



# Governance Handbook

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Youth Hostels Association  
of New Zealand Incorporated

**Adopted by National Board  
3 May 2019**

# 1. Introduction



The Constitution requires the National Board to maintain a Governance Handbook which is available to members. This document represents YHA's Governance Handbook. Its purpose is to publish membership-related policies to assist YHA conduct its affairs.

The Constitution sets out YHA's rules. By their very nature, rules should be relatively enduring and not subject to frequent amendment.

The Handbook therefore provides a repository for Board policies and governance information that is neither constitutional nor specific to the operation of National Board.

# 2. Awards



## Policy – National Board

**Purpose:** To provide guidance regarding YHA's Awards.

### Background

Each year YHA considers Awards for individuals and organisations in recognition of their outstanding contribution. The Constitution lists the rules for Awards. These guidelines provide further details regarding applications, number of Awards, and how these may be presented to recipients.

### Honorary Life Membership Award

1. Honorary Life Membership is YHA's highest Award. Whilst not limited to one, there would not normally be more than one Honorary Life Membership awarded per year.
2. In recognition of the value placed on Honorary Life Memberships these may be presented either at an Annual General Meeting or at a suitable function, as considered appropriate by the National Board.
3. All recipients shall receive a certificate and a gold badge.

### Distinguished Service Award

1. In recognition of the value placed on Distinguished Service Awards these may be presented at an Annual General Meeting or at a suitable function as considered appropriate by the National Board.
2. All recipients shall receive a certificate and silver badge.

### Certificate of Merit

1. A Certificate of Merit may be presented at an Annual General Meeting or at a suitable function arranged by the local Branch Committee or a Member Group.

### **Certificate of Appreciation**

1. A Certificate of Appreciation may be presented at an Annual General Meeting or at a suitable function arranged by National Board, the local Branch Committee, or a Member Group.

### **Cora Wilding Memorial Award**

1. Applications for this Award, which are to be called for as widely as practicable, will be accepted from any person (who need not be a YHA member ) who:
  - a) provides a character reference
  - b) is a permanent New Zealand resident
  - c) is prepared to give a written account of the course for possible inclusion in a YHA publication
  - d) provides a written statement explaining in 200 words or less how they expect to benefit personally from such a course and how they intend to make a positive contribution to their community as a result of their participation.
2. Included in the award is a one year subscription-free membership. The Awards Committee may decide to offer a similar membership to all applicants.

## **3. Member Engagement**



### **Policy – National Board**

**Purpose:** To provide guidance regarding the Board's engagement with members.

#### **Background**

National Board is committed to an active and engaged style of communication and information sharing with members. This is achieved through participation in member forums, YHA News, on-line social media and other communication between members, Branches and the Board as required.

#### **Member Forums**

Member Forums in particular are an important communication opportunity. The purpose of Forums is for the Board to engage and develop a positive relationship with Branches and members. The Forums provide a vehicle for communication to ensure that members are up-to-date with current developments and that the Board has the opportunity to hear and consider member perspectives.

#### **Guidelines**

1. Forums will be held throughout the year, e.g. during or after a Board meeting.
2. Forums will be hosted by the Board and may include meeting members over morning tea or lunch.
3. A minimum of two such Forums will be held annually and all members are welcome to attend.

## 4. Closure of Hostels



### Policy – National Board

**Purpose:** To provide policy guidance regarding the consultation process to be undertaken by the Board when considering the closure of a hostel.

#### Background

The Constitution provides the Board with the power to acquire, rent or dispose of land and buildings. It also states that all YHA funds and property shall be under the control of the Board. As YHA is a membership based organisation, consultation with Branches regarding potential closure of hostels is therefore an appropriate step for the Board.

#### Guideline

The Board is committed to a consultation process with local Branches and Members Groups, where applicable, in relation to the closure or disposal of hostels. Consultation will apply to those situations in which there is, or has been, a significant relationship between the Branch and the hostel.

The consultation will consider both the strategic and operational context, including:

- a) Hostel performance.
- b) Disclosure of the reasons for the potential disposal.
- c) Full consideration of the hostel's history, particularly any gifting of land and/or buildings.
- d) The opportunity for Branch Committee representation to the National Board as part of the consultative process.
- e) Commitment of the Branch Committee to the confidentiality required to respect commercial sensitivities.

In this context:

1. The local Branch is defined as the Branch which is located in the community in which the hostel is located, and/or any Branch with which the hostel has had a meaningful association.
2. The consultation process will reflect the 1992 Court of Appeal definition of consultation contained in Wellington International Airport v Air New Zealand. This means that the Board will present their proposal not yet fully decided upon, listen to what members have to say, consider the responses and then decide what will be done.

The final consideration and decision will be by National Board, who will communicate their decision to the relevant Branch Committee or Members Group.

## 5. Communications



### Policy – National Board

**Purpose:** To provide guiding principles for communications management including public relations and social media.

#### Introduction

The Board recognises the importance of good communications with all stakeholders, both internal and external. This requires a timely flow of information to all key audiences in order that YHA's aims and objectives are clearly understood.

