

ARAHURA CHARITABLE TRUST

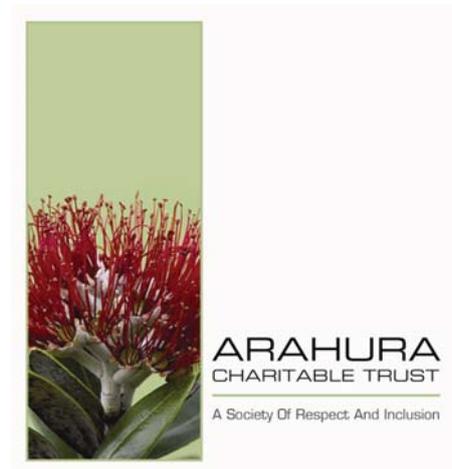
A Society Of Respect And Inclusion

Providing community based
support for people
experiencing mental health
difficulties

Administration Manual 2009



Providing community based support for people experiencing mental health difficulties



A Guide to the Services of Arahura Charitable Trust

Administration Manual

July 2009 Edition

**Please read this edition in conjunction with all and any amendments.
Amendments will be added into the next edition.**

Administration Manual

Addition to Staff Manual for Management and Administrative Staff:

***Familiarity with Service User and Staff Manuals is required**

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This manual aims at describing all the processes yet due to ongoing quality improvement and service development the role of administration is not exclusively limited to what is included in this manual at time of production.

Introduction

1.1 Role of administration

This manual is primarily written for staff in the admin team to understand the objectives of their tasks. It is relevant to other staff in terms of understanding what Admin is trying to achieve and their role in supporting that. This manual constitutes part of the operations manual.

1.2 Office Management

Managing the work space falls on administration, that is the ordering of supplies and making sure we have all the services we need.

Monthly audits are used to maintain stock levels.

1.3 Leadership and management

The Arahura Trust Board provides overall leadership and has overall governing responsibility for the service. The GM is responsible for the overall management and organisation of the service.

The organisational chart shows the structure of Arahura and defines lines of Accountability and how the resources get allocated. The role of administration is to record and enable the flow of resources consistent with this chart, and consistent with external standards such as accounting standards. Administration also has an enabling role; that is the provision of information for decision making.

Administration is also responsible for assisting or organising everything not specifically linked to direct service provision, such as service meetings, notices to family members, project development and support.

Prime areas of work and responsibility for administration are as follows,

- Staff Related
- Financial Accounts and Reports
- End of Financial Year Processes
- Communications
- Events
- Fundraising
- Office Management
- Management Support
- Family/Whanau, Service Involvement
- Service Users

1.4 Executive and Management Support

The Admin Manager will often be called on to help with current projects and tasks ie moving houses.

The key to managing this well is to save work effectively, feedback to the person who gave you the task, aim to meet any deadlines, and keep any notes/drafts/supporting information you were given with the completed work.

1.5 Accounting and financial structure overview

Arahura has arranged its financial systems to minimise duplication of accounts- at this point in time, Main account, Clubhouse account, savings and funds limited GM imprest account. This means the flow of expenditure is recorded and managed easily. All income is received through a 'main' account.

Source documents (receipts/invoices) for any financial transaction need to be ‘allocated’ through our accounting system(MYOB) The responsibility of recording and processing all financial transactions under the Trust’s umbrella is the responsibility of the Admin team, in respect to generating data for financial reports, IRD etc.

1.5a Authorising and Approving Expenditure

All service cheques/transfers require approval prior to payment. The chairman /treasurer signs off on all invoices cheques and transfers for the entire service prior to payment. These payments require 2 signatures or authorisations in the case of electronic transfers.

The authority and overarching power to approve spending ultimately comes from the Trust Board. How this relates to everyday operations occurs in two primary ways

- The Trust Board set a budget for the financial year that indicates how income will be allocated. This information is the basis for the cash flow forecasting and variances indicate if we are off track with the budget.
- The GM receives a mandate from the Trust Board to authorise payments to a certain level to enable GM to meet the objectives communicated in the budget.

Specific expenditure, which is not captured in the mandate, will be authorised via special recommendations being presented to the Trust Board and minuted as accepted.

From the above the GM is able to delegate approval authority in line with the organisational structure. How this occurs operationally (in most instances) is captured in the purchasing policy, please see the staff manual. Systems for the accounting and financial administration of the Trust needs to be in accordance with the organisational chart. In practice the actual decisions made within the roles and responsibilities outlined in the chart should be in accordance with the budget.

1.5b Participation

Service users, staff and whanau have the opportunity to feedback on how they felt about the budget when the annual accounts are available at the AGM. Their contributions can affect future financial decisions and people are strongly encouraged to voice their concerns or support for areas of spending. People can always make submissions to Trust Board through the monthly Trust Board meetings. Written notifications should be sent to chairman by the second Wednesday of a calendar month, ref to clause (5)g of the Trust Deed. Notice should also be given to the chairman if someone wishes to make a verbal submission so it can be entered in the agenda.

Staff related

2.1 Recruitment and selection of new staff

The job descriptions included in this manual, and the organisational chart indicate the positions at Arahura. The processes listed below ensure we maintain the staff team in the best interests of the Trusts needs.

2.1a Advertising

A new position will be advertised with an application period of at least two weeks. The recruitment of new staff enables us to get closer to the composite cultural and social cultural needs of those we provide services for. Therefore we are mindful to recruit in areas likely to meet any needs we have in this regard.

2.1b Applications

As applications are received, suitable applicants will be scheduled for an interview with GM, Team Manager and relevant staff. Prior to the interview applicants fill in the standard application which covers basic information needed to assess someone. GM will notify successful first interview applicants.

Unsuitable applicants will be advised in the manner in which they applied and their CV's returned to them.

2.1c Interviews

The General Manager is responsible for forwarding on the successful applicants from the first interview to the Team Manager/Director in order for a second interview to be arranged. The Team Manager will wish to involve other members of that team and clients in the interview process. The Second panel should have copies of the applicants form. In the case of clubhouse recruitment the second panel has clubhouse member representation.

The timing of this second interview should be within 3-5 working days of initial interview and be arranged by those conducting the interview. To respect those that have entered the selection process, interviews should take place as soon as possible and decisions reached. The GM and Clubhouse Director will check referees and references.

