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Prevent Harm | Protect Life

Kiwis supporting Kiwis with rear, hidden and/or life-threatening medical risks

Policy Manual

This manual covers high level board and management policies which apply to governance and sound financial management of the Foundation. Other operational and membership related policies may also be listed or outlined

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DEFINITIONS

The Foundation	MedicAlert Foundation – New Zealand Incorporated
CEO	Chief Executive Officer
The Board	MedicAlert Foundation Voluntary Directors
Staff	Employees of the Foundation
Contractors	A person or business which provides goods or services to the Foundation under terms specified in a contract
Sponsor	Current supporters of the Foundation which provide non-Exchange Revenue or in-kind goods and services, including business, philanthropic and other organisation's
Members	Current members of the Foundation, subject to their Membership Classification.
Classification	Describes the entitlement of a member based on their class of membership
TOR	Terms of Reference

REGISTERED OBJECTS OF THE SOCIETY

The charitable objects for which the Society is established are:

- (a) To provide indicia to persons suffering from a medical problem, disability, syndrome, or some other medical risk that identify that Problem, disability, syndrome or risks to Healthcare Providers, Health Practitioners, Emergency Service Providers and other persons who administer emergency services, search and rescue, first aid or medical treatment. The indicia may also include data that provides access to supporting information sources;
- (b) To educate the wider public that those who have medical problems such as (but not limited to) diabetes, epilepsy, peculiar blood type or analogous problems which should be recognised in a mishap, emergency or disaster, should employ indicia bearing data relative to such medical problems or as orthopaedic devices to indicate such problems,
- (c) To educate the wider public, including workplace personnel, that increasing population travel, aging, and/or human error makes it especially necessary that persons with medical problems which should be recognized in an emergency should act to protect themselves by taking steps to make data with respect to such problems instantly available in an emergency, natural disaster or when simply receiving first aid or medical treatment, and how indicia are correctly utilised to help protect a person requiring assistance.
- (d) To encourage Healthcare Providers, Health Practitioners, members of law enforcement agencies and others, when administering first aid, public safety and welfare, emergency identification, search and rescue and/or medical treatment, to correctly utilise and promote the use by people with medical problems of indicia bearing emergency medical data with supporting services, to enable access to wider personal demographic, support and health information, to protect against inadvertent and improper care treatment support and dispensing or administering of medication(s), which may result in avoidable harm, impact the indicia bearers health, welfare, safety, future quality of life, or be in breach of their legal rights.
- (e) To acquire, store, disclose and maintain personal and health information of members and/or Consumers (collectively Consumers) and to provide Healthcare Providers, Health Practitioners and others providing emergency services and or administering medical treatment to such Consumers with appropriate access to such information by any means, media or format in the best interests of the Consumer.
- (f) To do all such things as are incidental or conducive to the attainment of the above charitable objects including, without limitation, making grants.

A full set of the Registered Rules of the Society are available by contacting the Foundation or going to the New Zealand Government Company's Office, online Incorporated Societies Register.

1.00 BOARD POLICY

1.10 BOARD AUTHORITY

The Board is the Foundations Directors, who are Voluntary Ordinary Members, elected by Ordinary Members of the Foundation at its AGM. The Board is delegated legal authority under the Foundations Government Registered Rules of the Society to operate the Foundation in the interests of all Members.

1.20 BOARD GOVERNANCE

Board members govern the Foundation, establish strategic objectives for the Foundation in accordance with the Foundations Charitable Objects, set rules and policies, provide oversight of the Foundations operation, ensure the Foundation is operated in a financially sound manner and support the CEO to achieve delegated responsibilities.

1.30 BOARD PERFORMANCE

Directors are expected to:

- Act in the best interests of all members.
 - Regularly attend all board meetings and the AGM
 - Use their skills and expertise to add value to the Foundation
 - Maintain knowledge and awareness of the Foundations operation
 - Perform any other duties or responsibilities specified in the Rules of the Society
 - Provide for oversight of the Foundations financial matters
 - Engage in subcommittee work to complete delegated responsibilities in accordance with Committee TOR.
-

1.40 TENURE OF BOARD MEMBERSHIP

Foundation Board Members, including the Chair, have an elected term of three years, may stand for reelection on 2 consecutive occasions, and must stand down for a minimum of one year having served 9 consecutive years on the board.

1.50 ELECTION OF THE CHAIR

The Chair is elected at the AGM by Ordinary Members.

1.60 MEETING POLICY

The Foundation is well established, and the Board expects to have timely, effective and efficient meetings.

To achieve this:

- The Board conducts 3 meetings a year in February, June and October. The AGM is held in November.
 - The meeting shall conform to a pre-prepared agenda, prepared by the Board Secretary, under the guidance of the CEO and direction of the Chair. Such an agenda should reflect the Board's governing role and responsibilities for strategic plans, rules and policies, performance oversight and sound financial management.
 - Board papers to be distributed a minimum of 7 days prior to the meeting date.
 - Audit and Finance shall be the direct responsibility of the full Board.
 - Address matters confidential in nature, within committee with other attendees asked to leave the meeting.
 - Operated in accordance with the registered Rules of the Society
-

1.70 BOARD SUB COMMITTEES

The Board shall operate as a minimum requirement, the following committees:

- Remuneration and Executive Committee
- Investment Policy Committee

Outcomes of Committee meetings shall be reported to the Board and recorded in the minutes of the Board.

1.80 CONFLICTS OF INTEREST

Any Board member who is or may be in any other capacity whatever interested, involved or connected directly or indirectly to any agenda item shall disclose the nature and extent of their interest and shall not take part in deliberations of that particular agenda item or vote on a related motion.

Known conflicts are declared before election to the Board, updated at the first Board meeting following the AGM each year and declared at the commencement of a Board Meeting, if a conflict with a specific agenda item exists.

1.90 CONFIDENTIALITY AND PRIVACY

The Foundation is committed to openness, transparency, and accountability. Its policies reflect its wish to release all information it holds as far as this is consistent with the protection of individual privacy, the effective management of its operation, protection of intellectual property and relevant legislation.

2.00 STANDARD BOARD AGENDA

The Foundations Voluntary Board of Governors generally operate to a standardised agenda format, although it can change, if other matters requiring consideration of the Board arise. Items may also be allocated more or less time based on the meeting being held and such meetings position in the annual cycle of Board Meetings. Example: more time is allocated to Budget, Finance and Risk Management, when the Budget is being considered for approval.

2.10 MEETING PROCESS

Comprehensive board notes are distributed in advance of every meeting. All committee reports are ratified by the Board and entered into the board minutes. A minimum number of Directors in attendance is required to constitute a Quorum, based on the total number of elected Board Members, as specified in the registered rules of the society.

