



Associations Handbook 2021

ihc
IN YOUR COMMUNITY

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Cover image
The organiser of the Dannevirke Combined Indoor Bowling Clubs IHC Tournament, John Johnson, with longstanding IHC Dannevirke Association Committee member Marjorie Bloor, her daughter Jenny Bloor and Miriam Telford (right) celebrate the 50th jubilee at the Dannevirke Sports Centre in July.

1. Introduction

Kia ora koutou katoa. Greetings to all Association Chairs and Committee members.

In 1949 a small group of parents got together out of despair and frustration. Their children had an intellectual disability and the only advice they could get was to put them in an institution and forget about them. Those brave and energetic parents formed an organisation whose main goal was to be 'a voice and support' for children with an intellectual disability and their families – they started the organisation we now know as IHC. They were trail-blazers with no experience, no money, no knowledge of what was happening elsewhere, but they were determined that things had to get better. Their formidable secretary, Margaret Anyon, would apparently hound MPs, even sleeping in the foyer of Parliament if need be, in order to get some action.

Today, much has changed for the better. We have information and services and there is general acceptance that people with intellectual disabilities have the right to a good life and a place in society. IHC has grown to a point that would be unbelievable to Mrs Anyon, and the role of members has changed enormously from the days when they were totally responsible for running and funding local services.

However, we are still an organisation based on membership, the need for being 'a voice and support' still exists, and that's where our Associations can play an important role. The role varies depending on the focus of each local group and this handbook is intended as a guide that is clear and helpful to you all. Please use it, share it, order more copies if you need to and send feedback on how to improve it.

Finally, if there is something that concerns you please email or call us. Janine Stewart, General Manager IHC Programmes, and her team are always available to help. IHC is a complex organisation, but our members are our taonga, to be treasured and valued.

Thank you for the work you do in helping the people we care about to have a good life.

Barbara Rocco

Barbara Rocco

Chair, IHC Member Council

2. General background to IHC

IHC's philosophy and mission

IHC will advocate for the rights, inclusion and welfare of all people with intellectual disabilities and support them to lead satisfying lives in the community.

IHC New Zealand (IHC) has a very clear philosophy that underpins our work. Central to that philosophy is the belief that people with intellectual disabilities have the same rights, responsibilities, needs, aspirations and values as every other New Zealand citizen. This means they are entitled to live, learn and enjoy life as members of their community.

When people become a member of IHC, they are expected to support this philosophy. Membership of IHC shall be open to all individuals who submit an application to National Office. The application shall include an undertaking to be bound by the IHC Constitution and Rules, IHC's philosophy and policy.

IHC's mission offers a clear statement of what we do and why. It reflects our dual purpose of advocacy and service provision.

2.1 A brief history of IHC

IHC was founded in 1949 by a group of parents who wanted equal treatment from the education and health systems for their children with intellectual disabilities. They lobbied for community-based support services for their children as an alternative to large state-run institutions. In the years that followed, IHC established a range of community-based support services and grew to become a significant service provider.

Today IHC is New Zealand's largest provider of services to people with intellectual disabilities and is unique among service providers in that it has retained a strong advocacy focus as part of its core business.

Resources

1. The details of IHC's philosophy are spelled out in the booklet *What We Believe*. Copies are available on the Association portal.
2. Read more about IHC's history in the book *Breaking Barriers* by Julia Millen, produced to celebrate IHC's 50th birthday. The library has copies of the book. Contact us on 0800 442 442 or librarian@ihc.org.nz.

3. IHC's structure

IHC is a large and complex organisation with many players who link together in a structure where everyone has a place and a valuable role to play. IHC is an incorporated society and is registered as a charitable organisation with the Department of Internal Affairs, Charities Services.

It operates its disability service and social housing business through wholly owned subsidiary companies: IDEA Services Limited (IDEA Services), Choices NZ (Choices NZ), The Independence Collective Limited, Accessible Properties New Zealand Limited (Accessible Properties) and Accessible Properties Tauranga. In addition, IHC operates a programme of activities funded from charitable donations and grants and provides corporate services across the whole organisation.

3.1 Governance structure

The IHC Group Board (the Board) governs IHC on behalf of members. A Board Appointments Committee has the responsibility of appointing people to the IHC Board. IDEA Services, Choices NZ, The Independence Collective and Accessible Properties are governed by their own boards within the guidelines set by the 'parent' Board.

The Board is responsible for providing leadership, setting the overall direction for the organisation and for ensuring the appropriate policies are in place to manage risks and protect IHC's financial position and reputation. The Board may establish committees to assist in its role.

The Board communicates with members through a variety of channels to ensure the members know what is going on in the organisation and that the Board knows about the issues facing communities. The Member Council also conveys information between the Board and members. The Board members can be found on the Association portal or IHC website.

3.2 Management structure

The IHC Group Chief Executive reports to the Board and has overall management responsibility for:

- IDEA Services, which provides residential care, home-based support for adults in their own homes or flats, specialist services and community participation programmes
- Accessible Properties, which manages, on behalf of IHC, a portfolio of more than 800 homes and properties. The Accessible Properties Chief Executive also reports to the Accessible Properties Board on the management of, and responsibility for, a further 1,700 homes for social housing to people with disabilities, older people and those on low incomes
- Choices NZ, which facilitates flexible support relationships and access to community services to help people with all disabilities and health-related conditions achieve their goals
- IHC Charitable Programmes, which is funded from IHC's fundraising, grants and legacies and includes systemic advocacy, volunteering, library and information services
- IHC Corporate Services, which provides business support across the entire organisation.

3.3 Association structure

Associations provide an opportunity for members to make a contribution on a voluntary basis, to IHC's work in communities. Associations undertake a range of activities all directed at enhancing the lives of people with intellectual disabilities and their families. They are an important link between IHC and the broader community. Not all members will belong to an Association, or be aware of Associations, so it's important to request updated membership lists each you contact your members.

3.4 IHC Constitution and Rules

The IHC Constitution and Rules (the Constitution) establish the rules by which IHC operates and members can form local Associations. Sections 16, 17 and 18 of the Constitution are particularly important as they set out the rules governing the operation of Associations.

The objects (Section 4 of the Constitution) of IHC are:

- To promote the welfare of all people with an intellectual disability.
- To assist parents, guardians and other people who have the care of people with an intellectual disability to provide for their needs.
- To establish and maintain community-based support services for people with an intellectual disability and their families.
- To ensure that as far as possible appropriate support is available for every person with an intellectual disability in need of such support.
- To train volunteers, employees, parents and others in understanding and enhancing the life opportunities of people with an intellectual disability.
- To enlist support for the work of IHC from individuals, the government, and all public and private organisations whose activities may benefit people with an intellectual disability and, where appropriate, to affiliate with such organisations.
- To promote the integration of people with an intellectual disability into a participative role in the community so as to enable them to be as independent as possible and to enjoy the rights as New Zealanders to live as normal a life as possible.
- To protect people with an intellectual disability from exploitation and abuse and to promote legal and other safeguards for them.
- To proclaim the right of people with an intellectual disability to appropriate training, education and other support that is necessary to enable them to develop their abilities fully.
- To assist parents, guardians and others to obtain services for the benefit of people with an intellectual disability from the government and public and private organisations.
- To promote the publication of information on intellectual disability.
- To promote research for the benefit of people with an intellectual disability and their families.

- To grant affiliation or other assistance to any organisation in New Zealand or elsewhere having objects similar to those of IHC.
- To do all such things as are incidental or conducive to the attainment of any of the above objects.

The IHC Constitution and Rules must be observed. Association Chairs should all have a copy and should be able to deal with constitutional matters should they arise. It can be accessed via the Association portal or through the Member and Relationship Manager.