2.1d Decision

After the second interview administration will be advised of the outcome. Whether it be a no, or that the person is still under consideration pending more applicants. Similarly as soon as a preference is decided, administration should be told as soon as possible so they can get the paperwork etc ready.

The GM will then make an offer to the successful applicant after considering the decisions and opinions of both interviewing panels.

2.2 Employment offer and agreement

GM/Team Manager/Director will make initial call and verbally advise of the offer that administration will send by post. Only the GM can sign off employment agreements.

This includes

- An IEA and job description which is part of the offer.
- Two copies of the employment agreement Two copies of the offer of employment letter
- letter
- An Arahura return addressed and postage paid envelope

On receipt of the signed copy of the agreement letter, the new staff member can start their induction and orientation process.

2.3 Standard for inducting and orientating new staff

Once an agreement has been entered the new staff member needs to receive

- A letter of appointment
- A list of required information
- A staff manual

- A Trust Deed to be available to them
- An operational manual available to them
- An orientation sheet

Administration needs to start a file which will hold

- Original information provided at application stage
- Application and assessment
- Copy of job offer
- Copy of agreement entered into
- Tax form
- Copy of police report
- Copy of First Aid Certificate
- Copy of Drivers Licence
- A training log
- Completed orientation sheet

Administration needs to do the following office related tasks

- Create profile for ipayroll and ensure all the relevant details are forwarded. Name, birth date for birthday entitlement, address etc. All this information should be contained in the original application and IEA.
- Will need to receive from the person their bank account details and tax form, details of next of kin.
- Enter key qualifications in the master file of Arahura staff ‘staff qualifications and experience’
- Add the cultural groups that staff member can work within to the cultural resources list
- Add them to the phone list and provide all sites with updated lists

Administration needs to follow up on these things

- Advise Social Club secretary that a new staff member has begun and what Arahura location they can be contacted at.
- Whether business cards need to be printed or blanks provided
- Confirmation from Team Manager that orientation has been completed
- That the new staff member will be introduced to an external supervisor

2.4 Staff files

Monthly checks on staff files will occur via the monthly audit system to ensure we have all records we are meant to have, and request from individual staff what is outstanding. If it remains unresolved, notify the GM in writing. Also, admin needs to receive from Team Manager an update as to internal training their staff have received. This needs to be entered in the staff training log. The profile of Arahura staff will also need updating as contained in the organisational profile.

2.5 Standard for payment of wages

At an agreed time, simply collate and check time sheets that are sent through from staff. Any discrepancies checked with relevant Managers.

2.5a Calculating and Paying Wages

Open the wage system and process pays (ipayroll).

Ensure: That the pay allocation distinguishes between birthdays, leave days, and annual leave etc.

Alternative Holidays

Actual date awarded must be entered in employee notes. Ensure you are not awarding alternative holiday day incorrectly i.e. for a staff member who works a stat that was not normal working day for them.

Print for checking

Pay summary and pay slips and original time sheets

Make adjustments as necessary

Processing Payments

After all checks have been done, load the payments and transfer your workings onto a copy of the pay summary. There should be two pay summaries 1) with wage records 2) with wage account source documents (receipts etc)

Subsidised workers

Each week copy the hours worked by placements to their claim form.

2.5b Entitlements: Special Leave, Benefits and Allowances

Staff are entitled to a minimum of **5 sick leave** days as of their anniversary. The anniversary for entitlements is six months after the anniversary of the day they started. Five sick leave days become available for use. Once these have all been used, leave days become unpaid.

Leave usage can be checked by printing relevant report. Make these available to staff who have queries.

2.5c Holidays

Full time staff accrue holidays on a pro- rata basis over a year so that on their anniversary date if they have not taken leave they will have 4 weeks (20days) due.

Holidays accrue and show on their time sheet in the form of hours/days –i.e. after 6 mths a full time 40 hr staff member will have 10 days leave accrued.

All leave must be applied for on the designated leave form and signed off by their line manager before forwarding to the admin office for final approval.

(Also refer to www.ers.dol.govt.nz)

End of Month processing and filing of wages and payroll

3.1 Last pay of the calendar month

Total deductions for the month to be itemised and to be listed by date, giving a total that will be transferred to relevant account.

Bank Statement

Ensure you have a source document for each transaction passing through this account, excluding internal transfers.

File together 1) Source documents 2) MYOB Print Out 3) Summary page that you have done a reconciliation/check

Wage records

Put together by month, pay summaries and time sheets, archive with copy of PAYE and monthly printouts.

Deductions: taxable and non-taxable

All deductions are ledgered as wages (except tax) when they are withdrawn from an Arahura account. Because, distinguishing between our payment of wages and how an employee uses them, ie to pay fines etc.

Paye

PAYE is paid by ipayroll on a monthly basis.

PAYE schedules are printed from the ipayroll program and kept in the PAYE file.

Social Club

Each month print a report of the Social Club contributions made by staff. This serves as a notice for the Social Club treasurer of a) money to be paid b) money that will equally be matched by Arahura c) individual contributions of members. Pay the deductions from the main account to the Social Club. The amount that Arahura contributes is drawn from the main account. Ledger as staff benefits.

Staff Advances

These transactions must be updated manually on individual's loan balance sheets, noting amount and date. Staff advances must be backed up by a form filled out and signed by the GM which states repayment conditions. This acts as an advisement to set up the deductions, and will similarly note an end date.

Miscellaneous i.e. Courts, WINZ

These deductions are paid by ipayroll, same as wages.

3.2 Subsidies: Taskforce Green, Job Plus etc

From time to time we will seek to utilise these programmes to fund a new staff member. Each month the placement will have an anniversary date, this is to be entered in the accounts outlook programme. At this time there will be four weeks worth of hours to be claimed. Post or arrange delivery of this form to the staff member for signing, also requires managements signature. Keep a copy for our records, return original to processing centre for reimbursement.

3.3 Supervision

As it is a condition of employment that staff receive regular internal and external supervision, as invoices come through for external supervision the log needs to be filled in, date and staff member and supervisor.

If a Staff member is noticeably missing supervision, administration needs to advise GM.