2.20 MINORITY REPORTING

If a Quorum is not achieved, meetings proceed under minority rules and a Minority Report is produced. Minority rules allow the meeting to function as if a quorum were present. However, the Minority Report must be submitted to the next Board Meeting with a Quorum in attendance, for ratification of all decisions and to be entered into that meeting's minutes.

2.30 MEETING AGENDA

MedicAlert Foundation Board Meeting Agenda		PRESENTED BY	TIME	APPENDICES / NOTES
1	Welcome and Apologies Received	Chair		
2	Ratification of Previous Minutes			
	➤ Board Mins from last meeting	Chair		
3	Register of Interests			
	➤ Board Members to declare possible conflicts of interest with agenda items	Chair		
4	Auditor (when applicable)			
	➤ Audit outcomes, Auditor recommendations.	Auditor		
5	Correspondence from Ordinary Members			
	➤ Received from: (list)	Board Secretary		
6	Matters Arising			
	➤ Matters from previous minutes	Chair		
	➤ Election of Ordinary Members (if applicable)			
7	Committee & Compliance			
	➤ Investment Committee Report	Committee Chairs		
	➤ Remuneration and Executive Committee Report (when applicable)			
8	Budget, Finance and Risk Management			
	➤ Financial Reports	CEO		
	➤ Budgeting (when applicable)			
	➤ Risk management and mitigation			
9	Operations, Health and Safety Reporting			
	➤ Membership Services performance reporting	Membership Services Team Leader		
	➤ Medical ID Member feedback			
10	Board in Committee			
	➤ Subject to matter arising.	Chair		
11	Legal and policy			
	➤ Schedule of Policies with reviewed policies for consideration & approval	CEO		
	➤ Legal matters (if any)			
12	Information Technology Systems			
	➤ Information Technology briefing	IT Specialist		
13	Marketing, Communications, Development and Strategy			
	➤ Marketing Report	Foundation Development Manager		
	➤ Communications Report			
	➤ Development and Strategy			
14	International			
	➤ International Affiliate briefing	Chair		
15	General Business			
	Meeting Close (record time)			
	Next Meeting (Date)			

3.00 ACCOUNTING PRACTICES AND OVERSIGHT

3.10 INTEGRITY OF ACCOUNTING

- The Foundation operates and maintains an enterprise level accounting software system, which records all Foundation Transactions and fulfils the financial reporting obligations of the Foundation. The system is fully auditable and operates to predetermined business rule controls.
- The Foundations independent accountant has been delegated oversight of operational accounting requirements, on behalf of the Board. All manual journal, bank reconciliation and monthly expense reviews are performed by the independent accountant.
- The monthly expense review is conducted by the independent accountant, with the Independent accountant signature and date affixed to validate the review has occurred.
- Bank Reconciliations are presented to the Independent accountant on a weekly basis for review and verification of accuracy, with the Independent accountant signature and date affixed to validate the review has occurred.
- Manual Journals are presented to the Independent accountant following completion of end of month financial reporting for review and verification of accuracy, with the Independent accountant signature and date affixed to validate the review has occurred.
- A qualified independent auditor completes a regulatory audit of the Foundations Annual Accounts in accordance with Government regulations on an annual basis, before the Foundations accounts are lodged with the Charities Commission.

3.20 OVERSIGHT OF EXPENSES

- The Foundations independent accountant has been delegated oversight of all creditor invoices and payments on behalf of the Board.
- The Independent accountant performs a monthly review of creditor expenses for compliance with the rules for suppliers and approvals for payment. The Creditors expense review is completed prior to 20th of the month payments being processed by registered officers of the Foundation.
- Errors identified during the monthly creditors review are reported to the CEO in writing.
- Where the creditors audit finds a discrepancy, which is alleged to be in breach of the rules, both the CEO and the Chair are notified. Consideration with regard to an investigation will be given.
- Where a case of alleged fraud is detected, the police will be notified.

4.00 FINANCIAL POLICY

4.10 MANAGING FINANCES

To fulfil the requirement to operate on a sound financial basis:

- Two registered officers of the Foundation shall authorise all payments, regardless of form or process.
- The CEO shall provide financial reporting to the Board which reflects the year to date financial performance and Financial Position of the Foundation in the period up to (and excluding) a full one month financial period, prior to the board meeting, to allow for complete and accurate reporting.
- An annual budget will be approved by the Board in June each year.
- Any item of expenditure which does not fall within an approved budgeted line item of expenditure shall be referred to the board for approval.
- Annual Financial Reporting shall comply with Government External Reporting Board Regulations
- Financial accounts will be prepared annually by the CEO, using the Foundations enterprise level accounting technologies with over site of the Foundations Accountant during July and early August each year.
- Following completion of the audit review process in August, the Board Executive Committee have the Delegated Authority of the Board to sign the Annual Financial Statements for and on behalf of the Board. With the approval of the Executive Committee, the CEO and Chair shall sign the Annual Financial Statements. A report to the board confirming such has occurred shall be submitted to the October Board meeting and entered into the minutes.
- The annual independent audit will be completed, and a Report issued by the Auditor by mid-September each year
- Final Audited Financial Accounts are to be presented at the October Board Meeting for Receipt and Approval, after which they shall be distributed to Ordinary Members ahead of the AGM, for their receipt and approval at the AGM.
- No overdraft facilities will be entered into without a documented board resolution and approval.
- No Debts or Mortgages shall be entered into without a documented board resolution and approval.
- All records shall be kept securely for a minimum of seven years
- Financial records shall be automatically electronically backed up by the Foundations information technology infrastructure management providers to an out of office secure data facility.

5.00 EXPENSES POLICY

Achievement of sound financial management requires delegation of responsibilities to management who operate and oversee the Foundations day to day operations with clearly specified limits of authority to incur expenses and make payment for such expenses.

5.10 HUMAN RESOURCES AND REIMBURSEMENT OF PERSONAL EXPENSES

- All Employees shall have a written employment agreement with supporting job description, which is accessible for Auditing.
- No employee shall incur personal expenses on behalf of the Foundation without the prior consent of the CEO.
- No liability for a personal expense shall be accepted by the Foundation, without presentation of a receipt as proof of payment.
- Any claim for reimbursement must be presented on the Foundations prescribed reimbursement form, with declaration signed by the Employee and Proof of Purchase attached.
- Two Registered Officers of the Foundation must authorise reimbursement of personal expenses, before payment is processed.
- The Foundation does not operate a petty cash facility for employee use.
- The Employee will remain personally liable for any Foundation Credit Card Transaction they process, until an invoice or receipt for proof of purchase is presented to the Foundations Accounts Officer for reconciliation.