3.5 Member Council

Members voted at IHC's AGM in September 2015 to establish a Member Council. The Council has broad mandate to engage with members, families, people with intellectual disabilities and the wider community. Its terms of reference include:

- Act as a conduit of information between members and the Board and promote and support the work of Associations.
- Provide the Board with advice and information on matters of importance to people with intellectual disabilities and their families.
- Supporting membership development and regeneration.
- Other related functions the Board may deem necessary for the advancement of the objects of IHC and as may be set out by regulations prescribed by the Board.

The Council can have no fewer than eight members and no more than 12 members. Member Council members shall be appointed by the Board with the Chair also being a Board member. The term for Member Council members is three years from the date of first appointment. A member shall be eligible for re-election for two subsequent and consecutive terms of three years and thereafter shall cease to be eligible.

Association Chairs are provided with contact details for the Council Member in their area or their contact information can be found on the Member Council section of the Association portal.

Member Council members are encouraged to get to know Associations in their areas and are available to act as a sounding board, to share good stories and to bring matters to the attention of the full Member Council.

4. Members

4.1 Membership organisation

IHC has been a membership organisation since the beginning and the need for being a 'voice and support' still exists. Members represent a strong community of interest around a shared vision and mission. They provide a strong support base for IHC's work and help ensure that work remains relevant. They are also an important link to communities.

Membership numbers have fluctuated around 2,000 over the past few years.

4.2 Members' interests

The majority of members just want to be kept informed about IHC. Four times a year, members receive a copy of *Strong Voices* (IHC's magazine), which keeps them up to date with IHC's work and a membership update. *Strong Voices* is also available on the IHC website.

A smaller number of members (around 10 percent) seek more active involvement through their local Association committee. Others participate at the national level through Board committees.

Members will vary in the extent to which they want to be involved. Associations are encouraged to communicate with their members, engage them in the Association's activities and take every opportunity to enlist new members.

4.3 Becoming a financial member

Membership of IHC shall be open to all individuals who submit an application form to National Office. The application shall include an undertaking to be bound by the Constitution and IHC's philosophy and policy. Membership shall be confirmed upon acknowledgement by National Office of receipt of the application and payment of the subscription. The Board reserves the right to decline any membership application.

People can become members online via the IHC website (ihc.org.nz/get-involved/ membership) or by completing a membership application form and forwarding it with their membership fee of \$5 (or \$15 for three years) to IHC Membership, PO Box 4155, Wellington 6140. Membership forms are also available from the Member and Relationship Manager or on the Association portal.

The annual membership fee is set at IHC's AGM and is currently \$5.00 per individual member. We do not have joint or family memberships. The membership year applies from 1 July to 30 June of the following year. No memberships payments shall be payable by IHC Life Members or IHC Distinguished Service Award recipients.

Members may elect to pay their annual membership fee for three years in one payment at the amount fixed in accordance with Rule 6.5 of the Constitution in the year in which they elect to prepay their fee. Members who elect to pay their membership fee in this way shall not be required to pay any increased annual membership fees for the second and third year of their membership period. Such prepaid memberships are non-refundable if the member resigns from IHC or if their membership is otherwise terminated.

Before the end of the IHC's financial year (30 June) an invoice for the membership fee for the next ensuing membership year shall be sent to each member and the membership

fee shall be deemed in arrears if unpaid by 31 October (being four months from the commencement of the financial year).

Upon confirmation of membership, a member shall be entitled to attend and after three months speak and vote at IHC AGMs and the relevant Association AGM in which they elect to exercise any voting rights pursuant to Rule 11.1 of the Constitution.

Once people are members, they can choose to get involved with their local Association or an Association outside of their area.

Members of IHC shall include:

- Members.
- IHC Distinguished Service Award recipients.
- IHC Life Members.

Please note:

Area Offices are not to process membership renewals or bank membership monies. All membership monies and paper membership forms need to be processed by National Office. People aren't recognised as IHC members until their membership payment has been received, processed and receipted by National Office.

4.4 Termination of IHC membership

A member may resign at any time giving notice in writing to National Office.

Without limiting the power of the Board in Rule 13.7 of the Constitution, the Board may call upon a member to resign if there is reason to believe that the member has been guilty of, or party to, conduct contrary to the Constitution or inimical (obstructive or harmful) to the objects or interests of IHC. Before a member's resignation is called for under this Rule, the member shall be given notice in writing by the Board of the complaint and shall be served by delivery in person or by registered post to the last known mailing address. If no response is received within four weeks of a notice so delivered, then by direction of the Board the member's name shall be removed from the member register. The Board shall, pursuant to Rule 13.8 of the Constitution, appoint a committee to hear the complaint and make a recommendation to the Board. The decision of the Board following such recommendation shall be final.

The removal or resignation of a member shall not be a release from antecedent (already existing) liability to IHC.

4.5 Members' register

National Office maintains the official register of members. The contact details of members in each Association area are available to Association Chairs at any time by contacting the Member and Relationship Manager. Please note that Excel documents are password protected with password information available on the Association portal.

Due to privacy reasons, please note that you cannot share these membership lists with anybody outside of your Association committee, nor can you retain these on your computers or add to your database.

Please advise the Member and Relationship Manager at National Office of any changes to member contact details, so the membership register can be updated.

The Member and Relationship Manager is responsible for membership renewals and sends out renewal forms each year between April and June with a reminder notice six weeks later.

4.6 Financial members' rights and responsibilities

At the national level members have a number of constitutional rights:

- They can attend and, after three months, speak and vote at Annual General Meetings of IHC and their relevant Association in which they elect to exercise any voting rights pursuant to Rule 11.1 of the Constitution.
- Remits may be brought before IHC's AGM by the Board or by members in accordance with the procedures set out in Rules 11.5 and 11.6 of the Constitution.

Please note:

- Notice of the intention of members to move a remit at IHC's AGM shall be given to the Board in writing by no fewer than 20 members, not fewer than 60 days before the day of IHC's AGM. The Board shall give notice to all members of any remit to be brought by the Board or by members not less than 30 days before the AGM.
- On receipt of a remit under Rule 11.5, the Board may at its discretion:
 - Consult with the proponents on the implications and content of the remit and agree with them on amendments before notification of the remit to members.
 - Include the comments and recommendations of the Board in the notification to members.
 - Propose amendments to the remit for consideration with the remit at the AGM.
 - Require the remit to be removed from the agenda of the AGM and referred (with the comments, recommendation or amendments of the Board) to a referendum of members under Rule 11.8 of the Constitution.
 - Require implementation of any remit adopted by the AGM to be deferred for such period not exceeding 18 months as the Board specifies.
- A Special General Meeting of IHC may be convened by the Board and shall be convened by the Chair of the Board upon receiving a petition to do so from no fewer than 200 members. The Chair of the Board shall ensure a copy of such petition is given to the Board. The meeting shall be held within 60 days of the receipt of any such petition.
- Any matter to be referred to a referendum of members pursuant to Rule 11.6.4 (bullet at the top of this page) shall as soon as practicable after the date on which the Board has resolved to make the referral be sent by post to each member of IHC at the address appearing on the register of members maintained by IHC. A voting paper containing the remit and any comments, recommendations or amendments of the Board,

directions as to voting as may be appropriate and the date upon which the referendum will close shall be included. Immediately following the date fixed for the closing of the referendum the Chief Executive shall count, record and advise the Board of the result of the referendum including the number of votes cast in favour of and against the proposal.

- Attendance at an IHC AGM is limited to the current members and the Board.
- The Chair of the Board may from time to time invite non-members to attend IHC AGMs.

In addition, members have a right to be kept informed and raise issues of concern with their Board. They may be invited to participate in workshops, attend conferences and be asked for their input on major issues.

At a local level, members can be elected on to their Association committee as soon as they become a member, but they must be a member for at least three months before they have speaking and voting rights at their Association AGM.

Staff can be IHC members but are not eligible for election as a member of an Association committee, nor can they vote at an Association AGM or the IHC's AGM.

People with intellectual disabilities can be members, be elected on to an Association committee and have full voting rights.