National Board also acknowledges the widespread use of social media and its value as a communication channel for engaging with the wider membership in support of their participation and involvement in YHA.

The term 'social media' includes any web based forum in which subscribers or casual users are offered the opportunity to exchange thoughts or opinion on any manner of topics. This includes participation in sites such as Facebook, Twitter, You Tube etc. and the practice of blogging in general.

#### Policy

1. External communications may be required at both a governance and a management level:
  - The Chair shall be YHA's spokesperson for any strategic announcements.
  - The Chief Executive will be responsible for operational communications.
2. No other person is empowered to make any statements on YHA's behalf without direct authority given by either the Chair or Chief Executive.
3. Where social media contributions or responses are required that relate to Board strategy, policy or decisions, these will be responded to formally by YHA, via the Chair or their delegate.
4. To ensure consistency with the above, any requests for information about Board business from individuals, YHA Branches, or Members Groups, shall be referred to the Chair whose decision shall be final.
5. All communications, including social media contributions, must respect YHA New Zealand's core values of integrity, respect, passion and excellence.

#### Guidelines

1. As an organisation committed to social and environmental sustainability, YHA will be proactive in communicating its adherence to these principles.
2. The Board's commitment to confidentiality and collective responsibility as set out in the Board Charter and this policy is to be adhered to at all times.
3. The Board acknowledges that successful public relations, internal and external, can enhance YHA's position and will proactively seek out opportunities to further YHA's aims and objectives, using whatever means are considered appropriate.
4. Media training is highly recommended for the Chair and Chief Executive.

5. Board Members must include their names and position on any social media posts and not purport to speak on behalf of or to represent YHA when expressing a personal opinion, which may include comments and likes.
6. Posting that are of an “experiential” nature may be made by individual Board Members.
7. The Board shall ensure that consistency is achieved between YHA’s marketing and public relations activities, with a view to maximising the benefits of both. To ensure YHA’s communications needs are being appropriately met, the Board shall ensure a communications plan is maintained and reviewed annually.
8. There are also basic rules standard to most social media sites and forums which require contributors to not:
  - Swear or use otherwise vulgar language
  - Insult or harass fellow members
  - Post advertising or spam
  - Double post
  - Post copyrighted material without the copyright holder’s permission, and
  - Post anyone’s personal details without that person’s permission

## 6. Fundraising



### Policy – National Board

**Purpose:** To provide guiding principles for all fundraising activity undertaken on behalf of YHA.

#### Introduction

All fundraising activity must reflect and relate to YHA’s aims and objects. Fundraising is defined as any effort to raise money, collect goods or services or sell a product on behalf of YHA.

#### Responsibility and Ethics

1. Fundraising activity is the responsibility of the Chief Executive, and all fundraising events and activities require the approval of the Chief Executive.
2. In addition, all solicitations will be conducted in a manner that is both ethical and professional, and will adhere to the Code of Conduct and Code of Ethics of the Fundraising Institute of New Zealand.

#### Use of Donations and Grants

1. All donations and grants received will be used for the stated purpose for which they were given and accepted. Any expenditure decisions will be in accordance with the Delegated Authorities policy.
2. All donations and grants will be receipted and acknowledged, and any compliance and reporting requirements will be met in a timely manner. Acknowledgment of grants and donations will be prompt and appropriate.

#### Declining Gifts

The Board reserves the right to decline any gift or sponsorship.

# 7. Standing Orders for Annual and General Meetings



## Policy – National Board

**Purpose:** To provide Standing Orders for the chairing and operation of meetings.

### 1. Powers of the Chair

In order to run an effective meeting the Chair will have the following powers.

- 1.1. To decide on the order of agenda items.
- 1.2. To make a ruling on points of order or whenever any question arises as to the interpretation or application of these Standing Orders and to decide all matters where the Standing Orders make no or insufficient provision.
- 1.3. To require, when the Chair rises, all speakers to resume their seat, all members to cease talking and for the Chair to be able to speak without interruption.
- 1.4. To maintain order during the meeting and, if necessary, to obtain assistance to do so.
- 1.5. To direct a member to withdraw from the meeting for a period of time as determined by the Chair.
- 1.6. To allow observers to attend the meeting at the Chair's discretion.
- 1.7. To choose to waive the enforcement of the speakers time limits during debate.
- 1.8. To adjourn the meeting for a period of time, including to another date, if order cannot be maintained.
- 1.9. To state that a ruling by the Chair on any matter is final and not open to discussion.