5.20 CREDIT CARD PAYMENT FACILITIES

The following rules shall apply for approved use of the Foundations Credit Card Payment Facility:

- Only registered officers of the Foundation may utilise the Foundations Credit Card Facility
- Spending limits on items of expenditure must not exceed those set by the board, without the prior written approval of the Chair.
- Credit Card payment facilities are mainly intended to be provided as an online credit payment facility for supplier expenses, which cannot reasonably be processed using any other facility.
- Use of the Credit Card for swipe transactions should be kept to an absolute minimum and receipted proof of purchase must be presented as evidence for each transaction
- Approved Credit Card expenses include:
 - payment for cloud based international software solutions, prepayment for local or international travel and accommodation expenses, for attendance at authorised trade shows and conferences, or Foundation meetings.
 - Vehicle rental, fuel for rented vehicles and parking while attending out of office meetings, outside of Upper Hutt, where the Foundations Office Facilities are located.
 - Foundation function or meeting related entertainment expenses.
 - Other items deemed appropriated by the CEO with the specific written permission of the CEO, prior to each expense being incurred.

5.30 CREDIT CARD USE THAT IS STRICTLY PROHIBITED

- Payment for personal expenses.
- Contracting of employees.
- Financial Services including withdrawal of cash.
- Costs of reward systems for personal benefit.

5.40 RULES FOR SUPPLIERS AND APPROVALS FOR PAYMENT

- The Foundation shall establish supplier accounts for provision of products and services to the Foundation
- A minimum of 3 supplier quotes for competitive supply of products and services are required before a supplier may be accepted and supply agreements established.
- All suppliers must present appropriately formatted invoices for payment which itemize products and services purchased by the Foundation.
- Standard Terms of Trade accepted by the Foundation shall be, payment on the 20th of the month following end of the month of supply.
- Where a supplier is preferred, with Terms of Trade that do not align with the Foundations Terms of Trade, management may agree to the supplier's Terms of Trade, provided they do not generally expose the Foundation to Financial Risk.
- Prepayments are not generally acceptable to the Foundation. Suppliers who request pre-payment must first be scrutinised for credit ratings and/or reliability of supply and integrity of service.
- Every invoice must be approved for payment by the employee with delegated authority to place orders with the supplier. If the delegated Employee is not available, their direct manager or a registered officer of the Foundation may give approval, with stamps affixed and initials signed on the invoice, as evidence of such.
- The Foundations creditors account officer is responsible to process all invoices in the Foundations enterprise level accounting system, with stamps affixed and initials signed, then filed in alphabetical order for future auditing.

6.00 DELEGATED POWERS

6.10 PURPOSE

To ensure the day to day operation of the Foundation is performed in accordance with the law, the charitable objects of the society, following best practice, while ensuring risks to the Foundation are mitigated, in the best interests of all members and the wider public.

6.20 POWERS TO ACT

The governance structure of the Foundation allows the Board, through the Chair to delegate power or duties to the Chief Executive Officer. The Chief Executive Officer is the only employee of the Board. These powers and duties can be further delegated by the CEO to management or staff in accordance with their employment agreement and job description on any level, cognisant of the need to maintain a respected chain of command, in accordance with the Foundations Organisational Structure. This structure is to ensure all staff, performing a delegated function, act in accordance with the delegation, as if they were themselves a Director.

6.30 POWERS RETAINED SOLELY BY THE BOARD OF TRUSTEES

The following powers and duties will, under no circumstances, be delegated by the Board:

- Change of the Foundations registered name
- Approval of annual operating and capital expenditure budgets
- All employment matters relating to the CEO, including remuneration
- Investment policies
- Acquisition or disposal of real property (if any)
- The power to borrow or lend
- Leasing of property with an annual outlay in excess of \$60,000 per annum or duration greater than 3 years.
- Purchase of significant assets with a value of greater than \$60,000
- Risk management decisions
- Settlement of any litigation
- The power to delegate

6.40 OVERSIGHT OF THE CEO

Procedural oversight of the CEO is structured within these Rules and Policies. For avoidance of doubt, the Chair has direct oversight of the CEO and the Board has direct oversight of the Chair.

When the CEO acts on a direct Delegated Authority, this is reported to the Chair and Board in the normal cycle of board reporting.

When the CEO acts at the direction and approval of the Chairs Delegated Authority, the CEO reports this to the Chair when the activity occurs, Example: Processing a CEO Salary Adjustment.

When the CEO acts at the direction and approval of the Boards Delegated Authority, this is reported to the Chair and the Board when the activity occurs. Example: Processing appointment of Registered Officers with the Charities Commission.

6.50 POWERS DELEGATED TO THE CEO

The Delegated Authorities table details the delegations approved by the Board to the CEO and from the CEO to other managers. Sub-delegates cannot further delegate the responsibility for tasks or functions delegated to them. Should further delegation be required this requires the approval of the CEO.

Delegations are specific to position and not a person. If a person is absent a delegated task can be completed by a member of staff with the same or higher delegated authority.

In instances of lateral delegation, consideration should be given to whether the second person completing the delegated task has all the information available to them that would be available to the absent person, to ensure the task is completed correctly and accurately

7.00 DELEGATED AUTHORITIES – LEGAL, POLICY, MEDIA, FINANCIAL

Delegations	Board	Chair	Chief Executive Officer	Finance Manager	Foundation Development Mgr	Membership Services Team Ldr	Senior Trainer	Comments
Legal	1	2	3	4	5	6		Levels of Authority
NB: Delegations reflect the size of the Foundation and the need to provision for absences due to travel or leave								
<i>Each appointment to a position listed on this delegation schedule is currently approved as a Registered Officer of the Foundation in accordance with Charities Regulations.</i>								
Authority to initiate or defend legal action	✓							
Authority to warn people under the Trespass Act			✓		✓	✓		
Authority to execute employment contracts: Chief Executive Officer Management Positions Departmental Positions		✓	✓	✓	✓	✓		Subject to one step up rule and budgetary constraints.
Authority to appoint Registered Officers	✓							
Authority to appoint or renew Creditor contracts				✓	✓			Subject to one step up oversight and budgetary constraints.
Authority to appoint preferred suppliers			✓		✓			
Policies and Procedures								
Changes to delegated authorities	✓							In consultation with CEO
Approve adoption or changes to policies	✓							
Authority to draft Policies		✓	✓		✓			
Approve adoption or changes to operating procedures		✓	✓					
Media								
Authority to release information to media		✓	✓		✓			
Communications with external media		✓	✓		✓			
Financial								
Authority to open bank accounts		✓	✓	✓				Subject to Board Approval
Approve the annual Budget	✓							
Approve changes to signing authorities		✓	✓	✓				2 Signatories
Approve payment of creditor invoices		✓	✓	✓	✓	✓		2 Signatories
Authority to raise loans or overdrafts.	✓							
Transfer surplus funds for investment or term deposit		✓	✓	✓	✓			2 Signatories
Approve investment of funds	✓	✓	✓					In consultation with Investment Committee
Issue Debtor promotional discounts				✓	✓	✓		
Issue Fee or Product Waivers				✓	✓	✓	✓	
Order and purchase stock			✓		✓	✓		
Approve payment of Payroll			✓	✓	✓	✓		Subject to one step up rule
Process fortnightly employee Payroll					✓	✓		Subject to one step up rule
Limitations on authority to approve expenses by authorised officers of the Foundation								
<i>Based on each creditor invoice or expense, which may contain multiple items of expense. I.e. A Payroll expense may include all staff.</i>								
Over \$40,000		✓	✓	✓	✓			Royalties, large assets
Under \$40,000			✓	✓	✓			TVC, high cost suppliers
Under \$30,000				✓	✓	✓		Payroll, stock and services