4.7 IHC Life Membership

Any member who has rendered exceptional service to IHC nationally shall be eligible for recognition as an IHC Life Member and such an award shall be considered as follows (as per Section 8 in the Constitution):

- Nomination of any person as a Life Member shall be made in writing with the written support of least four members of the Board (which must include the Board members who propose and second the nomination).
- The nomination shall be submitted to the Board for approval by memorandum. The memorandum shall set out the full name and address of the person nominated and the names and addresses of the Board members who propose, second and support the nomination. The notice shall include as much information as possible in support of the nomination and the grounds upon which it is considered life membership should be granted. Where a member of the Board is to be considered for life membership, the memorandum shall not be sent to such member.
- If not less than three fourths of the Board members approve the nomination, the person nominated shall then be advised that IHC wishes to confer life membership.
- The person nominated and approved by the Board shall be notified to the members at IHC's AGM and acknowledged by acclamation. The person nominated shall be presented with the award of life membership at IHC's AGM or at an appropriate function.
- A Life Member shall be entitled to attend, speak and vote at all IHC AGMs. A Life Member may if eligible in accordance with all other provisions of these Rules hold office on the Board, Member Council, Board Appointments committee or an Association.

No memberships payments shall be payable by IHC Life Members.

4.8 IHC Distinguished Service Award

Any member who has rendered distinguished service to an Association or former Branch of IHC shall be eligible for an IHC Distinguished Service Award. Such award will be conferred in the following manner (as per Section 9 in the Constitution):

- The nomination of any person for an IHC Distinguished Service Award shall be made in writing with the written support of at least five members including the members who propose and second the nomination.
- The nomination shall be submitted to the Board for approval by memorandum. The memorandum shall set out the full name and address of the person nominated and the names and addresses of the members who propose, second and support the nomination. The notice shall include as much information as possible in support of the nomination and the grounds upon which it is considered an IHC Distinguished Service Award should be conferred.
- If 75 percent of the members of the Board approve the nomination, the person nominated shall be advised that IHC wishes to confer an IHC Distinguished Service Award.
- The person nominated and approved by the Board shall be acknowledged during IHC's AGM and the Award shall be presented at an appropriate occasion.
- A recipient of an IHC Distinguished Service Award shall be entitled to attend, speak and vote at IHC's AGMs and may, if eligible in accordance with all other provisions of the Constitution, hold office on the Board, Member Council or an Association.

No memberships payments shall be payable by IHC Distinguished Service Award recipients.

4.9 Relationship between Associations and members

Associations comprise the members in an area who want to be linked as part of the local Association. Association committees comprise members who are formally elected to the committee.

Associations don't represent their local members, but they may assist / support members in bringing forward any concerns or issues they may have.

4.10 Communication with the Board

The voice of members is reflected in IHC's governance and conveyed to the Board in a variety of ways.

- Members can attend IHC's AGM and have the right to speak and vote provided they have been members for at least three months and observe meeting protocols.
- Members can communicate directly with Board members or management.
- Members can be appointed to the committees of the Board.

- Members can raise issues through their Association Chair who can bring matters to the attention of the Member Council.
- Members can communicate directly with Member Council members. The Member Council has been established to strengthen communication between members and the Board.

Contact with Board members is made by email via Sue Lockhart at sue.lockhart@ihc.org.nz.

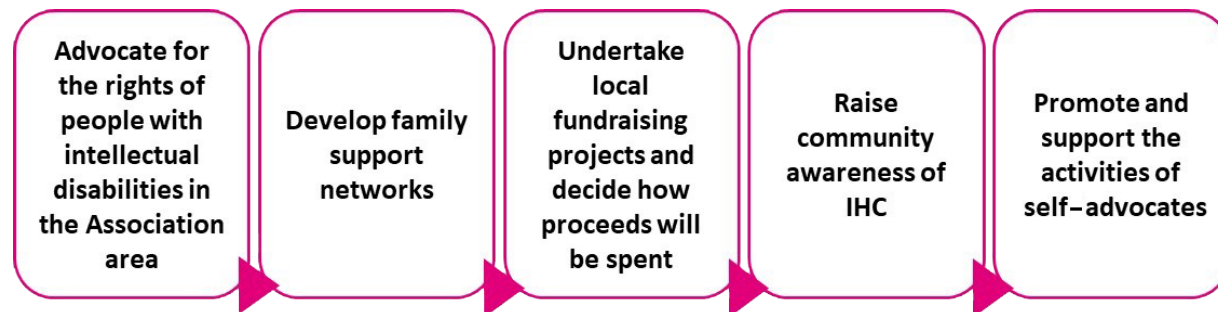
5. The role of Associations

Associations are formed with five but no more than 13 IHC members (including the Association Chair) (see Rule 16 of the Constitution). Associations can undertake a range of activities in their local communities to enhance the lives of people with intellectual disabilities and their families. IHC Associations aren't independent entities or charities; all Associations are governed by the Board.

Members cannot form an Association or become affiliated with any organisation without first having received the consent of the Board (see Rule 16.2 of the Constitution for further information). However, Associations may continue to form sub-committees within Association areas providing they adhere to all membership rules (see Rule 16.6).

Associations cannot enter into any contract or make any financial commitment(s) on behalf of IHC without authorisation from the Board (see Rule 16.4) and no Association or committee member shall issue or entertain any communication or take action in any way on any question affecting IHC without first having obtained the consent of the Board (see Rule 16.5).

The objective of Associations is set out in Rule 16.3 of the Constitution and gives a broad outline of what is expected of Associations. The objectives of Associations are:



There is considerable flexibility as to what activities an Association undertakes. What an Association does will depend on the interest, skill and time of committee members and members and on the needs of the area.

Because the mission of IHC embraces everyone with intellectual disabilities, Associations' activities will generally benefit the wider community (rather than just those using IDEA Services).

Some Associations will have a full programme of activities. Others might decide to undertake just one activity. Associations are not expected to do everything, and they need to be realistic as to how much they can tackle as volunteers. Whatever they do needs to benefit people with intellectual disabilities and give the Association and its supporters a sense of purpose, achievement and satisfaction. A work-plan for the year is helpful to establish priorities – for suggestions on how a work plan may look, please visit the resources tab on the Association portal.

All work needs to be in accordance with IHC's philosophy and policy, and consistent with its various operating procedures and policies. Check with the General Manager IHC Programmes if any policies or procedures are unclear.

6. Key relationships

Associations should not work in isolation. There are many opportunities for them to support the work and projects initiated elsewhere in the organisation. It is particularly important that Associations establish good relationships both with the IDEA Services team in their area and with the IHC Programmes team.

6.1 IDEA Services

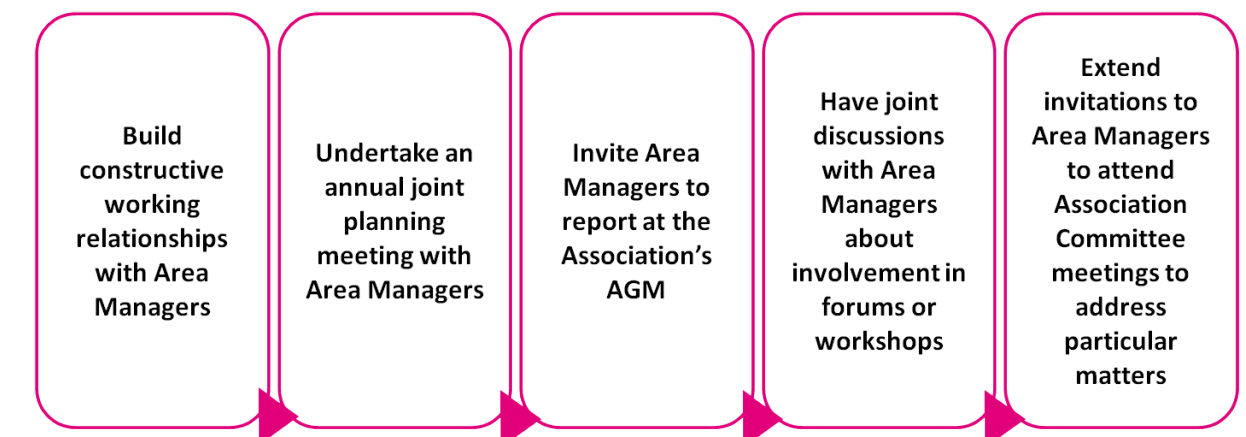
A constructive and mutually respectful relationship between Associations and their Area Management team is particularly important. Associations can provide support and be a real asset to services. Services can provide advice and guidance as to how the Association might contribute to the lives of people and families in the area.

