Fair	Poor
	Office accommodation				
	Office equipment				
	Computer systems				
	Parking				
	Location				
	Health & Safety				
	Security				
17. Do you have suggestions for improvement of the working environment?					
18. What sort of occasions were you given to discuss career development opportunities?					
19. What is your view of the training and development opportunities we provide?					
20. How would you describe the way in which RainbowYOUTH communicates with its employees?	<input type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Fair <input type="checkbox"/> Poor				
21. Can you suggest ways in which we could improve our communication with staff and volunteers?					
22. Can you suggest ways in which we could improve the way in which we manage,					

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support and coach our team?	
23. Can you think of ways in which we could improve RainbowYOUTH?	
24. How would you describe the way RainbowYOUTH looks after its staff?	<input type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Fair <input type="checkbox"/> Poor
25. How do you think we could improve on the way we care for our staff?	
26. How would you describe the morale of staff at RainbowYOUTH?	<input type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Fair <input type="checkbox"/> Poor
27. How could we improve the morale of staff?	
28. What did you enjoy most about the culture at RainbowYOUTH?	
29. What did you enjoy least about the culture of RainbowYOUTH?	
30. Would you consider working for us again in the future?	
31. Would you recommend RainbowYOUTH to other people, as a place to work? If not, why not	
32. What is your view of the implementation of the Youth Strategy Aotearoa into RainbowYOUTH's practice?	
33. What is your view of the opportunities you had to connect with external	

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stakeholders?	
34. What is your view on your knowledge, induction and training of the RainbowYOUTH's vision, strategy and values?	
Is there anything else you would like to comment on?	

RainbowYOUTH welcomes other organisations using any part of this policy; however RainbowYOUTH is not liable or responsible for any policy development by other organisations using RainbowYOUTH policy or documents.

Time Off In Lieu (TOIL)

Time off in lieu (TOIL) recognises that, at times, RainbowYOUTH staff are required to work hours additional to those they are paid on a per week basis. In the general case, staff are expected to manage the distribution of their work hours across any given Monday to Sunday time period. There is a general expectation that some aspects of any role at RainbowYOUTH will happen outside of office hours, that is in the evenings or weekends, and as such no TOIL, overtime or time and a half is payable for these hours where they fall inside the standard number of hours worked in a week.

TOIL can be accrued by RainbowYOUTH permanent staff when:

- Approval is given, in writing, in advance of the TOIL hours being accrued, by the General Manager, Co-chairpersons, or other delegated person.
- The hours for which TOIL will be accrued are for the purpose of achieving a staff members KPI's, or for completing a task as directed by the employee's direct manager.
- There is no reasonable way the hours can be delayed until the following week, or that other tasks the employee must complete can be delayed until the following week, such that TOIL does not need to be accrued. Accrual of TOIL will be by online spreadsheet or tool, accessible to each staff member, that records on a per staff member basis:
 - Requests for TOIL
 - Approval (or otherwise) of TOIL request by relevant person
 - Actual TOIL hours accrued
 - TOIL hours taken
 - Current TOIL balance TOIL:
 - is requested and recorded in 15 minute blocks (e.g. 30 minutes or 4 hours, but not 50 minutes)

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- is accrued at a 1:1 rate to hours worked, regardless of when the hours are worked (e.g. evenings or weekends), except where accruing TOIL during travel, as defined below.
 - the maximum accrual of TOIL is equal to that of a regular working week for the staff member (i.e., a full time staff member may accrue up to 40 hours of TOIL)
 - must be taken within 3 months of being accrued
 - approval to take leave using TOIL hours is the same process as for applying to take annual leave
 - is not available to be paid out, at the termination of employment or otherwise
 - is not available to contractors or casual staff to RainbowYOUTH
- Where an employee is not satisfied with the decline of a TOIL application, they may approach the direct manager of that person to request a review. For example, if the General Manager declines a TOIL application, the employee may request a review of the decision from the co-chairperson of the RainbowYOUTH board.
- Travel Allowance policy** In addition to the TOIL policy, this Travel Allowance policy sets out the entitlements RainbowYOUTH staff may receive (including TOIL accrual) when travelling on behalf of RainbowYOUTH. It is expected that, in comparison to larger charities or for-profit organisations, the provisions in this policy will not be generous, but should be sufficient for the staff member to not be unreasonably disadvantaged by travelling for RainbowYOUTH.