All authorities are subject to Board approved budgetary constraints for specific expense lines

8.00 TABLE OF TYPICAL MONTHLY FINANCIAL ADMIN AND AUTHORISATION WORKFLOW

Position	Day of month		1	2	3	4		10		18	20	23	25		EOM
	Weekly Ac. Reconciliations														
	EOM Ac. System Rollover														
	Process EOM Journals														
	Prepare Debtors Invoice Data														
	Review Debtors Invoice Data														
	Oversight of Debtors Processing														
	Receive Creditors Invoices														
	Dispatch Debtors Invoices														
	Check and Authorize Creditor Invoices for payment														
	Enter Creditor Invoices														
	Audit Creditor Invoices														
	Authorize Pymt. of Cred. Invoices														
	Review and Finalize EOM Financial Statements (FS)														
	Review of prepared Financial Statements on behalf of Board														
	FS Reporting to Board														
	Monthly Stock Count														
	EOM Account Reconciliations														
Membership Services Officer															✓
Information Tech Department					✓				✓						
Accounts Admin - Debtors	Receive, process and reconcile debtors payments, on a day to day basis														
Accounts Officer	✓	✓			✓	✓	✓			✓					✓
Membership Services Team Leader					✓	✓			✓	✓		✓			✓
Foundation Development Manager						✓			✓		✓				
Finance Manager	✓	✓	✓		✓	✓	✓		✓	✓		✓			✓
Chief Executive Officer			✓						✓		✓	✓		✓	
Independent Accountant										✓			✓	✓	
Board Chair											✓			✓	

The actual day an activity will be performed may vary subject to when weekends or public holidays fall.

9.00 TABLE OF TYPICAL MONTHLY DEBTORS INVOICING – PRODUCTION AND DISPATCH WORKFLOW

Position	Day of month	2				10	Before or on 12				Before or on 14
Manual review: operational report that is to be completed signed by the reviewer. Based on requirements specified in an	Run automated debtors invoice generator software	Lodge Invoices in the Foundations Accounting System	Produce Invoices and overdue notices via email with SMS notification	Complete invoicing data integrity review and file report for Auditor	Send unpaid invoice data to the approved Print and Distribution Company	Produce sample Invoices and overdue notices for review	Review and approve data merge of sample printed invoices	Review and approve invoice template compliance	Final approval to produce and distribute invoices and overdue notices	Invoices and notices Printed and distributed	
Senior IT Systems Developer	✓	✓	✓		✓						
Membership Services Team Leader				✓			✓				
Accounts Officer				✓			✓				
Desktop Designer								✓			
Outsourced Print and Distribution Company						✓			✓		✓

The actual day an activity will be performed may vary subject to when weekends or public holidays fall.

10.00 TABLE OF TYPICAL FORTNIGHTLY PAYROLL WORKFLOW

Position	Workdays	1	2	3	4	5	W/end	6	7	8	9	10	W/end	Mon	Tues	
<p>A Registered Officer of the Foundation is required to authorize leave, process leave, or authorize payment of Payroll.</p> <p>The Officer processing the Payroll, cannot be the same Officer who reviews and authorizes Payroll for payment.</p> <p>No Employee can approve their own leave. A Registered Officer must approve leave, or the leave of another Registered Officer.</p> <p>CEO has overriding authority to approve (or disapprove) leave.</p>		Authorize MS Officer & Ac. Dept Leave	Authorize IT Dept Leave	Authorize MS Team Leader Leave	Authorize Fndtn. Development Mgr. Leave	Authorize CEO Leave		Work week two						Process Fortnightly Payroll	Review and Authorize Payment of Payroll	Payday
All Employees submit leave requests directly in Payroll Provider Portal		←————→						←————→								●
Membership Services Team Leader <i>(Reg. Officer)</i>		✓	✓		✓	✓							✓	✓		
Fndtn. Development Mgr. <i>(Reg. Officer)</i>		✓	✓	✓		✓							✓	✓		
Chief Executive Officer. <i>(Reg. Officer)</i>		✓	✓	✓	✓									✓		
Board Chair. <i>(Reg. Officer)</i>				✓	✓	✓										

This table is indicative of a fortnightly payroll period. Leave authorizations occur throughout the period up to and including the day payroll is processed to ensure leave is correctly recognised be it annual leave, sick leave, DOIL, additional leave, maternity leave, parental leave, welfare leave, or any other form of leave that may apply presently, or in the future.

11.00 HR/REMUNERATION POLICY

11.10 PURPOSE

The interests of the Foundation are best served by attracting and retaining appropriately skilled staff, maintaining clearly understood employment agreements, codes of conduct, rules, policies, procedures and processes that support teamwork, effective communication and a safe and respectful working environment. Where employees feel valued, are openly listened to, can express their opinions and creative ideas and feel empowered to complete their duties positively, productively, effectively, and in a timely manner.

Being remunerated fairly based on relevant independent market valuations, experience and performance, within the affordability of the Foundation is considered an important factor to build trust and confidence in the Foundations workforce.

11.20 HR FRAMEWORK

The Board has established a framework within which the Board is able to overview the practices of the Foundation to maintain successful employment relationships.