There are expectations as to how this important relationship will be conducted.

Area Managers are expected to:



Association Chairs are expected to:



6.2 IHC Programmes

The IHC Programmes team is a source of practical support and advice.

The General Manager IHC Programmes has the overall responsibility for maintaining an active, well informed and well-connected network of Associations. The General Manager also acts as an important conduit between Associations, the Member Council, the Chief Executive and the Board.

The Member and Relationship Manager is responsible for the administration of IHC's membership arrangements and the day-to-day support of Associations.

Other members of the team: the Directory of Advocacy, National Manager Fundraising, National Manager Volunteering and Community Development and the Head of Library and Information Resourcing have specific skills that can be used by Associations.

In addition, the IHC Programmes team is involved with a range of initiatives that offer opportunities for Associations to participate. Projects such as the IHC Volunteer friendship scheme, educational forums, advocacy-focused workshops, promotional events and the Library's free book to family's service, all provide opportunities for Association involvement. The Library is also a good source of information about what is going on and is free to everybody.

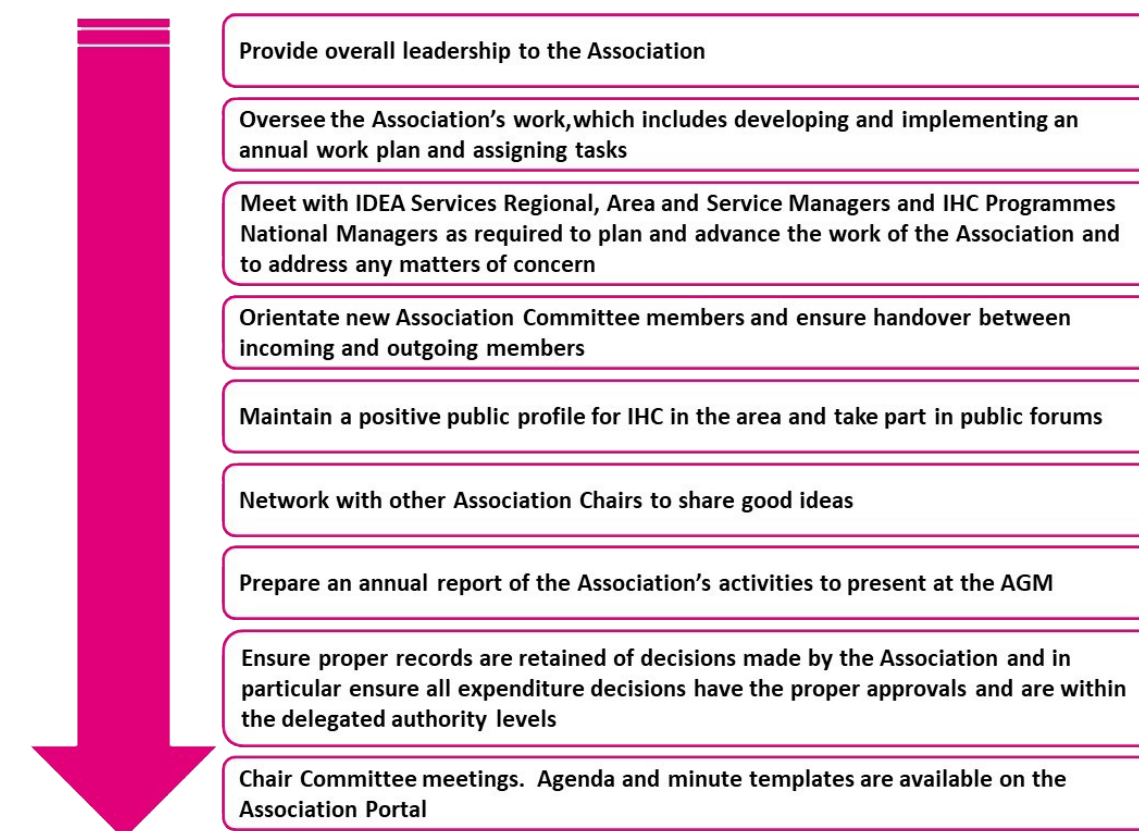
For any information on any of the following or anything else, please contact either the Member and Relationship Manager or the IHC Programmes General Manager:

- IHC membership.
- IHC AGM or Association AGMs.
- Advocacy concerns.
- Membership lists.
- Financial information.
- Resources or promotional events.
- Assistance with events.

7. Running the Association

7.1 Role of the Association Chair

The Association Chair is expected to:



7.2 Skills required of the Association Chair

No special skills are required but an email address is a must as this is how we will communicate with you. The Association Chair will receive correspondence and documents via email, and you will need to access the Association portal so, some basic computer knowledge would be advantageous. The Association Chair will also work collaboratively with members and IHC and IDEA Services staff.

The Association Chair is the face of the Association in the community and will be expected to speak in public from time to time, host events and participate in events held by others.

It is useful if the Association Chair has skills in chairing meetings, but these can be acquired and there are people to help. They will need to be able to travel away from their area to attend national events from time to time.

The Association Chair must have time to take on the role.

7.3 Vacancy in Association Chair role

If a vacancy arises the Association committee can agree to appoint one of their members as Association Chair until the Association's AGM.

An Association needs an Association Chair, to act as a point of contact for information. It need not be an onerous task and if no one is willing to step forward then members should rethink whether the commitment exists to maintain an Association in their area.

It is not appropriate for staff members to act as Association Chair. They can be members but cannot be elected as Association Chair or to a committee or exercise any voting or decision-making rights.

It is useful to have a Deputy (or Vice) Chair to provide continuity, to step in if the Association Chair is absent and to help with succession planning.

7.4 Number of committee members

A committee is required to undertake activities under the name of IHC and operate a bank account. The committee must have at least five members (including an Association Chair) and not exceed 13 members (including an Association Chair).

Committee members and the Association Chair are elected annually at the Association's AGM. An Association Chair can hold office for five years and after a gap of one year or more be elected again for one further five-year term. After that they are no longer eligible to be an Association Chair.

There are no rules for the length of time a committee member can serve.

If an Association cannot get five committee members at the AGM they need to consider ceasing to operate as a committee.

If committee numbers reduce to four or less during the year the Chair has three options:

1. Convene a Special General Meeting of the Association to elect additional committee members; or
2. Notify the Board of the members who have agreed to be appointed to the committee and upon approval by the Board of such members, the vacancy may be filled; or
3. Request the Board to review the Association under Constitution Rule 17.1. The Board has the authority to close the Association or ask that it merge with another.

7.5 Sub-committees

The Association committee can set up sub-committees to assist with its work. Sub-committees cannot operate independently and must operate under the authority of the Association committee.

7.6 Association Committee meetings

Association committees should meet at regular intervals (see 7.7 below) with expenditure of Association funds and / or funding application requests requiring approval of the majority of members of the Association committee. Meetings can also be held online (via Skype, Zoom or Microsoft teams etc.) if you are unable to meet in person.

Expenditure should be in accordance with the IHC's Delegated Authority and guidelines. Please see IHC's Delegated Authority document on the Association portal.

The Board may appoint any person to attend any Association committee or AGM.