Note that a delineation is made between travel that is purely for service delivery (such as delivering a workshop or running an event), versus travel that includes a professional development aspect (such as attending a conference), as it is expected the employee contribute some of their personal time to their professional upskilling.

Note also that the requirement to travel, and approval to travel, is the responsibility of the General Manager, Co-chairpersons, or other delegated authority. Booking of large expense items, such as flights, accommodation and conference registration is at the discretion of the General Manager,

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Co-chairpersons, or other delegated authority.

Item	Service Delivery Allowance	Professional Development Allowance
Time spent on travel between regions (e.g. flights, including to/from and at the airport) ¹	TOIL accrued at regular rate if undertaken outside 4 of work hours and approved in advance.	TOIL accrued at 50% of regular rate if 4 undertaken outside of work hours and approved in advance.
Hours worked while traveling ²	TOIL accrued at regular rate if undertaken outside 4 of work hours and approved in advance.	TOIL accrued at regular rate if approved in advance, to a maximum of 8 hours (or equivalent pro-rata amount for part time employees) per calendar 4 day inclusive of work hours and TOIL accrual. undertaken outside of work hours and 4
Meals ³	\$20 per meal, or \$60 per day	\$20 per meal, or \$60 per day

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Travel within region (e.g. Taxi, Uber, buses)	Reimbursed for actual expense incurred	Reimbursed for actual expense incurred
Overnight travel	2 hours of TOIL is accruable per night away from home	No TOIL accruable.

¹ If the option is given for the staff member to travel within work hours, but is declined, and travel occurs outside of work hours, no TOIL is accruable. ² TOIL is not accruable for time spent eating, purchasing or traveling to/from a meal, unless a work meeting is occurring over the meal.

³ Meal allowance is a maximum, although may be averaged over an entire trip, and is expected to include snacks/drinks. Reimbursement will only be provided for receipts provided for each purchase. Alcohol will not be reimbursed. ⁴ Work hours is defined as the standard number of hours an employee would work in a week, at anytime of day or night, and does not refer to 11am to 5pm, Monday to Friday.

RainbowYOUTH Policy Review & Maintenance Guidelines

Policy Review guidelines

RainbowYOUTH policy and procedures have been developed to help the organisation run as efficiently and effectively as possible, making the best use of often limited resources. To that end, all policies and procedures must be kept up to date. All policies must be reviewed in full every twelve months to ensure they continue to reflect the values of the organisation and that they are still relevant and useful for the effective operation of the organisation.

In addition, RainbowYOUTH policies must be accessible to young people and other stakeholders, both physically and in the way these policies are displayed and discussed.

Policy Committee

1. The Executive Board will create and maintain an on-going 'Policy Committee' to undertake the policy review process
2. This committee will meet Quarterly to construct an update recommendation which will then be presented to the following Board meeting for approval by the Executive Board
3. This committee will consist of:
 - a. At least one Board representative – ideally one with prior policy knowledge of the organisation
 - b. At least one Staff member
 - c. Other Board members
 - d. External Volunteers with an interest and relevant experience

Review Process

1. Policies will be updated together quarterly, however recommendations for policy updates may be made at any time to the Policy review committee.
2. Annual Policy Review
 - RainbowYOUTH policies will be divided up between four quarterly update points and staggered throughout the year.

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- An annual review will look at the policy as a whole and decide if it still meets the present and future needs of the organisation.
- As a policy is due for its annual review, the Policy Committee will discuss by email the current effectiveness of the policy and any changes that need to be made.
- Changes will be complied and a recommendation agreed upon at the Review Meeting.
- The recommendation for policy changes will be submitted to the Board
- Policy changed adopted by the Board will then be updated together
- Policy changed come into effect upon board passed, unless otherwise stipulated in Board meeting minutes.