3.4 Training

Like supervision, logs need to be maintained for any training. Internal training needs to be advised by Team Managers, external training will be indicated by invoices, update people logs. Often admin will need to book training, ensure staff are advised in writing of the details and keep a copy. If a working year passes by without the staff member receiving any training (excluding First Aid) the GM is to be advised in writing. Please refer back to checking staff files.

Administration also maintains the annual first aid calendar so we can see what staff are due for first aid refreshers.

3.5 Mileage

Staff are reimbursed for kilometres travelled during the course of doing their jobs in their own vehicles.

- Per year up to 5000km at .70 cent per km

Financial accounts and reporting

4.1 General accounting and record keeping

Overview. We use MYOB accounting. Essentially, through the month as withdrawals are made from the busiest accounts, a source document (receipt or electronic transfer page) is filed in firstly cheque order, or date order, in a ring binder folder labelled by the account name.

During the first week of the calendar month bank statements for the preceding month are processed.

Every transaction needs a piece of paper to 'back it up' ie. receipts, expense approvals etc. These are referred to when entering transactions.

Opening and Closing Balances.

The electronic accounts system and bank statements will have matching balances at beginning and end of processing as they relate to the same period.

Transaction code

This is our point of referral to the source document. A cheque number is preferred. In the instance of electronic payments, use Direct Link number. The date entered electronically needs to match the processing date. Codes need to be consistent.

Payee Codes

This code identifies who we are paying/receiving funds from.

Ledger Code

This is important. Ledger codes are as per the chart of accounts.

The groupings of ledger codes enable us to distinguish between the different costs and income for each area of the organisation.

It is important to breakdown receipts properly ie watch for delivery charges – they need to be separated from ie the cost of a piece of furniture. Similarly, when a power account has had the vector credit credited against it, we need to record the energy dividend as income and introduce the true cost of energy. Also to ensure GST is calculated properly.

After Processing

The monthly statement for the account is printed off to go with the monthly receipt to audit.

4.2 Internal check on receipts

Ideally this is done by the Administration Manager. The purpose of this exercise is to ensure

- We have a receipt
- The receipt matches a) amount noted on chq butt b) the amount withdrawn c) allocation in electronic cashbook system
- Steps to conduct the check (written to serve as a guideline for somebody doing the audit)
- Manually go through the month and write in details off receipt into the column. This being 'receipt' 'amount noted on receipt' and 'allocation on cashbook'. For this, use an educated guess. Tricky ones can be, weekly PA schedules, check for a petty cash or mileage amount that needs to be accounted for separately. Please do this for electronic payments as well as manual.
- Mileage/assets/petty cash all require an indication on 'other account affected'. This reminds us we must go back and check that ie \$150 did actually get entered in the petty cash book.
- Go through the cheque book. Fill in 'amount on cheque' and ensure the description on cheque butt accords with that on the receipt.
- Summarise 'follow up required' as you work through the process

When you finish a stage, note follow up that is required on the bottom of the audit page. The month won't be signed off until follow up is done.

After the electronic accounts check, fill in front completion page.

The file should contain

- receipts
- electronic accounts print out
- your check
- summary page

4.3 Payments: accounts payable

Through the month, accounts payable are loaded into the transfers spreadsheet and MYOB – purchases daily. These are paid by the 20th of the month following. Much caution needs to be used around distinguishing between electronic and manual payments.

Before making payments, print off the associated page of the transfer's spreadsheet ie Level Three. Ensure accounts being paid are only those noted. Payments above that amount need to be noted separately as they effectively fall out of what was budgeted, there is a separate excel workbook for noting income and expenditure out of budget.

The payments for accounts are both authorised and approved by the two signatories who sign the cheques. Automatic payments are authorised and approved by those who sign for the setting up of those payments.

As chargeable costs are incurred, they are entered into the electronic accrual accounts as soon as specific notice is received. This ensures our current position is accurate and takes into account current liabilities.

4.4 Receipts: accounts receivable

At time of writing, the following invoices are generated by Arahura.

Ministry of Health, fax and post a copy first working day following the 1st of the month. Fully complete in terms of service users entry and exit dates.

Talk to the Team Manager if unsure about any of this. When payment is received, note any discrepancies specifically ie name, day rate, qty etc and carry forward to next month.

NDSA, invoice standard Clubhouse amount, also invoice for rent.

Make sure you retain payment advises for a) the MOH file and b) source documents for Main account. All income gets received by the main account.

As chargeable receipts are acquired, they are entered into the electronic accrual accounts as soon as specific notice is generated. This ensures our current position is accurate and takes into account current assets.

4.5 Reports for the Trust Board

Once bank statements are processed, and internal checks completed, print off a cash flow variance for the Trust Board by second Friday of the Month. Also complete expense approval which notes cheque series and total dollar value presented for the preceding calendar month.

It is imperative all accrual accounts are up to date at time of generating 'Profit and Loss' and 'Balance Sheet Reports'.

On the second Friday of the month, collate and post the following to Trust mailing list. These should be provided electronically to the Admin Manager for binding.

- Agenda
- Last Minutes
- Expense Approval and Variances
- Savings balances to be noted on bottom of Expense Approval & total of Grant Funds we are holding for specific (non running cost) reasons.
- GM Report
- Other reports indicated for inclusion by Trust Board Chairman
- Any items required for general business

Keep two master sets for the GM and Chairman

4.6 Petty cash

The accounts administrator is responsible for ensuring reconcilable receipted petty cash records are kept for all the offices. This means, you need to collect monthly statements and physical receipts from other worksites at the end of each month and check ie receipts. Also, put that which has GST receipts into categories ie recovery, general etc. Run this transaction through the cashbook on MYOB to collect GST.

Example.

Level Three Petty Cash spent for one month = \$200. \$50 food, \$50 recovery, \$100 general. This would result in the following cashbook transactions.

- Petty cash \$200
- + \$50 food L3,

This lowers the YTD petty cash balance and more accurately represents how money has been spent. Ensure all cheques that have been cashed for petty cash have been entered in their monthly petty cash records.