Seven days' notice is required for members of a committee meeting and can be given either by sending the notification to the member's last known postal address or via email.

Minutes of meeting must be taken and forwarded through to the Member and Relationship Manager within a timely manner. Please note the following in your meeting minutes:

- Present attendees and any apologies.
- Previous minutes and matters arising were moved and seconded.
- Any actions from your last meeting.
- All your incoming and outgoing correspondence.
- Funding applications (including the amounts and a description of the request) and if you are approving or declining these.
- Financial information – any incoming or outgoing payments including the amount.
- General business.
- Date and place of next meeting.
- Action items for the next meeting.

Association agendas and minutes templates can be found on the Association portal.

7.7 Frequency of Committee meetings

There are no fixed rules as to how often Associations should meet. Some Associations have monthly meetings but many meet less frequently. Some Associations make decisions (funding applications, financial payments etc.) via email in order to meet less frequently. Association Chairs must retain paperwork of all approvals or decisions made via email.

Others alternate their committee meetings with get-togethers with families and self-advocates. Associations can decide on the meeting frequency and format to suit the work they do.

Association AGMs must be held no later than 31 October unless you have prior approval from the IHC Board.

7.8 Further record keeping

Associations also need to keep a Conflict of Interest Register declaring interests of all committee members with a copy to go to the Member and Relationship Manager. This is to be completed after your Association AGM by the new committee. This also needs to be updated throughout the year with any changes to committee members. In addition, when Associations are making a decision, particularly a financial decision, committee members are required to declare any interests that might be seen to influence their decision-making. For example, if the committee is considering making a purchase from a shop whose owners are on the committee then the owner needs to declare a conflict of interest and abstain from the decision-making. The Conflict of Interest Register will need to be updated from time to time. Refer to IHC's Conflict of Interest Policy on the IHC website.

IHC's Auditor shall have the right of access at all times to the books, accounts, minutes and other records and papers of any Association. They shall be entitled to enquire from Association committees such information and explanations as is considered necessary in the interests of IHC.

Source documents such as quotes, invoices or any proposals relating to purchases or distribution of funds must be retained and kept for seven years.

7.9 Secretarial support

Associations are expected to organise their own administration and secretarial support. A volunteer can do this or the responsibility can be assigned to a committee member who can undertake the role on a voluntary basis.

If Associations want to employ staff they must do so through the General Manager, IHC Programmes or the Member and Relationship Manager. Associations cannot employ staff directly. They can recommend a preferred candidate and recruitment will be managed by the General Manager. A Support Agreement setting out the expectations of the Administration Support role is available on the Association portal. This must be signed by the General Manager IHC Programmes. Associations will have day-to-day responsibility for the support and performance of their administration staff.

IHC will pay for up to five hours per fortnight for administration and secretarial support for their committee. Associations can choose to have more than five hours support but will need to fund the additional hours from their Association funds.

If Associations have any concerns or need help, contact the General Manager IHC Programmes.

7.10 Role of Treasurer

To be updated. If you require further information regarding the role of the Treasurer, please contact the Member and Relationship Manager.

7.11 Role of Patron

Associations are not required to have a Patron but many do. Patrons are often figureheads who lend their position and influence to raise the profile and mana of the Association. Some actively engage with the Association, helping to host events and raise funds.

Before approving a Patron, confirm why the Association wants one and what they are to do. This will help avoid any confusion about what is expected. It is usual for the Patron to be appointed at the Association AGM.

Patrons do not have voting rights. They can also be a committee member; in which case they may vote in their capacity as a committee member.

7.12 Reimbursement of expenses

Association committee members are not expected to be out of pocket for the work they do on a voluntary basis for IHC. They can seek reimbursement from the Association for reasonable expenses such as travel to events, parking at airports (excluding valet parking) and any out-of-pocket expenses related to hosting events. Complete the reimbursement of expenses form on the Association portal and have this approved by the committee. Expense claims must be supported by GST receipts (EFTPOS receipts will not be accepted) for each item claimed.

Expense claims for expenses incurred on 'national business' must be completed and forwarded to the Member and Relationship Manager at National Office. A payment voucher (reimbursement form) and a mileage reimbursement form can be found on the Association portal. Please complete these with as much information as possible and forward to the Member and Relationship Manager.

To enable reimbursement by way of direct credit you are required to supply a copy of your bank deposit slip, a copy of your online bank statement (no transactions) clearly showing the bank, bank account name and bank account number or a stamped notification from your bank clearly showing the bank account name and bank account number.

8. Association Annual General Meetings

8.1 Timing of meetings

Meetings must be held no later than 31 October (as per Rule 18.1).

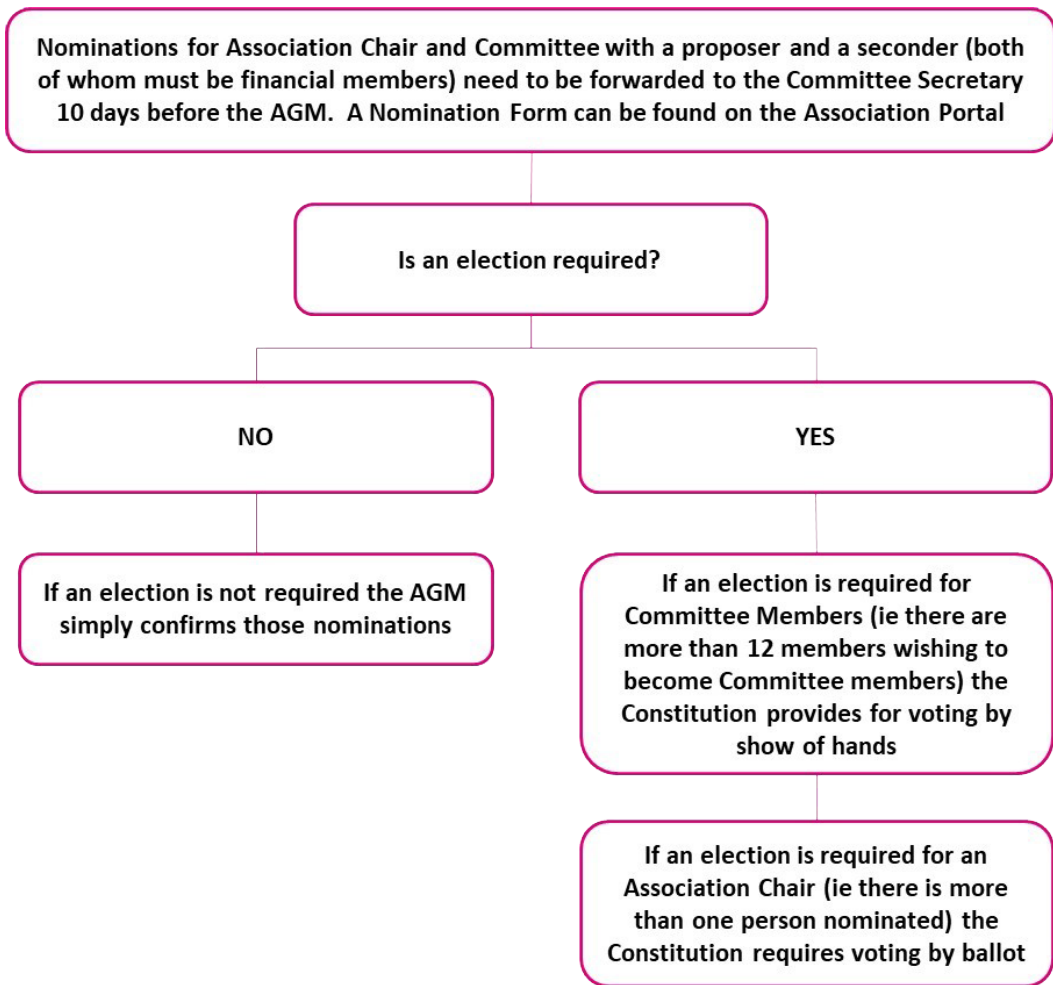
Five members are needed for a quorum at an Association General Meeting (ie, the minimum number required by the Constitution for the Association's business to be conducted).