In consultation with the CEO, the Board is responsible for:

- Establishing positions
- Approving job descriptions for every position
- Setting budgetary appropriations cognisant of market conditions and employee expectations.
- Reviewing remuneration valuation ranges and compensation rates on an annual basis
- Establishing Employment Policies and Codes of Conduct
- Being a good employer of the CEO, including giving clear direction, so the CEO understands what the board wants.
- Giving reasonable consideration to employee's welfare needs, which may fall outside contractual bounds.
- Following employment law

The CEO and Management of the Foundation are responsible for:

- Recruiting and Hiring Employees
- Negotiating employment contracts and Salary reviews
- Educating and training employees to fulfil their potential
- Managing the performance of employees
- Enforcing agreements, rules, policies, procedures and processes
- Maintaining a workplace environment based on dignity and respect
- Giving clear direction, so employees understand what management want
- Recognizing employee performance and building cooperative teamwork
- Openly listening to employees' feedback and responding to employee complaints
- Following employment law

11.30 MARKET BENCHMARKING POLICY

Annually the CEO engages an independent remuneration valuation company that surveys other organisation's in the charitable sector to provide a current valuation report for positions established by the Board. The CEO makes recommendations regarding valuation ranges and compensation rates which shall be applied, to the Boards Remuneration and Executive committee, which the committee considers, after which the committee make decisions and submit a report to the full board for ratification and minuting.

11.40 STAFF REVIEWS

Interviews are conducted annually (currently Sept/Oct), by the CEO and Departmental Managers. A Salary Review may be held in March/April, for an employee who misses out on the previous review.

Staff reviews will be used to:

- Discuss operational requirements for the position
- Confirm performance against agreed KPI's/standards
- Confirm required Key Performance (KPI's) targets
- Other matters of a general nature

Following completion of performance related reviews, the CEO will conduct Salary and Wage reviews in consultation with Department Managers and in negotiation with Individual Employees.

11.50 CONFIDENTIALITY

Employment agreements include clauses that attend to the need for protection of privacy and confidentiality, in the best interests of the Foundation and its Members.

12.00 RELATED PARTY TRANSACTIONS

12.10 PURPOSE

Related party transactions are transactions between entities or individuals who also hold governance or management roles or are related to the same. As related party transactions have a possible element of bias involved it is important that there are adequate procedures and policies in place to ensure those involved in this process are not unduly influenced. Conversely, there is a level of due process and its associated expense that is not economically sound and must be considered.

From the perspective of transparency, it is important that any related party relationship and transaction is disclosed to avoid public claims of hidden advantage or bias. Government financial reporting regulations require related party transactions be disclosed in the financial statements to ensure transparency.

This policy also ensures that any Registered Officers that may have exposure to a related party relationship do not have the overriding decision-making power.

12.20 POLICY AND PROCEDURE

Where management or the board intend to seek professional advice, supply of goods or services from a supplier, where a director or employee of that entity serves on management or the board, permission shall be sought from the Board before doing so, unless the supplier has previously been confirmed as a 'Preferred Supplier'.

When such permissions are sought, the board's minutes must record such approval including that the related person involved has declared that interest and is excluded from voting on the motion when it was being considered.

Where permission has been approved by the board and the estimated value of a specific transaction does not exceed \$2500 (0.125% of budgeted annual Revenue), the board or management may proceed without a need to create additional costs to the Foundation, which may for instance be created from time spent and expenses incurred by completing a tendering process.

If the estimated expense exceeds \$2500, the following process of due diligence must be fulfilled:

Consideration must be given to whether the entity to which the manager or board member may be related has, or may have, received preferential treatment. In order to determine whether there is a risk of preferential treatment, Management or the Board will consider:

1. Who (originating person) within the Foundation sought to engage with the entity to receive professional advice, supply of goods or services?
2. Whether reasonable steps have been taken to ensure that other potential interested parties had an opportunity to tender for a contract; or submit a quotation.
3. Having evaluated each of the tenders or quotes, the originating party can justify the preferred choice, on the basis of cost, performance, or quality of service.
4. A report shall be submitted to the board addressing the matters above and the minutes must record receipt of the report.

13.00 BOARD EXPENDITURE POLICY

13.10 PURPOSE

To record expenses incurred by the Board or when necessary compensate members of the Board for approved expenses, while undertaking board related activities and fulfilling their duties.

13.20 AUTHORISED BOARD EXPENSES

The Board may incur direct expenses to the Foundation for the following:

Board related or hosted events and functions, such as special events, general meetings, the annual general meeting and board meetings generally, may incur expenses for venue hire, equipment hire, catering and refreshments, event management and other ancillary costs, which shall be paid directly by the Foundation.

1. Directors may incur personal expenses, which are reasonable and prudent in the course of attending meetings and performing duties of behalf of the Board, which may be reimbursed such as:
 - Travel to meetings
 - Flights to meetings for out of Wellington Directors, or non-Wellington meetings
 - Accommodation where it is necessary to attend Board meetings
 - Meals or other per diems directly related to flights and accommodation.
2. To claim Reimbursement, the Director must:
 - Complete a Foundation approved reimbursement form.

- Fulfill the terms and conditions specified on the form, including attaching proof of payment, such as a GST Receipt
 - Sign the Declaration on the form
 - Obtain the signature of the Chair for approval to be reimbursed.
 - Submit the fully completed form to the Foundations Accounts Department for processing.
3. Directors expenditure should be known and communicated by email to the Board Secretary in advanced of the relevant meeting.
 4. If services are to be provided by a Director of a business nature such as specific professional advice or use of premises, any costs incurred should be discussed with the CEO in advance and approval sort again in advance in accordance with the Related Party Transactions Policy.

Important Note: It is recognised that Directors are nominated for election to the Board, then elected, based on their experience and the skills they bring to the table. Their critical expertise adds value to the Foundation and while their attendance at Board meetings is strictly voluntary, it may be considered appropriate at times to purchase services from Directors or their related organisation. Such services are appropriate to purchase provided they are pre-approved/approved, accounting consideration is given in relation to related party transactions and they charge at market rates or lower.

14.00 COMMUNICATIONS POLICY

14.10 PURPOSE

To ensure that all lines of communication are clear, transparent and understood, and that responsibility for communication is assigned to appropriate personnel. This Policy relates to both inward and outward communication and is designed to:

- Avoid misunderstanding of the Foundations policy or strategy by external parties.
- Protect the Foundations from unnecessary adverse publicity.
- Strengthen internal lines of communication and staff confidence/morale.

14.20 AUTHORISED ACTIVITIES

Public Relations Specialist

Provides the Board and CEO with appropriate advice both strategic and operational and supports both by engaging with Media on an ongoing basis.

Chief Executive Officer

All incoming communication from the media shall be referred to, and dealt with, by the Chief Executive in the first instance with matters referred to the Chairman and Board, should the need arise.

- All Stakeholders may make direct contact with the Chief Executive Officer, should the need arise.
- The CEO is the first point of contact for escalated member issues relating to brand or legal matters.
- The Chief Executive shall appoint professional agencies to support the Foundations efforts to deliver timely and appropriate responses to enquires from a variety of media sources, including social media.