4.7 Budgets and cash flows (currently we are transitioning to calendar month budgets).

Monthly Transfers Spreadsheet

Our largest source of income, Ministry of Health payment appears in the main account on the 16th of the month. Once that money is in, it gets transferred to the accounts that will draw on it. Transfer amounts are calculated on a spreadsheet that records any income and expenses against the accounts those transactions occur within. Any new financial information preceding that period needs to be accounted for in this spreadsheet ie expenses

Checklist for accuracy of what's on the spreadsheet

- all AP's ie rent, power, phone, fuel cards
- Winz income is dated for receipt properly ie week one is matched up with correct Winz payment week, and, individual's winz payments are correct.
- Payments and income match current invoices/bills
- Public Holidays are taken into account
- Be very clear as to how you have identified ie 'week one' as timing is crucial.
- Include 'buffers', income and expenditure not noted on this spreadsheet needs to be entered on an 'adjustment sheet' which accounts for your transfers seeming to be miss calculated.

Essentially, all transactions for a month will appear in the forecasting spreadsheet, or the adjustments spreadsheet.

Cash flows

Most of what a cash flow would achieve is captured in the transfer's spreadsheet. Alternate to that, we use the annual budget and cash flow variance spreadsheet to plan longer term cash flow.

Budgets

As a standard, amounts which are in the budget are what we would normally expect to spend in a given month. However, the transfer spreadsheet also serves as a budget. One off expense requires an expense approval to be filled in, that is if it is not recorded as being approved in the management meeting minutes. Read the management meeting minutes each week so budget can be updated accordingly.

Annual Budget

The GM works out the annual budget based on spending the year before and clearly anticipated new or increased expenses/income.

The Trust Board in conjunction with GM's recommendations works out how any surplus is to be used, or deficit to be recovered.

Once this budget has been accepted, monthly breakdowns are entered into the budget programme in the Electronic Accounts System which is compared to monthly actuals via cashbook processing. A variance report will show the difference between what was planned and what actually happened. The Trust Board note the total Year to Date Variance and will comment if it is reaching a level that requires questioning.

4.8 Day to day financial transactions

Banking

Daily

- Check via direct link balances are in accordance with your MYOB data entry
- Transfers: Prepare any electronic payments for authorisation that are due for payment, fill in cover sheet for this.
- Receipts: These are received constantly, prepare cover sheet for eftpos – ensure GST receipt accompanies eftpos receipt. File others with ie expense approvals, update adjustment spreadsheet if necessary.
- Payments: organise payments ahead of time, that is, if a transfer is necessary, ensuring signatories available, ensuring you have supporting paperwork ie expense approval, PA schedule etc
- Deposit miscellaneous payments ie donations. These need a handwritten receipt with our GST number on it, and a brochure and possibly a Newsletter to be sent to person donating. The mailing list for donors needs to be updated with their details.
- Grants need to be deposited straight away and a grant accountability form generated that notes gross amount and what it is to be spent on, along with any terms and conditions indicated by the funder. Sometimes, if the money is for Clubhouse, that money needs to be transferred to their account.

End of year financial processing

5.0 Cashbook processing

(During April we check March itself)

In February, work needs to be started for end of Financial Year.

Firstly, ensure sign off for all bank accounts, for all months, for the Year to date. This includes

Main: All receipts and payments (not transfers)

Clubhouse: Payments and possible Grants.

Once this has been done for up to including February, an annual print out is done by ledger code.

From this, the following can be checked, as each task is done it needs to be marked off.

Payments for Petty Cash (all work sites) are entered in manual Petty Cash Records.

All Assets appear in Asset Books

The Balance on the Staff Advances Ledger, plus carried forward balance for year before, is represented by individual Staff Advance balance sheets.

The PA amounts, for Level Three are entered consistently accurately (\$28 level three per week).

There is a Vector Credit showing for each premises.

There are twelve accounts showing for each worksite (one for each month, cost allocated to correct site) for things like Telecom, Electricity, Fuel Costs. Previously there have been allocation errors so this needs to be checked.

Check all bank fees are not interest payments/receipts.

The GST ledger should show a payment for each month that matches our GST returns. If not, reprint GST returns for each period, attach a copy of original return, then give to the GM to manually reconcile.

Repeat with PAYE

Reconcile the MOH account, that is, ensure actual invoices for each month for a level have been recorded properly.

Once all these corrections/checks have been done, reprint the annual ledger code report for GM to check. Most of the tasks listed above are substantial and warrant time and notes to be taken showing your checking/reconciliation.

5.1 Assets

Purchases and disposals are recorded throughout the year in a journal, each site has its own page. These details are entered during month of purchase/disposal.

Register of physical assets

Minimum information to record in that book.

- Date
- Transaction number (i.e. cheque or directlink code)
- Type of item i.e. 'couch' and make if a warranty applies.
- Purchase Price, do not include delivery costs or i.e. insurances or GST

During the March preceding Year End, adjust the computer file which lists physical items in houses. This is not an account prepared for the accountant, rather it is a simplified picture of what is in the house that Residential Support Workers (RSW) can check off for accuracy. And Office Teams.

File: Admin/YE*/Assets

Distribute the updated page to Team Manager for RSW's to check and update. This is the time they can indicate which rooms items have gone into.

Adjust the files to reflect changes when you get them back. File the originals House Supporter returned with marked changes in the House suspension file.

5.2 Preparation of records for the accountant

This is separate set of tasks from that noted above. In March, type up the contents of the hand written book into a format for the Accountant to enter in our accounts schedule. Include manual adjustments like disposals and sales of assets.

Do this in Excel and calculate the total dollar value.

Print Asset Accounts from Electronic Accounts Programme for the Year, these must equate exactly to the total you typed up. Reconcile!

Concluding Year End

When the Accountant returns Asset Schedule, this needs to be checked against the records we provided him with. The primary focus here is the physical assets, that they are recorded as being at the correct address. For that reason, check the asset schedule against the computer file RSW's checked. Report any errors in a typed up form and provide a copy to the Development Manager. And put a copy with the Asset Schedules, and the handwritten asset book for correction following year. Do this within one month of having accounts back from the Accountant.

5.3 Accrual accounts

During March, start building a list of accounts payable and receivable. Note if we are paying for services in advance as these appear as prepayments in our assets. Special calculations need to be done for:

WINZ payments

Rents

Holiday Pay

Alternative Holidays

Rates

Communication

Admin ensures all work sites have up to date phone lists, and site addresses as they change. Keep copies of written communications to staff and service users and family/whanau and Trustees in suspension files. Please observe word processing standards ie alphabetical or site ordered lists for phone lists and correct layout for ie letters. The GM can provide guidance and direction with this.