Associations need to give members at least 21 days' notice of the Association AGM.

8.2 Elections and voting

Election of Association Chair and committee members occurs at the AGM (see also Section 8.5).

Follow usual meeting procedures:



8.3 Business to be conducted

The only business that must be conducted is:

- Electing an Association Chair and committee members.
- Reporting on the Associations' activities for the year and activities for the following year.
- Reporting on the Associations' accounts for the year.
- Consideration of other matters that may have been notified to the Association Chair no fewer than 10 days before the date of the meeting.

Apart from the above, Associations have flexibility as to the content and format of their AGM. A checklist is on the Association portal to help Associations prepare for their AGM.

It is expected that Area Managers attend your AGM and provide a service report if you require one. Talk to them well in advance because many of them have a relationship with more than one Association and may have dates that conflict.

8.4 Annual General Meeting records

Associations must keep minutes of their AGM and a list of the names of all those who attend including your committee members, members, IHC or IDEA Services staff. This is usually done by handing around a clipboard and pen with a form on which names can be recorded. Copies of minutes and contact details of the Association Chair and committee members must be sent to the Member and Relationship Manager at National Office within 14 days of your AGM. If you cannot get your meeting minutes through to National Office within 14 days of your AGM, please advise the Member and Relationship Manager.

8.5 Running your AGM – helpful hints

Before your AGM

Task One: (at least 21 days before AGM)

- Decide what type of event you want. Some Associations make their AGM a significant event and take the opportunity to present awards to volunteers and staff, thank their community supporters and sponsors and celebrate the year end with a meal. For others it is a much more low-key event.

Task Two: (at least 21 days before AGM)

- Work out an agenda. There are some matters that must be attended to at your AGM and these need to be listed in your agenda (please see above section 8.3).

Task Three: Set AGM date and venue and send out notice of meeting (21 days before AGM)

- The Constitution (Rule 17.1) does require you to send notice of your Association AGM to members in your area 21 days before the meeting. The notice normally advises members of the date and venue and provides an agenda for the meeting and should include any reports or accounts. You are also required to hold your AGM before 31 October. If you don't have these available 21 days before the meeting you must make them available at the meeting.

Task Four: Seek nominations for committee members
(received 10 days before AGM)

- Nominations need a proposer and seconder both of whom need to be financial members. You also need to ensure the person being nominated indicates their willingness to accept the nomination and confirms that they are also a current paid IHC member.
- It is good meeting practice to get the nomination forms to the Association Chair or Secretary 10 days before the meeting. The Association handbook, approved by the Board, has adopted this policy.
- If an election is required for committee members (ie, if you have more than 12 people wanting to be on your committee) then you will need an election. The Constitution provides for voting by a show of hands.

Task Five: Ensure you have someone willing to stand as Chair
(nominations 10 days before AGM)

- Nominations with a proposer and seconder are also required for the Association Chair. It is unusual for there to be more than one nomination for Chair. If no one accepts nomination as Chair you need to inform the Board. The Board is likely to encourage the committee to meet (provided you have five financial members to form a committee) and select a Chair from among its members. If you cannot do this your Association may need to be dissolved.
- In the event that there is more than one nomination for the Chair please contact the General Manager IHC Programmes or the Member and Relationship Manager as it requires a different process for voting by ballot (Rule 18.3) and we will be able to assist you in setting this up.

At Your AGM

Task Six: At your AGM

- Keep minutes.
- Association committee members are to complete the Conflict of Interest Register.
- Keep an attendance register and record the names and addresses of those attending.

After Your AGM

Task Seven: After your AGM

- Compile a list of names and contact details for your new committee and Association Chair. It is important that we have an updated list of who is who.
- Send a copy of the minutes, conflict of interest register, the names and contact details for the Association Chair and committee members and the attendance register to National Office, attention to Danette Wilson within 14 days of your AGM.

9. Privacy Obligations

Privacy is important and IHC takes our obligations to protect people's privacy seriously. This includes the people we support, their families, our staff, volunteers and members.

As an agency, IHC must take steps to appropriately manage individuals' personal information that we hold. All Association members are acting on behalf of IHC when they access, use and hold individual member personal information for association purposes.

Association members are expected to comply with the Privacy Act 2020 and IHC's Privacy Policy at all times when conducting association activities. This means taking care when working with members' personal information in particular.

IHC will only share relevant local member personal information with association members for the purpose of association activities in the relevant area. Association members are to take active steps to protect that information and keep it confidential and secure at all times. This information must not be disclosed to any other third parties (including other members), unless written approval is provided by the IHC Programmes General Manager.

All association documentation must be kept in a secure location with restricted access due to privacy obligations to keep all personal information secure and access limited. Association members are therefore advised to keep association documentation in a safe location where family members and other third parties are not able to access it.

Where association members are using and relying on member personal information, they must ensure that it is accurate and up to date (as required in the Privacy Act). Therefore, it is not advisable to retain old membership contact lists. It is IHC's expectation that association members will request up to date membership information from National Office when necessary for association purposes.

IHC expects association members to take care and not to record or share member personal information in minutes or related documentation – unless the relevant individual has provided their direct consent to do so. Instead, initials or other anonymous means of recording information should be used where possible.

IHC expects association members to take care in respect of email inboxes used for association purposes. In particular, email inboxes should not be shared with other family members due to the confidentiality and privacy obligations arising.

In no circumstances should member personal information be disclosed in any communications, including social media, without the individual's specific consent for that purpose.

Where any member makes a privacy complaint, or an access request or request to correct personal information held by an association member, that request must be directed by the association member to IHC's Privacy Officer at privacy@ihc.org.nz and that person will be responsible for advising what further steps to be taken in the circumstances.

10. Managing the Association funds account

To be updated. If you require further information regarding the management of your Association funds account, please contact the Member and Relationship Manager.

11. Financial reports and accounts

To be updated. If you require further information regarding your financial reports and accounts, please contact the Member and Relationship Manager.

12. Legacies

To be updated. If you require further information regarding legacies, please contact the Member and Relationship Manager.

13. Audits

From time to time Associations will be audited. The primary focus of the audit is to ensure the proper administration of the Association funds account and in particular that expenditure has been properly approved and within delegated authority levels.

IHC may engage external auditors to conduct the audits and will make audit findings available to Associations.

The Auditor of IHC shall have the right of access at all times to the books, accounts, minutes and other records and papers of any Association. They shall be entitled to enquire from Association committees such information and explanations as is considered necessary in the interests of IHC.

14. Making changes to Association boundaries

14.1 Changing Association boundaries

Any boundary changes require the approval of the Board.

14.2 Number of Associations in each area

There can only be one Association per area. Members are usually involved with the Association in the area in which they live. However, some families do not live in the same town as their family members and may elect to participate in an Association outside their area of residence. They need to let the Member and Relationship Manager know to ensure our database links them with the area where they wish to be involved. Members can only vote for Association members in one area.

14.3 Forming a new Association

A minimum of five financial members can form an Association. If five or more members want to form a new Association this will involve a change to the existing boundaries and require Board approval.

There is a formal process to go through to form a new Association or re-establish an existing Association. Contact the General Manager IHC Programmes or the Member and Relationship Manager who will outline the steps involved.

14.4 Closing an Association

If an Association cannot get five financial members to continue with its work, it can cease to exist. It does not need to merge with another Association. It can simply go into recess. Individual members are no longer disadvantaged because they still have voting rights and will receive membership information irrespective of whether there is an Association.

Talk to the General Manager IHC Programmes or the Member and Relationship Manager about the steps to go through to close an Association.