### 2. Conduct

- 2.1. All members are expected to conduct themselves at the meeting in accordance with YHA's values, in particular of respect and integrity.
- 2.2. No member at any meeting may be disrespectful in speech or use offensive or malicious language. Speakers must therefore observe decorum, and avoid disorderly or discourteous behaviour.
- 2.3. Members called to order by the Chair are to resume their seats and/or stop speaking. This includes any member whose conduct is disorderly or who is creating a disturbance.
- 2.4. The Chair may call upon any member or speaker to withdraw any offensive or malicious expression and may require the member to apologise.
- 2.5. Should any member refuse to obey the Chair's instruction, the Chair may direct the member to withdraw from the meeting for the period of time that the Chair determines, which may include all or part of the meeting.
- 2.6. Should the disorder continue, the Chair has the right to adjourn the meeting for the period of time that the Chair determines. At the end of that period the meeting shall resume and the Chair will decide, without debate, as to whether the meeting shall proceed or be adjourned.
- 2.7. No person may use, or be associated with the use of, a recording or transmitting device without the knowledge of the meeting and the consent of the Chair.
- 2.8. Observers do not have speaking or voting rights at meetings.

### **3. Motions**

A motion is a formal proposal to a meeting, moved (by the mover) and seconded (by the seconder), accepted by the Chair, debated and put to the vote. If passed it becomes a resolution of the meeting.

- 3.1. The Chair will determine whether or not to accept a motion for debate.
- 3.2. All motions require a mover and a seconder, prior to acceptance by the Chair. If not seconded the motion shall fail.
- 3.3. The Chair may decline to accept a motion for debate if the motion:
  - a. is beyond YHA's mission or the notice of meeting
  - b. is premature
  - c. is ambiguous, vague or poorly phrased
  - d. contains abusive or defamatory material
  - e. is contrary to law and YHA's Constitution
  - f. is contrary to the requirements of these Standing Orders

### **4. Debate**

- 4.1. No discussion on a motion shall take place until the motion has been seconded and accepted by the Chair.
- 4.2. Speakers shall be allowed the following time in debate on any motion or amendment:
  - a. Mover: 5 minutes
  - b. Seconder: 3 minutes
  - c. Other speakers: 3 minutes
- 4.3. When speaking, members are to confine their remarks strictly to the topic.
- 4.4. A member may not speak more than once to a motion.
- 4.5. A motion which has been moved and seconded may not be withdrawn or altered if two members or more dissent.
- 4.6. No resolution may be negated by a subsequent motion at the same meeting.
- 4.7. Senior Financial Members only are entitled to propose or second motions, speak to motions, and vote. At the Chair's discretion, staff members or guests may be invited to speak.

### **5. Amendments to motions**

- 5.1. Amendments may be made by leaving out words and/or inserting or adding words to a substantive motion. However, the direct negative of a motion may not be moved as an amendment.
- 5.2. When an amendment has been moved and seconded, no other amendment may be discussed until that amendment has been debated and voted upon.
- 5.3. If an amendment is carried against the original motion, the amended motion then becomes the substantive motion. If it is lost, the original motion stands.

### **6. Concluding the debate and voting**

- 6.1. At the conclusion of the debate, the mover of a motion is entitled to a right of reply, summarising the case for the motion and rebutting arguments in opposition to it, but may not introduce new information.
- 6.2. If three speakers have spoken consecutively in support of, or in opposition to, a motion, the Chair may call for a speaker to the contrary. If there is no speaker to the contrary, the Chair is to put the motion after the mover's right of reply.



- 6.3. Any person who has not taken part in the debate may at any time move formally:
- a. “That the question be now put”, i.e. to the vote.  
If this is moved at the time of an amendment and carried, it applies to that amendment only.
  - b. “That the meeting proceed to next business”.  
If lost, discussion proceeds.  
“That the debate (or meeting) be adjourned”.
- 6.4. The Chair may believe that the subject has not been sufficiently discussed and if so, may refuse to accept such a motion. However, if the Chair accepts the motion, the Chair must put the motion after the mover’s right of reply.
- 6.5. Where a vote requires a majority greater than a simple majority, that requirement shall apply to the final decision alone, and votes on amendments to the original motion shall be decided by a simple majority only.
- 6.6. If voting cards are being used to count the votes, members must hold up their own vote and must not pass their voting cards onto another meeting attendee.

## **7. Points of Order**

Points of order deal with whether the correct procedure or rule is being followed only.

- 7.1. A member who is raising a point of order must state precisely what its subject is. Points of order may be raised for the following subjects:
- a. Disorder – bringing disorder to the attention of the Chair
  - b. Language – use of disrespectful, offensive or malicious language
  - c. Irrelevance – the topic being discussed is not the matter currently before the meeting
  - d. Misrepresentation – misrepresentation of any statement made by a member, a National Board Member or a staff member
  - e. Breach of these standing orders – while also specifying which standing order has been breached
- 7.2. Expressing a difference of opinion or contradicting a statement by a previous speaker does not constitute a point of order.
- 7.3. Points of order shall take precedence over all other business, except that a speaker may not be interrupted, and shall take the form of a question to the Chair.
- 7.4. There shall be no other speech or discussion other than the ruling of the Chair on the point of order. The Chair may choose to take advice or to hear further argument about the point prior to ruling, but their ruling is always final.