6.0 Email

Arahura has a domain and its own email system. Staff have Arahura email addresses, however, the general email address for Arahura is admin@arahura.org.nz. In conjunction with the email system, Microsoft Outlook is used for shared appointment making, and individual planning. Please check the phone line protocols before going on line at your work site. When people are away for an extended time their email is checked by a nominated co-worker.

6.1 Faxes

Fax machines are a prime means of distributing memo's, minutes and notices to staff teams. Please follow the protocols of your team when clearing faxes. It is assumed that those to whom the message is addressed receive the fax and all pages accompanying it. Memos - as above

6.2 Mail

Regular post is used for bulkier items. If a mail out goes to service users, a copy is also forwarded the relevant team. Service users do receive monthly reports akin to that sent to Trustee's. The Admin Manager collects and sorts Trust Boards and manager's mail from the rest, then bulk of mail is sorted.

6.3 Calendar

Administration prepares the annual calendar for distribution by January to Trustees, service users and Family.

6.4 Families/Whanau

All communication with families/whanau needs to be recorded and logged. Information such as date/reason/type of communication. This book is kept in the 'family' suspension file.

6.5 Events & Community

Events are calendared through the year; primary ones would be Vision Meetings, Annual General Meeting (AGM). Our community is defined by the local communities we work within, the mental health, cultural and social services we work with, the family and whanau of the service users, staff, Trustees, service users, and those who support the Trust by way of sponsorship and donations. We aim to include all these groups by way of invitation to events and including them in our newsletter mailing list.

Meetings and events are scheduled as early as possible. They are indicated most often on the Arahura calendar distributed in January of each year.

Notices of meetings go out to the relevant groups at least one week before the meeting. Administration can be contacted if copies of previous minutes are required. People invited to a meeting RSVP to administration or their Team Manager, this assists in venue and catering planning.

The meeting will be opened in a manner respectful of the attendees. The meeting Guidelines, Process and Objectives noted below will be observed at meetings. Attendance at meetings is always recorded by way of signing either the meetings book or a separate signing sheet. House Supporters are expected to encourage Service Users attendance when appropriate.

After the meeting, minutes will be distributed to Team Managers, or their availability indicated in the Arahura Newsletter.

6.6 Guidelines for meetings

Please refer directly to staff manual

Fundraising

Administration is responsible for fundraising, yet cannot do this alone. Needs of the Trust have to match opportunities and this requires help from the team.

7.1 Key elements for fundraising

- Either a project, or type of expense, that will benefit or provide opportunity to a marginalised group. And that those costs are not being met by any other person or organisation.
- The ability to accurately cost what we want funded.
- The ability of Team Manager to articulate the benefits by way of a report.

The role of administration is to find opportunities when all the above elements are present. As admin find different sources, these should be entered on the outlook calendar as to opening dates for the funding rounds.

When grants are received, care must be taken to fulfil the funder's requirements. If this does not happen future funding is jeopardised from that group. When we receive funding we need to follow the receipting process, and update ie the website.

Everything to do with fundraising gets filed, even rejections.

Family/Whanau

8.1 Family/whanau role

At Arahura, families have defined roles and are able to participate via the following forums

- Vision Meetings, Annual General Meeting, Quality Assurance Team, Specific 'Family' meetings: Information Sharing and ability to participate in service delivery and development.
- Recreational Events ie Founders Day
- Receipt of an introduction pack, Arahura Newsletter and Annual Report
- The 18 monthly service review, as a specific event aimed at collecting feedback
- Activities and meetings initiated through individual recovery planning work between service user and support staff.

Family contacts are requested upon entry, it is crucial this information is collected with specific accurate relationship and contact details. This is so we can be respectful of people and address them correctly, and so we can contact them regarding their ability to participate in what we do.

Family is not just the people service users originated from, other meaningful relationships are also included. Meaningful in terms of the role they play in the service users lives. However, we must remain mindful of the fact that even if a service user names an outside person as their 'family', the biological/legal family still has some legal rights to service.

When consent is not provided, support staff should endeavour to seek the names of prime family members with which communication is not consented to. A review date for this decision should be scheduled. Excluding family from 'the room' will not get rid of the problems the service user may have experienced with that family member.

Families/whanau are often well placed to provide important historical information, and can contribute to an improvement in outcomes and prevent relapses. They can also provide information useful in identifying early warning signs. Alternatively, issues around family may need resolving or addressing consistent with an individual recovery plan.

Service users must be asked for consent as to what information can be shared with family. However, we need to remember that for many families there is a desire for comprehensive information so that they might be able to offer their perspectives on treatment, support, planning, implementation and review. Family should similarly (with service users' consent) receive information about illness, support plans and prognosis. Within our service we can facilitate this by directing families to sources of information such as SF (Supporting Families) and CMHCs. The aim is 'connection' so both families and service users can function effectively.

This statement has been formulated with the assistance of attendance at MHWD 'Involving Families/Whanau' Training 2004.

Tangata whai ora occupancy

When a service user leaves or enters Arahura, admin are advised so we can adjust our records. For example, ones related to family/whanau and NDSA occupancy stats.

9.1 When tangata whai ora enter service

When a person enters Arahura WINZ and MOH via admin and service coordinators are notified, and staff at the office attached to the relevant residence inform admin via fax of all relevant information pertaining to that person.

9.2 During occupancy

During a person's stay at Arahura staff will keep admin updated with information relative to that person's residency.

9.3 When tangata whai ora exit service

WINZ and MOH are again notified by admin and service coordinators and staff at the relevant residence inform admin via fax of all relevant information pertaining to that person's moving on.

Job descriptions

At time of writing the following are the different positions at Arahura.

General Manager

Administration Manager

Team Manager

Arahura Residential Support Workers RSWs

Over Night On Call

Floating support worker

Recreation Officer

Maintenance

GENERAL MANAGER

Adopted GM Job Description relative to the initiation of Delegations in September 2005.