14.5 Merging with another Association

If two or more Associations wish to merge, approval is also required from the Board. The process of merging involves a number of formal steps. Talk to the General Manager IHC Programmes or the Member and Relationship Manager about the steps to go through merging with another Association.

15. Communications

IHC communicates with a wide range of people through a variety of channels including websites, social media, print publications, videos and public presentations.

The brand of IHC New Zealand, and IHC Group subsidiaries, are well-recognised and protected and its reputation hard-earned and precious.

The Communications team is responsible for overseeing internal and external communications, but everyone plays a part and has a responsibility to protect that good reputation.

15.1 Media contact

IHC’s media policy states that all media calls should be referred to the General Manager, Communications. A contact for the Communications team can be found on the IHC website under Contact Us – Media Enquiries.

If you are contacted, you are not able to speak on IHC’s behalf. Therefore, please state that you can’t comment, and the journalist should contact our Communications team – contact on the website.

15.2 Good news stories

The Communications team is always looking for good news stories that encourage a better understanding of the capability of people with intellectual disabilities and promote the work of IHC. Let them know about the good work your Association is doing.

15.3 The IHC brand

IHC, IDEA Services, Choices NZ and Accessible Properties have strict guidelines around when, where and how their logos can be used. Please contact the Communications team before using any logos. They will provide the guidelines for logo use and will make sure the correct version is used.

You may want to put a logo on an invitation or event flyer, for example – please email it through to the Member and Relationship Manager who will liaise with the Communications team on your behalf and will come back to you quickly with sign-off or an adjustment.

15.4 Websites and social media profiles

Associations cannot set up their own websites or social media profiles. Association members may not disclose private information, including photos, about people using our services or about the IHC Group. You can, however, share stories and posts from the IHC Group’s official social media accounts. The Communications team welcomes contributions to the IHC social media pages. Contact them to discuss communication needs.

Setting up your own websites or social media profiles is in breach of the organisational policies you agree to adhere to as a member.

15.5 Relevant information

The policies, forms and templates referred to throughout this handbook are on the Association portal. Staff are a good source of advice and information. See Section 16 for more details about who is responsible for what.

15.6 Communication with members

Associations are encouraged to communicate with members in their area. However, be mindful that the members also receive communication from National Office, which includes *Strong Voices* four times per year, a notice of IHC’s AGM and membership renewal letters (two). Some members will also receive mail from National Fundraising.

It makes sense to work together where possible and not inundate members with mail or appear wasteful.

Before mailing your members please ensure you request an updated mailing list from the Member and Relationship Manager as member information can change.

Don’t forget to advise the IHC Member and Relationship Manager of changes to member details so the central database can be updated.

15.7 Access to contact details for families

Talk to your Area Manager about contact details for families. IDEA Services can send information out to families on your behalf but are unable to share personal information with you due to privacy constraints.

15.8 What’s on the Association portal?

Forms	<ul style="list-style-type: none">• Administration Support Agreement• Nomination form for Association Chair and Committee members• Legacy application form• Reimbursement of Expenses form
Accounts	<ul style="list-style-type: none">• Monthly Association Accounts
Policies	<ul style="list-style-type: none">• IHC Constitution and Rules• IHC Media Policy and Guidelines• IHC Legal Policy
Guidelines & Templates	<ul style="list-style-type: none">• IHC Complaints Policy• Agenda format• Minutes format• Association AGM Guideline information and meeting checklist
Resources & Information	<ul style="list-style-type: none">• Contact details for Association Chairs

16. Advocacy

16.1 About IHC Advocacy

IHC provides advocacy support wherever there is a need to stand up for the rights of one or all people with intellectual disabilities in New Zealand.

They can support you to advocate on behalf of a person with intellectual disability or support people with intellectual disability to be self-advocates.

The IHC Advocacy team supports all people with intellectual disabilities. You do not have to be using one of our services or be an IHC member to access advocacy support from us.

IHC Advocacy team can provide assistance with:

- Information and advice on the rights and entitlements of those with an intellectual disability.
- Guidance on dealing with services and agencies such as schools, health professionals and government agencies.
- Guidance to people with intellectual disabilities to become self-advocates.

Call IHC Advocacy toll free on 0800 442 442, or email: advocacy@ihc.org.nz.

16.2 Local advocacy

Family / Whānau Liaisons are available in parts of the country providing knowledge, experience and direction to families about the range of services and supports available in their community. We support families to connect and to access services and resources. Please read more on the IHC website.

17. Fundraising

IHC has been fundraising since it was founded in 1949. IHC's fundraising activities pay for programmes to enhance the quality of life of people with intellectual disabilities and their families.

More specifically fundraising money is used to help people with intellectual disability through:

- Our Volunteering programme
- Associations
- Advocacy support
- Family / Whānau Liaison services
- IHC Library and Online Resources and Information Centre
- Events

17.1 Smile Club

The Smile Club is IHC's regular giving programme. People can choose how and when they would like to donate with their donation being debited monthly from their bank account or credit card. At the end of each financial year, an annual tax receipt is sent out in early April. Smile Club donations can be started or stopped at any time. IHC has more than 20,000 monthly Smile Club donors, many are signed up by face-to-face fundraisers going door-to-door, on the street or in supermarket / store locations in communities around New Zealand.

We'll let you know when fundraisers are in your area.

17.2 Calf & Rural Scheme

The Calf & Rural Scheme is dedicated to partnering with farmers to make a difference in the lives of people with intellectual disabilities.

People can either make a virtual donation to the market value of an animal or pledge to rear and sell a calf or lamb for IHC. Calves (or lambs) are sold through PGG Wrightson stockyards with the proceeds of the sale going to IHC.

17.3 Bequests

The support IHC receives through bequests and other donations plays a major role in the work that we do and the ongoing support of people with intellectual disabilities and their families in communities around New Zealand.

17.4 Charitable trusts funding applications

The IHC Fundraising team is responsible for all applications to national or local charitable trusts.

IHC Associations are to discuss all potential projects for grants funding with the Fundraising Coordinator (Grants). The Fundraising Coordinator has the expertise to advise on possible funding avenues and is aware of current and recent applications for your area.

There is also a Funding Application Project form that needs to be completed.

All grants received will be deposited into the IHC Fundraising Clearing Account and will then be credited to the appropriate Association or service cost centre where the funds will be expended.

All donations and most grants are GST exempt. Fundraising staff will advise if the grant is approved for your project, and if appropriate, the GST-inclusive value for purchasing goods and services. IHC is registered for GST and can recover GST on most invoices.

For further information on bequests and fundraising can be found on our website www.ihc.org.nz/fundraising.

18. Volunteering

Volunteering plays a big part in the life of a person with an intellectual disability.

18.1 Volunteer friendship

IHC's volunteer friendship programme is about making a positive change in someone's life and gaining a new friend in the process. It is about spending time doing what you want to do, when you want to do it, with a person with an intellectual disability.

The relationship is one-to-one. This means you spend time with only one person, so you both get to know each other.

You and the person with the intellectual disability choose how you spend your time. It could be taking the dog for a walk, seeing a movie, or going to a café for a coffee.

It is not time specific. There is choice. There is flexibility. The emphasis is on being out in the community having fun – together.

18.2 Skill-based learning volunteering

IHC's skill-based learning volunteering involves shorter, focused projects based on goals the person wants to achieve.

You work one-to-one with a person with an intellectual disability to develop a specific skill or achieve a specific goal. You set the time commitment to fit the project.

18.3 i-Volunteer

IHC's volunteer programme has expanded online to provide friendship and connection to people with intellectual disabilities, and to family carers, no matter where they live in New Zealand.

The IHC i-Volunteer programme links people with intellectual disabilities and family carers with a friend who they can connect with online or by phone. The relationship is one-to-one. This means you spend time speaking to only one person, so you can both get to know each other. You can both decide how often you are in contact, there is flexibility and it is not time-specific.

