

# Association and Member Council Working Group Recommendations - Progress Report December 2023

## 1. Introduction

The IHC Board commissioned an independent review to assess the performance of its Associations and Member Council. The review findings were shared at IHC's Pre-AGM Forum in 2022. The main recommendations from the Review revolved around designing a new membership strategy, retaining Associations and the Member Council but simplifying their functions. There was also an emphasis on improving communications for all members.

- 1.2 The attendees at the 2022 Pre AGM Forum agreed to retain and adapt both the Associations and the Council. They proposed a Working Group be established to further define roles, and align with the review's findings, in preparation for the 2023 AGM. The Working group was established in March 2023 and finished its work at the end of May 2023.
- 1.3 The Working Group made 32 recommendations and were approved by the IHC Board with one of the recommendations strengthened by the Board. IHC's executive leadership team has the responsibility for implementing the approved recommendations.

## 2. Update on the Implementation of the Recommendations

- **Completed** - Recommendations 1,2,3,5,6,7,9,13,16,21,23,28,31,32.
- **Partially Completed** – Recommendations 11,12,14,18,19,24,25,29,30.
- **Work in Progress(WIP)** – Recommendations 4,8,10,15,17,20,22,26,27.

44% of the recommendations have been Completed. Even though the work has been done to make the recommended changes, some changes require Board approval and will be submitted to the IHC's February Board meeting. Changes to the way things are done will mean that training may be required to ensure people understand how to use new processes, systems and/or templates.

28% of the recommendations have been Partially Completed. Completion dates for these changes are due in the first quarter of 2024.

28% of the recommendations are a Work in Progress(WIP). Completion dates for these changes extend to the end of the second quarter of 2024. Some of these recommendations may also be completed within the first quarter of 2024.

For ease of reference a list of the approved recommendations can be found in **Appendix A**.

## 3. Next Update

The next update will be in mid-February 2024.

# Appendix A

## Approved Review Recommendations

### Recommendation 1

That 16.3.3 in the Constitution, see **Appendix 2**, be changed from:

16.3.3 Undertaking local fundraising projects and deciding how the proceeds will be applied.

to

16.3.3 Undertaking local fundraising projects.

### Recommendation 2

That 16.3.5 be removed from the Constitution:

16.3.5 Monitoring service quality through- contribution to the area's audit programme and receiving reports on action taken in consequence of such monitoring; and.

### Recommendation 3

That 16.3.6 in the Constitution be changed from:

16.3.6 Promoting and supporting the activities of Self-Advocates.

to

16.3.5 Promoting and supporting the activities of Self-Advocacy.

### Recommendation 4

That definitions for whānau, accessible information, reasonable accommodation for people with disabilities, first-hand experience of disability (to ensure people with intellectual disabilities are included in the definition), self-advocacy, and self-advocate be included in the Constitution.

This recommendation will be revisited in 2024 when the Board is required to review the Constitution in light of the legal requirements around the changes to the Incorporated Societies Act. The Board will also consider the suggested changes to the Constitution made by the Working Group.

### Recommendation 5

That the Council clause 3 Purpose and Role 3.1 to 3.10, in the Member Council Terms of Reference be replaced with the clauses listed in the IHC Constitution and Rules (September 2020), 15.1.1, 15.1.2, 15.1.3 and 15.1.4.

### Recommendation 6

That Council members are expected and supported to be computer literate and have access to information, technology with internet and email address be added to the Member Council Terms of Reference.

### Recommendation 7

That clause 7 in the current Member Council Terms of Reference be updated.

#### Recommendation 8

That a minimum of two positions for people with an intellectual disability be required on the Council.

#### Recommendation 9

That at any time the Board is considering a new appointment to the Council it will reflect the percentage of IHC members who have an intellectual disability.

This recommendation was not approved. Instead, the Board is drafting a remit to change the constitution to require the Member Council to have two people with intellectual disabilities as members.

#### Recommendation 10

That a fully costed budget be developed and approved in readiness for the appointment of two people with intellectual disabilities onto the Member Council in 2023 from the Governance budget.

#### Recommendation 11

That a policy on inclusion of people with intellectual disabilities as members of a Board, Working Group or Steering Group be developed and implemented to guide the Member Council and the wider IHC Group.

#### Recommendation 12

That a Leadership Plan for people with an intellectual disability be developed and implemented.

#### Recommendation 13

That the Board consult and seek advice from the Member Council on matters that may significantly impact people with intellectual disabilities, their families and whānau.

#### Recommendation 14

That orientation and refresher training be provided to all Board members on the role of the Member Council, the value of being a membership organisation, the principles of Enabling Good Lives and the importance of self-advocacy.

#### Recommendation 15

That the Board require the Member Council to submit an annual plan and budget and that performance against the plan be reported annually at the AGM.

#### Recommendation 16

That relevant templates and guides are provided to support the Council to develop a user- friendly annual plan and budget.

#### Recommendation 17

That a Membership Strategy that includes an aligned communications plan, be developed and implemented.

#### Recommendation 18

That Association Chairs as well as developing and implementing an annual work plan that they also develop an annual budget and that performance against the plan be reported annually at their respective AGMs.

#### Recommendation 19

That Associations be given the information required to refer all people who bring concerns and complaints about IDEA Services to the IDEA Services complaints process or to IHC's Quality Team.

#### Recommendation 20

That opportunities for more regular contact between the Board, and the Associations are identified and acted on, so Associations feel valued and supported.

#### Recommendation 21

That all Associations have a paid administration support for 10 hours per month.

#### Recommendation 22

That Associations are provided with regular, ongoing training and information about the importance of declaring conflicts of interest to keep members safe and so conflicts can be managed.

#### Recommendation 23

That new Association Chairs and Association Committee members undertake orientation and refresher training to understand their roles and responsibilities and the support and resources available to them including the existing communication mechanisms.

#### Recommendation 24

That the management of Associations' finances be reviewed to improve the effectiveness and efficiency of all transactions to speed up approval times, improve ease of reporting and standardise all finance associated documentation, including templates.

#### Recommendation 25

That the Association Handbook be updated, include more graphics, be available in plain English and Easy Read, include any changes that are approved by the Board in relation to the Working Group's recommendations and process improvements.

#### Recommendation 26

That the Association Handbook, including all associated templates, be more accessible and easier to update by having it online with search capability – printed copies would still be available with this option.

#### Recommendation 27

That the use of FAQs, quick reference guides, videos and chat bot, be considered to support Associations to find the right information at the right time, in a timely manner.

#### Recommendation 28

That the Handbook include a clear description of the IHC Foundation (noting that it is a separate legal entity to IHC), general purpose legacies, tagged legacies, Association grants (\$30k), Area Manager grants (\$15k) and Association financial management information.

#### Recommendation 29

That IHC's Legacy Policy be reviewed.

#### Recommendation 30

That any grant application process be accessible to people with intellectual disabilities so they are able to apply orally or in writing (with the help of a support person).

#### Recommendation 31

That the amount IHC legacies are subsidising its Government contracted services be outlined annually in IHC's financial reporting to IHC members.

#### Recommendation 32

That regular progress reports are provided to members on all the recommendations approved by the IHC Board.