The GM of Arahura Charitable Trust will do all such things as to support the Objectives and Constitution of the Trust and to take the direction and goals as well as the delegations directed by the Board.

These delegations indicate packages of work that the GM is delegated. The GM is to structure the organisation to enable and facilitate the attainment of delegated responsibilities

Current delegations the GM is appraised against are as follows

DELEGATION NAME	ACTUAL RESPONSIBILITY DELEGATED
Leadership	<ul style="list-style-type: none"> To promote and represent the purpose and vision of Arahura Trust externally and internally To create and provide the Business Plan for Arahura trust To create and provide Contingency Plans for Arahura Trust To report on quality and risk management
Innovation: Research and Development (linked to Strategic Goals)	<ul style="list-style-type: none"> To research new methods of fulfilling delegations, this means, to identify and posit higher standards of quality and effectiveness in terms of individual delegations. To consult with, and encourage participation of, other stakeholders affected by the innovation. For example, consumers, cultural representatives, staff, and any other stakeholders from the community. To develop implementation of innovations Which will include: To progress the strategy to packages of work for staff of Arahura Trust To create an organisation based on 'team' operations
Delivery	<ul style="list-style-type: none"> To oversee delivery of services and programmes
Consumers	<ul style="list-style-type: none"> To provide access to services for consumers To provide services for consumers To survey quality of services for consumers
Human Resources	<ul style="list-style-type: none"> To identify and meet HR needs for current activity To forecast HR needs for activity and to train or recruit in line with needs To ensure staff 'wellness' is created and maintained To comply with relevant employment legislation To report on quality and risk management
Financial	<ul style="list-style-type: none"> To prepare the budget To fundraise To manage cash resource To manage cash reserve To manage investment To meet accounting standards To maintain current asset to liability ratio

Administration	<p>To report on quality and risk management</p> <p>To systemise activities into policies, processes and protocols</p> <p>To facilitate organisational wide compliance</p> <p>To survey stakeholders as to organisational performance</p> <p>To respond to feedback</p>
Culture	<p>To report on quality and risk management</p> <p>To promote the Arahura brand</p> <p>To produce a calendar of events that sustains and celebrates Arahura's vision and purpose</p> <p>To report on quality and risk management</p>

TEAM MANAGER

ACCOUNTABILITY TO: GENERAL MANAGER

RESPONSIBILITY TO: RESIDENTIAL STAFF, ADMIN MANAGER

PRIMARY OBJECTIVE

To manage and maintain an effective residential support workers team through co-ordinating and guiding staff who directly provide residential support.

Staff will be able to provide support in accordance with the standards of residential recovery as specified externally, by monitoring bodies, and internally as set out in Arahura staff and residential process manuals, the Trust Deed and Mission Statement.

To report and work on quality and risk management

SOME OF THE KEY TASKS INVOLVED IN THESE PROCESSES ARE:

Key Task: Ensure smooth running of Staff team

- Liaise with General Manager
- Facilitate team meetings and attendance at full staff meetings
- Ensure appropriate information sharing occurs
- Monitor recovery and safety strategies
- Monitor staff workload morale
- Monitor training needs
- Set agenda for meetings with GM
- Orientate and guide new staff in their residential support role

Key Task: Complete administration procedures required for the operation of Arahura

- Ensure all house communications are processed
- Ensure communications between the residential team and service/administration support occur in a timely and effective way i.e. reporting of staff hours, petty cash etc
- Assist in the completion of administration procedures for the entry of service users to accommodation at Arahura and the termination of their residency

Key Task: Access information about events and issues from other shifts

- Read information in staff diary
- Read and follow through on information from GM and admin
- Ensure your team clear their trays and are informed of events

Key Task: Information sharing

- Inform other staff of all-relevant information and events occurring while on shift
- Record in staff diary all relevant information
- Record in individual service user files all important events or information relating to the individual resident as appropriate

Key Task: Complete critical incident reports when necessary

- Critical incidents are recorded on pre-printed critical report form
- Occurrence of critical incident noted by staff/service users
- Report form is placed in the relevant resident's file

Key Task: Event preparation

- Attend and participate in staff meeting, calendar events, relevant training
- Ensure the teams know about events and prepare for them
- Own preparation for events

Key Task: Oversee operations and procedures

- Oversee weekly and daily operations and procedures in relation to Arahura, service users and staff
- Ensure medications for service users are received on schedule and are correct for each individual
- Oversee minor expenditures needed for the functioning and up-keep of Arahura residences. Ensure all expenditure is recorded properly and does not exceed budget. Know budgets and recording requirements.
- Understand and comply with privacy requirements in accordance with current legislation

Key Task: Identify needs and develop plan to address needs.

- Identifying needs of an individual staff member, i.e. professional or interpersonal skills, induction or orientation short fall, boundaries, self-care. Work with GM to meet needs.
- Identifying needs within team relationships, i.e. communication skills. Use own skills to address needs or seek assistance from GM.
- Ensure service users' needs, which accord with support we aim to provide, are met through their support workers.

Key Task: To manage staff and provide support and guidance on their performance

- Share and apply knowledge and skills in regard to staff performing in their jobs
- Feedback to staff in a constructive and supportive manner
- Seek out support and information for yourself from others if assistance required
- Ensure staff are receiving supervision
- Ensure staff are aware of procedural requirements, i.e. updating training log, and meet these requirements.
- Act as the link between the residential team and administration as required i.e. mileage and PA advances etc, booking training

ACTING TEAM MANAGER (2 IC)

The acting Team Manager is also a support worker whose role is to fill in during the absence of the Team Manager, so will take direction from the Team Manager and General Manager. See Team Manager job description for indication of roles and responsibilities (subject to discussion and direction from senior management).

RESIDENTIAL SUPPORT WORKER

ACCOUNTABILITY TO: TEAM MANAGER, GENERAL MANAGER

RESPONSIBLE TO: SERVICE USERS

HOURS OF WORK: 8.15am to 5.15pm on any day between Monday and Sunday

Primary Objective

To promote independent living skills

To provide recovery focused support to service users

Prepare and implement individual recovery plans in consultation with service users and other stakeholders

To provide daily living support for individuals living in a group environment

To support the development of service users' skills, and participate at the level required in domestic services (cleaning, meal preparation, cooking, purchasing household provisions, laundry etc.)