18.4 Who can volunteer for IHC?

IHC is on the look-out for people like you. We welcome applicants age 17 and over, from all walks of life, who have a clean police record, a warm heart and big desire to support others.

We offer a full induction and orientation programme for new volunteers. We also provide ongoing training with specific emphasis on understanding intellectual disability, communication and health and safety.

Further information can be found on the Volunteering programme on the IHC website or the Association portal.

19. Library

The IHC Library is free to use and open to anyone living in New Zealand. It's a great source of information for everybody and has information on all aspects of intellectual disability, autism and other developmental disabilities built up over many years.

The Library is located on level 14 of National Office and open to the public from 8am to 5pm on weekdays.

Library members can search the online catalogue at www.ihc.mykoha.co.nz anytime and access e-books and electronic articles or place holds on print resources. Requested items are couriered overnight and the only cost to using our collection is the return postage.

Library members are encouraged to email (librarian@ihc.org.nz) or phone the Library (0800 442 442) if they need information. The Library receives enquiries from a wide range of people with an interest in intellectual disability. Librarians use the library collection and other resources to find the most appropriate information to answer those queries.

The Library buys new resources all the time. You can keep up to date by looking at the Library catalogue or by subscribing to Library updates.

All IHC Association members are encouraged to join the Library and we appreciate your support in promoting the Library to others. You can join online at www.ihc.org.nz/library-page.

The Library welcomes the opportunity to provide more information about what we do. If you'd like to know more, please contact the Library Manager at librarian@ihc.org.nz.

Further information on the IHC Library can also be found on the IHC website.

20. Op shops

IHC Opportunity Shops (Op Shops) are an important part of the organisation. Their contribution to IHC is highly respected and they must be appropriately supported to carry out their role in a way that is both rewarding and valued.

Op Shop volunteers provide IHC with many valuable opportunities to improve the lives of people with an intellectual disability, and these volunteers are ambassadors for IHC.

IHC has three Op Shops: North Harbour (Birkenhead), Counties and Nelson.

All paid Op Shop staff are employed by IHC and come under the management of the General Manager IHC Programmes. There is an Op Shop manual that paid staff and volunteers must follow. This can also be found on the Association portal.

If an Association is interested in setting up an IHC Op Shop, the Association must prepare a business case and financial plan. Setting up an Op Shop must have prior approval by the IHC Board.

20.1 IHC vehicle use

This information is used in conjunction with IHC Policies and Procedures: IHC Motor Vehicle Policy – Published May 2021.

IHC Op Shops are not permitted to purchase vehicles, only the Transport Manager has delegated Authority to do so. When an IHC Fleet Vehicle is assigned to the Op Shop and to ensure efficient and transparent vehicle use, the following procedure is to be followed.

Who	Responsibility	Action
Custom Fleet 0800 11 63 63 24 hours a day	Contracted to provide operational management of all IHC owned vehicles.	Contact for any vehicle concerns.
Driver	Ensure the vehicle is well maintained, fuelled and kept clean. Record travel details (vehicle log form) to include start / end kilometres and destination.	Reports any concerns to the Shop Manager
Shop Manager	Responsible for the vehicles use, maintains a copy of the user's driver's license and ensures the driver completes the required travel information. Ensure the vehicle is well maintained, kept clean, serviced, and WOF is current.	Reports any damage, accidents, concerns to Custom Fleet.
General Manager, IHC Programmes	Overall responsibility for assigned shop vehicle.	Shop manager provides updates as necessary

20.2 Driver Orientation

All shop staff using the vehicle to carry out work duties must have read and understood the Motor Vehicle Policy. The Shop Manager approves volunteers to use the IHC vehicle and provides a thorough orientation of the vehicle.

20.3 Infringements

Drivers, regardless of whether they are paid or unpaid staff, are liable for any traffic infringements they commit while driving an IHC vehicle. The transport team at National Office will follow up with any fines of infringements and have them transferred into the name of the driver.

20.4 Accident Notification

In the event of an accident or near miss, it is the responsibility of the driver to inform the Shop Manager of the incident who will then inform the General Manager and Custom Fleet. If anyone is injured call emergency services immediately. If the vehicle is not safe or drivable, call Custom Fleet who will make arrangements to assist.

20.5 Fuel Cards

The BP Fuel card provided by Custom Fleet is to be used when purchasing fuel. The correct odometer reading is entered when paying for fuel. The four-digit pin number is the vehicle's a zero followed by the last three registration number. The card is only able to be used to the assigned vehicle.

If anyone needs assistance the Shop Manager should contact vehicles@ihc.org.nz.

20.6 Reference

IHC Policies and Procedures Motor Vehicle Policy.

21. Services problems and making a complaint

21.1 Association problems

The first point of contact for general concerns, queries, assistance or help to sort out Association problems is the General Manager IHC Programmes. You may want to chat with other Association Chairs before you go to the General Manager.

The Member Council Chair may also get involved or ask someone else to step in to work with you to address the problem.

The Member Council Chair can be contacted at membercouncil@ihc.org.nz.

21.2 Services problems

If you have any concerns about the services IHC provides, please let IHC know. This includes services provided by IDEA Services, Choices NZ and Accessible Properties.

Service problems should first be addressed with the manager of the services involved.

If things are not getting dealt with, you should take your concerns to the Area or Regional Service Manager and if you are still not happy, take your concerns to the Chief Operating Officer, Disability Services or Chief Executive, Accessible Properties.

What you can expect if making a complaint, IHC will:

- Treat your concern seriously.
- Try and resolve it quickly and fairly.
- Keep you informed about what we intend to do and how long it will take, if we cannot resolve it within five working days.
- Accept complaints in any form.
- Discuss the outcome with you.
- Welcome any support people you may wish to bring to meetings.

For further information on IHC's complaints policy please visit www.ihc.org.nz/complaints.

22. Useful contact details

22.1 Key contacts

22.1.1 Member and Relationship Manager

- Membership renewals and payments.
- Membership mailing lists and contact details.
- Membership queries, changes to member details.
- Assistance with meetings, events and AGMs.
- Access to resources (banners, gifts, resource materials).
- Access to IHC website or Association portal.
- Guidance on legacy applications.
- Library contact.

22.1.2 General Manager IHC Programmes

- General advice and guidance.
- Troubleshooting – help to resolve problems.
- Advice about establishing, merging or closing Associations.
- Clarification on matters of policy.
- Employment of staff on behalf of Associations.
- Information about IHC and the broader disability environment.

22.1.3 Director of Advocacy

- Advocacy support, advice and information.
- Support for families in their interactions with government and non-government agencies (eg, schools, NASC, service providers, police).
- Enquiries regarding guardianship, trusts, wills, benefits and allowances.
- Information about specific advocacy campaigns.
- Information about training opportunities and community events.
- Self-advocacy information and advice.

22.1.4. General Manager Communications

- Media advice.
- IHC website and Facebook.
- General communications and brand advice.
- Sign off for use of logo

22.1.5 National Manager Volunteering

- Information about IHC's volunteering programme.
- General advice about best practice in respect of volunteers.
- Advice as to how Associations might support the volunteering programme.
- Information about IHC's Family / Whānau Liaisons
- Information about IHC's Op Shops.

22.1.6 IHC Member Council Chair

- General advice and guidance.
- Trouble shooting – help to resolve problems.
- Any queries relating to IHC's governance.
- Member Council email address is membercouncil@ihc.org.nz.

22.2 Association portal

Remember to visit the Association Portal as it's always being updated with news and stories and the comings and goings of what's happening in communities across New Zealand.

You will also find forms and AGM paperwork under the 'resources' section.

Don't forget to please share any news or event information your Association has so this can be added.

22.3 Contact details

The main contact details are:

Name	Contact
IHC website	ihc.org.nz
National Office	Level 15, 57 Willis Street, Wellington PO Box 4155, Wellington 6120 Phone: (04) 472 2247 or 0800 442 442
IHC Library	librarian@ihc.org.nz
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