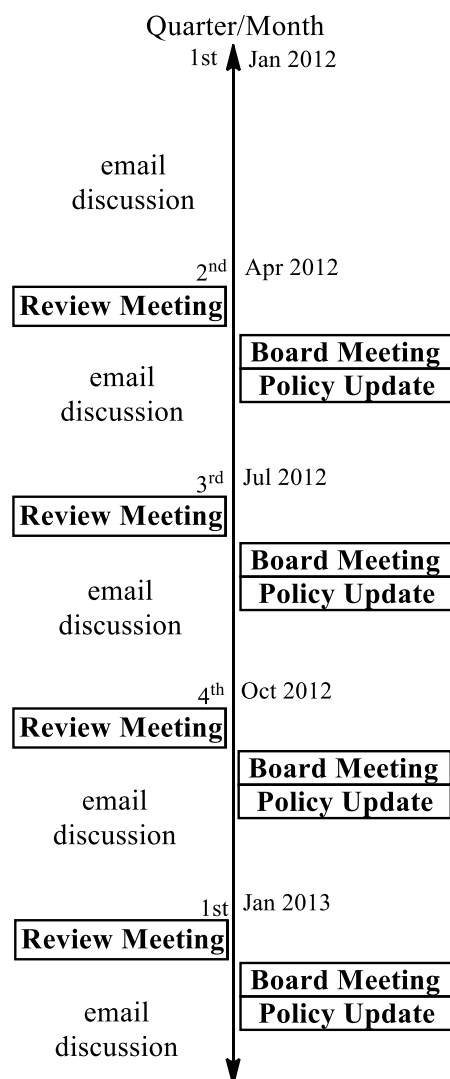
3. Nominated Review

- Any policy or piece of policy may be nominated to the Policy Committee for review at any point throughout the year, regardless of when that policy is due for Annual Review.
- If a policy is nominated for review it will still undergo an Annual Review unless the nominated review looks at the policy as a whole and takes on the function of a full annual review.

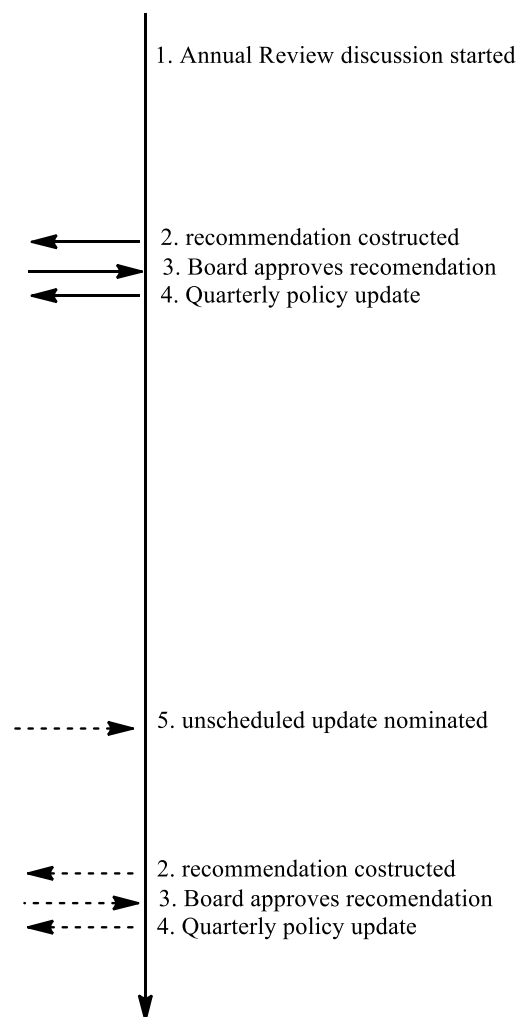
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Policy Committee

Board/Staff



Example Policy



Storage and accessibility

1. There may be many copies of RainbowYOUTH policies at any one time, including both soft and hard copy versions. However, one set will be designated the 'Master Copy' which will supersede all others
2. All policy updates must update the master copy and the date and nature of the update should be recorded in the appendix for the purpose of tracking annual reviews and comparing to other copies of the policy for update purposes.
3. RainbowYOUTH policies should be backed up and duplicated consistent with emergency access and 'cold-site' policies

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4. There must be one hard copy set of policies available at any time from the RainbowYOUTH centre
5. Policies will be made available on the RainbowYOUTH website
6. Policies should be consistent with RainbowYOUTH style guide policies

Intellectual Property Rights

1. Policies developed by RainbowYOUTH are held as the intellectual property and an asset of the organisation. All copies, both in and in addition to those held by RainbowYOUTH, remain the intellectual property of the organisation
2. Use, modification, and adoption of RainbowYOUTH policies by other organisations or persons is permitted with the express consent of RainbowYOUTH as authorised by the RainbowYOUTH Executive Board or the RainbowYOUTH Executive Director, or others so delegated by these.
3. Authorisation for the use, modification, or adoption will be on the provision that RainbowYOUTH is acknowledged as the source of any material utilised.
4. RainbowYOUTH is not liable or responsible for any policy developed by another organisation or person from which content was sourced from RainbowYOUTH.