To ensure a home like environment is created and maintained in liaison with service users, other staff and management

Close observation and support emphasising the development of skills to optimise recovery and whanau ora

To report and work on quality and risk management

Purpose of job

To provide clear and accessible support for mental health consumers who are receiving 24 hr residential support.

To provide general and individual support to residents, including mental health and recovery support

To provide a therapeutic, safe and stable environment, encouraging service users to engage effectively in their recovery and community

To follow recovery, risk management and management plans relating to service users, and use to provide best possible support

Some of the Key Tasks involved in achieving these objectives are:

Key Task – Provide support in Daily Living Skills (DLS)

- Support the assessment and development of DLS within the individual and group context
- Support the development of individual and group plans in consultation with other staff and service users
- Provide support in practical DLS skills such as cooking, shopping and personal hygiene in accordance with DLS. Assist at appropriate level
- Be responsible for maintaining health and safety standards
- Maintain keynotes relative to DLS support
- Provide some company, and weekday staff provide access to transport for service users in their use of community services

Key Task - Recovery plans

- Develop and implement recovery plans in consultation with service users, significant others, involved treatment teams and Arahura staff
- Support the development and implementation of Long and Short Term Recovery plans

- Maintain keynotes/daily notes/management plans regularly and keep them updated
- Ensure keynotes are updated weekly at the minimum
- Recovery plans to be reviewed 3 monthly

***Sleepover, part time and weekend day staff follow through from weekday recovery and individual plans as directed and may work on/develop plans relating to entertainment, leisure and DLS in consultation with other staff**

Key Task – Medication

- Giving out of medication as required
- Supervision of medication (see medication supervision process on office walls)
- Awareness of individuals' medication
- Safety and diligence regarding medication Liaise with other staff and clinical services regarding medication changes, issues etc.

Key Task – Maintain awareness

- Information sharing with staff where appropriate
- Provide support in a manner that is respectful, empathetic and considerate
- Use common sense and observation when interacting with service users
- Liaise with clinical and community support providers and resources
- Recording of information in individuals files
- Constant liaison with colleagues to ensure all information, observations and concerns are shared

Key Task – Apply positive conflict resolution and support

- Research avenues of support by available means
- Liaising with community and health professionals as appropriate
- Appropriate information sharing
- Be aware of promoting positive relationships in the residential support environment. Know how to intervene where necessary in a manner appropriate to each individual
- Act in an emergency situation and dispense first aid and/or crisis procedures

Key Task – Access support from other staff regarding best approach

- Regular supervision
- Seek peer support where necessary
- Attend regular meetings
- Attend to ongoing training needs
- Develop own awareness of stress levels and take appropriate coping measures

Key Task – Effective in a team

- Liaise with other staff to provide best possible support for service users
- Fulfil requirements and maintain all documentation pertaining to individual and house support
- Meet administrative requirements to ensure effective functioning of the Trust i.e. accounting for expenses, early advisement of upcoming house expense, providing information to maintain staff records
- Maintain and keep up to date appointments and follow team appointments using the office diaries.
- Use communication books and office diaries to ensure all staff are informed and up to date with events, concerns and anything pertaining to staff and service users.

ON CALL OVER NIGHT STAFF

ACCOUNTABILITY TO: TEAM MANAGER

RESPONSIBILITY TO: SERVICE USERS

JOB PURPOSE: To provide support to residents including assisting with the administration of medication, completion of documentation and to be on call during overnight hours.

To be readily available to work with residents between the hours of 5.00pm and 9pm and from 7am to 8.30am. To be available for crisis situations, on call on site, between 9pm and 7am. To do these things effectively we require you to partake in a handover with day staff at 5.15pm and 8.15am

Some of the key tasks during periods of work

Key Task: Complete appropriate documentation as required including the hand-over of care with the day staff

- complete appropriate documentation eg communication book, daily notes, faxes and incident/accident reports and sign for medication
- all communications are legible and completed on time
- Full verbal handover

Key Task: Assist in administering the appropriate medication to residents as directed/required

- maintain an understanding and knowledge of all the medications and their associated side effects
- residents receive their correct allocation of medication
- side effects of any medication are appropriately managed
- Keep second on call person informed of PRN requests

Key Task: Aware of individuals' level of health

- Observation, discussion with the individual
- Recording of appropriate information in individuals file
- Know how to intervene where necessary in appropriate manner for each individual – previous training and experience

Key Task: Apply positive conflict resolution and support

- Individual Appropriate information sharing
- Information sharing with staff as appropriate
- Staff training will be given in positive resolution of conflict
- Staff to be aware of building positive relationships in the house

Key Task: Give support in community living tasks

- Support in practical life skills such as cooking. Assist at appropriate level
- Provide assistance and knowledge to empower people in self-care in liaison with appropriate staff
- Assist in the organisation and smooth running of the house tasks
- Be responsible for maintaining health and safety standards

Key tasks related to being on call

Key Task: Ensure a safe environment

- Respond in emergency and crisis situations with appropriate first aid and/or crisis procedure
- Be aware of call out process and use appropriately
- Access support of other on site staff
- You are responsible on your shift, be familiar and confident with procedures
- Contact second on call staff member when required
- Help to maintain a friendly and safe environment for residents by taking into account individual recovery plans
- Day staff are fully informed as appropriate on issues including client observations
- Role model healthy communication and relationships and boundaries

Key Task: Effective team member

- attend meetings as agreed with Team Manager or Service Manager
- Participate in skill development and training as agreed with Team Manager or Service Manager
- Assess own wellness and take steps to maintain
- Attend supervision when required
- Utilise peer support options

FLOATING RESIDENTIAL SUPPORT WORKER

ACCOUNTABILITY TO: Team Manager

DIRECTION FROM: Team Manager

HOURS OF WORK: 11.30am to 2.30pm Saturday, Sunday and public holidays

RESPONSIBLE TO: Service Users, Weekend day staff

Primary Objective

To liaise between different supported accommodation locations relieving staff for lunch breaks, and supporting staff and service users in meeting the objectives of the day.

Purpose of job

To maintain the level of support offered to service users during the week.

To provide general support for people, this can include mental health support, recovery support, problem solving and working one on one with clients.

Some of the Key Tasks are

Key Task - Need awareness

- Work with the service users to establish a therapeutic relationship
- When appropriate, have discussion with the individual to agree on the level of support required
- Use common sense and observation when interacting with people
- Information sharing with staff where appropriate

- Work with the residents in terms of a group house situation
- Listening and acting on house needs in liaison with others as appropriate
- Observation and common sense in regards to house needs and environment

Key Task – Apply positive Conflict resolution and support

- Appropriate information sharing
- Information sharing with staff as appropriate
- Staff training will be given in positive resolution of conflict
- Staff to be aware of promoting positive relationships in the house

Key Task – Awareness of individual's level of health

- Observation, discussion with the individual.
- Recording of appropriate information in the individuals file
- Know how to intervene where necessary in appropriate manner for each individual – previous training and experience
- Giving out of medication as required. Be safe and diligent. Know individuals medication.

Key Task – Give support in Community Living Tasks

- Support in practical life skills such as budgeting and cooking. Assist at appropriate level.
- Provide assistance and knowledge to empower people in self-care in liaison with appropriate staff
- Assist in the organisation and smooth running of the house tasks
- Be responsible for maintaining health and safety standards.

Key Task – Access support from other staff regarding best approach

- Uses appropriate systems of support
- Seeking peer support where necessary
- Attend regular meetings
- Attend to ongoing training needs
- Development of own awareness of stress levels and take appropriate coping measures

Key Task – Effective in a team

- Fulfil requirements and maintain all documentation pertaining to individual and house support (all documentation pertaining to support work roles and tasks is at relevant offices)
- Act in an emergency situation and dispense first aid and/or crisis procedures
- Is aware of call out process
- Uses call out support in appropriate manner
- Attend supervision when required

RECREATION COORDINATOR

POSITION: Recreation Coordinator

ACCOUNTABILITY TO: General Manager

DIRECTION FROM: GM, Team Manager, Full time staff

Primary objective:

To provide positive life experience for service users of Arahura.

To maintain personal safety and boundaries for people.

Key task: Provide life experience

- Through weekly events
- On the same day each week if possible

Key task: Establish a calendar of events

- Contact and record providers of life experience opportunities
- Liaison with service users regarding areas of interest

Key task: Liaison with service users

- Be aware of service user choice of activities preferred

Key task: Liaison with staff

- Attend regular staff meetings
- Be aware of individuals levels of ability
.....what your movements are.....!!!!

Key task: Liaison with General Manager

- Meet weekly regarding budget and upcoming events.....!!!!
- Monthly supervision

Key task: Record usage of recreation service

- Create and maintain a record of people who use the service
- Acknowledge positive and negative use of service

Key task: Administration

Return Receipts on a weekly basis for reimbursement

Receipts not to exceed \$50 in any one week

MAINTENANCE

ACCOUNTABILITY TO: GENERAL MANAGER

DIRECTION FROM: GENERAL MANAGER, TEAM MANAGER, SUPPORT STAFF

PRIMARY OBJECTIVE

For all property of Arahura to be maintained to a safe standard. To utilise carpentry and landscaping skills as required in the trust. To apply basic knowledge of electrical, plumbing and building requirements when needed within the Arahura Organisation.

SOME OF THE KEY TASKS INVOLVED WITH THIS ROLE

Key Task: Maintain all work premises, grounds, tools, equipment

- Understand established standards
- Schedule work to ensure standards are maintained
- Submit costings of work ahead of time so funds are available
- Maintain inventory systems in accordance with service needs and audit requirements. Fill in Warranty paperwork when relevant.
- Liaise with support workers to organise time work should take place in residences

Key Task: Ensure the service is complying with external standards i.e. osh

- Establish, implement and maintain standards
- Ensure paper work and information sharing occurs in accordance with standards
- Potential problems/non-compliance is identified and remedied before the situation deteriorates
- Vehicles are maintained and serviced according to external and internal standards i.e. external Vic, internal log books

Key Task: Manage work effectively to meet trusts objectives

- Arrange tasks and working week in accordance with maintenance budget. Some projects may be eligible for external funding: liaise with admin manager for this.
- Accurate and full job costings are prepared prior to work for authorization, when indicated as necessary.
- Use most cost efficient means of completing work, either by way of suppliers or subcontractors when necessary.
- Costs are linked to each residential house or admin or special project or clubhouse
- arrange work according to priorities as indicated by GM, on the basis they are aware of urgent health or safety issues that may have arisen

Key Task: Effective in the Arahura team

- Attend meetings and trust activities when required
- Participate in skills development and training as agreed GM

ADMINISTRATION MANAGER

Direction From: General Manager

Accountable to: Above and GM

Primary Objectives

- To meet all Administration needs of the Trust which relate to financial operations
- To support Arahura Staff in communications internally and externally
- To facilitate the effective and efficient flow of resources within the Trust
- To facilitate compliance with the National Mental Health Standards and Accounting Standards
- To be responsible for, and manage, the Office space

This Job Description indicates processes and groups of work rather than listing specific tasks.

Administration Managers Responsibilities in line with Organisational Delegations

Accounts/Financial

- Management of Trusts Bank Accounts
- Reporting of activity
- Producing accurate Balance Sheets and Profit and Loss Monthly
- Operational Budgets and Management of Cash flows
- All supporting processes ie obtaining receipts, asset logs, petty cash records
- Debtors/Creditors
- IRD compliance
- Payroll

Secretarial: Support for following delegations

Human Resources

- Administration supporting recruitment, induction, training logs, file management processes, pay roll, IRD requirements, ER legislation

Delivery of Services

- Maintenance and collation of statistics

Services for Consumers of Mental Health Services

- Maintenance and collation of statistics
- Facilitating participation of stakeholders

Culture

- Regular Event Management assistance

Administration

- Maintain current systems and policies, update as required
- Facilitate organisational compliance
- Editing, word processing documents
- File Maintenance
- Document services, laminating, binding, copying etc
- Survey preparation, distribution and reporting

Delegation Specific to the Role**Office Management**

- Reception/phones/visitors
- First line query management
- Mail
- Kitchenette maintenance
- Refreshments
- Security/Privacy
- Health and Safety
- Meeting preparation