Foundation Development Manager

All contractual and marketing communication with sponsors/suppliers shall, unless specifically delegated, be the responsibility of the Foundation Development Manager.

- All external enquiries to staff concerning sponsorship or supplier matters are to be referred to the Foundation Development Manager in the first instance.
- The Foundation Development Manager is the second point of contact for escalated member service, product or payment issues.
- Any brand or legal issues that arise are to be escalated to the CEO.

Finance Manager

Creditors payments related communication is the delegated responsibility of the Finance Manager and accounts department employees.

Membership Services Team Leader

Member related communications for the purpose of providing products and services for Members are the responsibility of the Membership Services Team Leader.

- Membership Services Team Leader is the first point of contact for escalated member service, product or payments related issues.
- May assist the Finance Manager.

15.00 CLASSES OF MEMBERSHIP

Please Note: While membership is ongoing, individual's needs may vary, so the Foundation meets base costs of running the charity through a Membership Fee, with product and service costs charged separately. Donations by all Members are encouraged to meet the costs of Free Emergency related 24/7 Stand Ready services and to keep fees and charges to a minimum and affordable for all, but particularly for children and those experiencing financial difficulty.

Membership class	Requirements of membership	Fees payable	Benefits	Voting entitlement
Board Member	Elected by the Members at the Foundations AGM	Nil. If enrolled as a Medical ID Member, fees may apply.	<ul style="list-style-type: none"> Reasonable costs meet with approval of the Chair. No compensation for time engaged. All Benefits of an Ordinary Member 	Entitled to vote at all Board Meetings, Sub Committee Meetings and General Meetings of the Foundation
Ordinary Member	Any adult person resident in New Zealand and elected to the membership by simple majority of Board members present at a Board meeting.	Nil, but can be set by the Voluntary Board of Governors. <i>Please Note: If an Ordinary Member is also enrolled as a Medical ID Member. Fees that apply to other similar Medical ID Members, may apply.</i>	<ul style="list-style-type: none"> Eligible to be elected as a Board member Eligible to attend and speak at all general meetings of the Foundation Entitled to receive the Foundation's annual report and each issue of any other report published by the Foundation 	Entitled to vote at all General Meetings of the Foundation
Medical ID Member – Service	Upon application and acceptance to Membership by the Foundation, with paid services supplied by the Foundation, including the right to wear a MedicAlert® Medical ID, while Membership remains active.	<ul style="list-style-type: none"> An Annual Membership Fee applies Fees apply for supply of products and services, in accordance with the Foundations Member Terms Statement and current Schedule of Standard Fees and Charges. 	<ul style="list-style-type: none"> Entitled to use and receive MedicAlert® products and services 	Nil
Medical ID Member – Foundation <i>(Ceased to be available to new Members after 30 June 2007)</i>	Receives services from the Foundation and has had the right to wear the MedicAlert® Medical ID, prior to 1 July 2006. This membership class has erroneously been referred to in the past as "life membership" (see below). However, this is in fact a subset of the Medical ID Member class set out in the Government Registered Rules of the Foundation.	<ul style="list-style-type: none"> An Annual Membership Fee applies Fees apply for supply of products and services, in accordance with the Foundations Member Terms Statement and current Schedule of Standard Fees and Charges. 	<ul style="list-style-type: none"> Entitled to use and receive MedicAlert® products and services 	Nil
Medical ID Member – Deferred	Upon acceptance for existing Members with membership and services supplied by the Foundation, including the right to wear a MedicAlert® Medical ID, while Membership is deferred.	<ul style="list-style-type: none"> An Annual Membership Fee applies Other Fees may apply as agreed with the Foundation. 	<ul style="list-style-type: none"> Subject to individual agreement, entitled to use and receive some MedicAlert® products and/or services. 	Nil
Associate Member	Any person or corporate body that is nominated by an Ordinary Member.	Nil, but can be set by the Voluntary Board of Governors. If enrolled as a Medical ID Member, fees may apply.	<ul style="list-style-type: none"> Recognition by the Foundation of an individual or corporate body for their support of the Foundation. 	Nil
Life Member	Membership conferred by MedicAlert® Foundation Board in recognition of a significant contribution to the work of the Foundation by the recipient.	Nil, but can be set by the Voluntary Board of Governors. If enrolled as a Medical ID Member, fees may apply.	<ul style="list-style-type: none"> Recognition by the Foundation for a significant contribution to the work of the Foundation 	Nil

16.00 MEMBER TERMS STATEMENT, FOR INFORMED CONSENT

This document forms the basis of contract between Medical Identification Members and MedicAlert Foundation – New Zealand Incorporated

Member Terms Statement

Membership with the MedicAlert Foundation - New Zealand Incorporated ("**MedicAlert**") is conditional on an individual's acceptance of the following terms and conditions (the "Member Statement").

I acknowledge and agree that:

1. MedicAlert is an agency under the Health Information Privacy Code 1994 because it provides services in respect of health information. MedicAlert will collect, store, use, disclose, and otherwise manage my personal information and health information that I provide to MedicAlert or that MedicAlert collects (together "**my Personal Health Information**") in accordance with the Privacy Act 1993, the Health Information Privacy Code 1994 (as amended from time to time) and the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
2. MedicAlert will create and maintain an electronic record ("**my File**") containing my Personal Health Information;
3. MedicAlert will provide me with: i) a genuine MedicAlert service supported Medical Identification ("**Medical ID**"), ii) access to the 24-hour MedicAlert Emergency Hotline service; iii) a MedicAlert Emergency Medical Card, iv) secure web-based access to my File, via ManageMyHealth, v) a MedicAlert Global Access service for Emergency Service and Health Care Provider use to validate your current personal and health information on file with MedicAlert, and vi) any additional services MedicAlert agrees to provide to me (see below) (collectively the "**Services**");
4. MedicAlert may contact the health care providers whose names I provide to MedicAlert for the purpose of collecting my Personal Health Information to assist MedicAlert in providing the Services to me;
5. MedicAlert will collect, use and disclose my Personal Health Information for the purposes of providing and administering the Services, including without limitation, disclosing my Personal Health Information to a Good Samaritan, Emergency Service Provider, or "health care provider" (as defined under section 3 of the Health and Disability Commissioner Act 1994) and other health professionals (collectively "Responders") who contact MedicAlert, and may disclose my Personal Health Information to third party service providers retained by MedicAlert to assist it in administering or providing the Services (including ManageMyHealth), where necessary, for the provision of the Services;
6. MedicAlert or Responders may contact the emergency contacts I have provided for or with information about me in case of an emergency and MedicAlert will accept information about my health from emergency contacts and guardians listed in my File, provided the contacts and guardians know my member number; full name, date of birth, and address, but will not disclose my Personal Health Information to these contacts unless MedicAlert believes they are one of my legal guardians or I have instructed otherwise; I will advise MedicAlert promptly of any error in, or whether any update is required of, my Personal Health Information, MedicAlert product or wallet card;
7. I am entitled to access to, and request the correction of, my Personal Health Information by calling MedicAlert at 0800 840 111, by logging into my ManageMyHealth account, or by writing to Membership Services, MedicAlert Foundation NZ, CBD Towers, Upper Hutt, New Zealand;
8. My guardian (if I have one), my attorney under an 'Enduring Power of Attorney – Welfare' (if I have one and the power of attorney applies), or any other person that I approve for this purpose, may access my Personal Health Information via ManageMyHealth;
9. MedicAlert requires any clinical information I provide it to be authenticated by a registered medical professional;
10. MedicAlert will otherwise use and disclose my Personal Health Information in accordance with the [MedicAlert Privacy Statement](#), as updated from time to time;
11. Use of my ManageMyHealth Account will be in accordance with the terms stated on the ManageMyHealth Website;
12. MedicAlert and its officers, directors, employees and representatives will not be liable for any claims, actions, damages, losses or consequences of any kind, whether arising from breach of contract, tort (including negligence) or
13. otherwise, under or in connection with this Member Statement, the Services, my Personal Health Information or my File;
14. MedicAlert may use generalised personal information or health information, which is not in a form that identifies me or any other individual, for research projects or studies of interest to the health care community;
15. Upon my order and receipt of payment by MedicAlert, MedicAlert may provide me with additional services, subject to the specific terms and conditions (if any) applying to those additional services;
16. My Membership of MedicAlert will continue until MedicAlert receives my resignation in writing or I die, whichever occurs first;
17. I am liable for and will pay any and all fees associated with my Membership and the Services on or before the due date for payment of those fees and I agree that if I do not make timely payment of any fees associated with my Membership or the Services or have not over a reasonable period updated my Personal Health Information as held by MedicAlert, MedicAlert may cancel my Membership and/or stop providing me with some or all Services temporarily;
18. All fee payments made to MedicAlert are non-refundable and payment of fees will be deemed to be acceptance of MedicAlert's up to date Terms and Conditions;
19. Fees charged to me will be deemed to be overdue if they remain unpaid as at 5pm on the due date for payment. MedicAlert reserve the right to charge a fee for each overdue fees notice issued, for the purpose of recovering late/overdue payments;
20. If I decide to resign my Membership, I will comply with MedicAlert's formal member resignation and service termination policy, including (but not limited to), within 5 days of the date of my resignation: paying any fees overdue, ceasing to wear a Medical ID, returning Medical IDs to MedicAlert for destruction and disposal and forfeiting any entitlement for Services that remain unused. I agree that I must submit my resignation in writing to MedicAlert;
21. Upon MedicAlert accepting my resignation MedicAlert shall, to mitigate personal health risks, maintain a minimum cooling off period of 28 days from the date of receipt of my resignation, before removing my Personal Health Information from my File or destroying and disposing of my returned Medical ID's. MedicAlert may extend the cooling off period at MedicAlert's discretion, if MedicAlert considers I intend to withdraw my resignation, but am delayed in doing so;
22. Should I decide within the cooling off period to change my mind and continue my Membership, any forfeited Service entitlements will be restored and my Medical ID(s) will be returned subject to all outstanding and applicable fees being received by MedicAlert;
23. I will be responsible for any fees charged by a health care provider for disclosing my Personal Health Information to MedicAlert;
24. My Membership is not transferrable to any other person. I will not attempt to assign, novate or transfer all or part of my Membership to any other person; and
25. Unless I have indicated otherwise, I agree to receive by e-mail or any other method of communication chosen by MedicAlert, information such as the MedicAlert newsletter and information on charitable works, programs and services that may be of interest to me.

26. In this Member Terms Statement:

"**Emergency Service Provider**" means all emergency service organisations including (but not limited to) New Zealand Fire Service, ambulance services, Land Search and Rescue, New Zealand Police, Coastguard and Civil Defence.

"**Good Samaritan**" means someone who helps another in need.

Please Note: The most current version of this [Member Terms Statement](#) is always available online 24 hours a day:

Last Updated: Oct 2019

16.50 COMMON SERVICE TERMS AND CONDITIONS

This document specifies the rules for trading with the Foundation

Common Service Terms and Condition

1. **MediAlert Foundation is a non-profit membership organisation and registered charity.** One of its objectives is to provide Members with services and products which are affordable. Recognizing that Membership is ongoing and to keep charges affordable, the Foundation generally meets its operating costs through collection of fees and donations from Member's.
2. This enables the Foundation to offer a minimum level of service for all members and additional products and services to suit Member requirements, on a user-pays basis. In addition, to help keep its services affordable, the Foundation may discount services to children or other members or offer monthly payment options for those who are less able to afford annual payment of fees in full, or who choose a Service Plan that includes such.
3. While accepting the objective stated above, non-payment of fees by member's could put the Foundation's operation and its members at financial risk. The Government have introduced new Charities' financial reporting requirements and the Foundation is obliged to comply with these new financial reporting requirements. In addition, the voluntary Board Directors have a duty to manage and recover overdue payments and to protect all Members from fraudulent or unauthorised use of its registered trademarks, service marks, services and unique MediAlert® ID numbers.
4. Under the MediAlert [Member Terms Statement](#), services provided by MediAlert Foundation may be subject to specific terms and conditions. The following specific terms and conditions are common to all services provided by MediAlert Foundation. These common terms are additional to the terms set out in the Member Terms Statement.
5. **Enrolment Acceptance and Confirmation:** Payment in full is required before the Foundation will accept and confirm a new Member enrolment.
6. **Pricing:** All prices for services include GST and may change from time to time without notice. Some MediAlert products are sold Price On Application (POA), which Members may enquire about on a case-by-case basis. Additional terms and conditions may apply.
7. **Refunds:** All Fees, Products and Services are non-refundable. Faulty products will be repaired or replaced in accordance with the applicable Warranty.
8. **Membership Fees:** An Annual Membership Fee applies for every member.
9. **Safety parts for MediAlert Medical IDs:** To prevent wrist damage, some of the Foundation products have a jump ring or link/latching device inserted with a breaking strain of approximately nine (9) kilograms. Stretching or breakage of such parts can occur as a result of normal wear and tear. Costs for supply and fitting of replacement safety parts are the liability of the Member, unless specifically stated as being covered under a warranty.
10. **Invoicing:** MediAlert® Foundation will issue Invoices a minimum of 10 days prior to the due date for payment.
11. **Payments:** Payment in full is required before products or parts will be supplied. Membership and services are supplied on an advanced payment basis and require payment in full on or before the due date. Payments received may be applied on the basis of oldest amount due first. Members may pay by direct debit, which will be processed in accordance with the terms set out in the Direct Debit Application form.
12. **Credit and overdue payments: It is not appropriate for a charity to provide credit.** If an invoice remains unpaid as at 5pm on the due date for payment, it will be deemed to be overdue. Any payment overdue more than twenty (20) days may incur late payment fees.
13. **Financial assistance:** The Foundation is a charity. If you are experiencing financial hardship, or financial difficulties, resignation is not necessary. Financial assistance may be available. The Foundation proactively issues Financial Support forms.
14. If the Foundation receives a completed Financial Support form from you, the Foundation will attempt to contact you to discuss options, using the contact information you provide.
15. However, until settlement of your debt is agreed by the Foundation, you remain responsible for the debt, all overdue fees, collection costs and contacting the Foundation to attend to this matter.
16. **Recovering unpaid fees:** Financial Practices require the Foundation to deem any invoice remaining unpaid and becoming more than two (2) months overdue, 'Pending Default'. The Foundation shall issue a Pending Default Notice. If payment is not received in full or an arrangement for payment is not agreed to by the Foundation within 20 days of the date of the notice, payment will be deemed to be in default.
17. **Transferability:** The personal and health information on file with MediAlert® and the corresponding information engraved on a Medical ID linked to a Members Service Plan are unique to each individual Member. MediAlert® Memberships, including all services and products, are not transferable.
18. **Discounts:** All discounts offered by MediAlert® within a certain advertising medium (e.g. online or via a coupon), only apply to purchases made through or with that medium. Discounts offered online only apply to online purchases, unless specifically stated otherwise.
19. **Freight and Handling:** Freight and handling charges apply whenever a product requires dispatch, unless specified otherwise in your selected Service Plan.
20. **Service Plans and Fees:** Members are required to have a Service Plan to support the use of their MediAlert® Service Supported Medical ID. Service Fees are charged based on the Member's Service Plan.
21. **Other Charges:** On a case by case basis when a Member orders a product or service which incurs a separate charge, the Member will be invoiced, and payment will be due upon issue of the invoice.
22. **Laser Engraving:** Due to the time and technology required, custom engraving of Medical IDs can be expensive to the Foundation. Every MediAlert® Medical ID is engraved with a unique MediAlert® ID number and the MediAlert® 24-hour Emergency Hotline Number, which can be called in New Zealand or from overseas. Your engraved health information will be customized based on the information supplied by your Health Service Provider. Custom engraving is included at no additional charge when the Foundation supplies a new Medical ID. Charges apply when adding additional engraving to an existing or replacement Medical ID.
23. **Sizing of Products:** Unless stated otherwise all Medical ID bracelets supplied are 20 cm in length. Items displayed may vary in size. The Member is liable for costs to carry out any adjustments to bracelet size. The Foundations policy is to adjust stainless steel bracelet sizing within the first 30 days from the date of dispatch, without charge, when returned to and serviced by the Foundation. Adjustments made to precious metal products may incur a jeweller's charge, for which the Member will be invoiced. Other adjustments may also incur additional charges, for which the Member will be invoiced.
24. **Warranties:** MediAlert® provides a one-year warranty (effective from the date of purchase) free of charge for return to base replacement and/or repair of defective products. Extended warranties are also be available, with added product service benefits for an additional charge. For further information on warranties, including terms and conditions, please refer to the Warranty policy supplied with your Medical ID, or contact Membership Services to learn more.
25. **Medical ID Disposal Policy:** To protect MediAlert® Intellectual Property rights and service integrity for all active members, from unauthorized use, the Foundations policy for return, destruction and disposal of Medical ID's applies to all Members upon resigning Membership. If a Member has passed away return is not considered necessary.
26. **MediAlert® Membership Resignation and Service Termination Policy**
27. To protect ongoing trust in MediAlert®'s service amongst Health Service Providers and to avoid information being removed when a Member may change their mind, which is common, a written resignation and service termination Policy applies.

Last Updated: Oct 2019

17.00 OTHER POLICIES

17.10 OUTLINE

The Foundation maintains a wide range of other policies, which may apply to Members, Board Members, Management, Employees or Suppliers of the Foundation. A register of such policies is maintained and presented at every board meeting. The following list is not all-inclusive, nor a comprehensive representation of the listed policies, but provides an overview of other policies enacted by the Board. All Policies are assigned a scheduled date for review by the Board on a rolling basis.

18.00 OTHER HR RELATED POLICIES

18.110	Health and Safety Policy Health and safety obligations are met by under the Health and Safety in Employment Act 1992
18.120	Travel Policy For all travel, including associated accommodation, rental car hire and private car usage, undertaken on behalf of the Foundation
18.130	Timesheet and Payroll Policy Standards for processing of payroll in accordance with the Law
18.140	Time in Lieu Policy Generally, work on Public Holidays does not occur. If however it does, compensation is required and paid accordingly.
18.150	Long Service Leave Policy For recognition of long service
18.160	HR Investigation and Disciplinary procedures Specifies the process for attending to performance issues
18.170	Additional Leave Policy Generally, employees do not work beyond their contracted hours, without approval in advance from their Manager. When they do, compensation is required and may be accounted for through payment, or by grant of an entitlement to an additional day of paid leave, as the employee chooses.

19.00 OTHER FINANCIAL POLICIES

19.110	Gifts/ Koha Policy Gifts by Charities are not uncommon and require rules for how they are determined, approved and accounted for.
19.120	Cash Handling Policy Controls for cash handling are necessary to prevent mishandling of funds and to safeguard against loss.
19.130	Fraud Assessment Completed by management and the Board for identification of Fraud
19.140	Directors and Employees Expenses Reimbursement Form For claiming reimbursements
19.150	Invoice Request Form For processing phone-based transactions
19.160	Stock Movement Adjustment Form Policies for adjusting stock on hand
19.170	Accrual base invoicing, recovery and writing-off of unpaid receivables Policies and processes for handling invoices
19.180	Forgiveness of fees for the Terminally Ill Policy and process for assisting terminally ill Members
19.200	Schedule of Standard Fees and Charges Pricing List (excludes Medical ID's)
19.210	Medical ID Pricing Policy Current pricing is available on the Foundations Website or on request from Membership Services Ph.0800 840111
19.220	Oversight of Accounting Practices This policy serves to ensure oversight of accounting policies and procedures is maintained to protect the Foundation from Fraud

20.00 PRIVACY AND RISK MITIGATION POLICIES

20.110	Privacy Policy Statement A comprehensive policy accessible 24/7 https://www.medicalert.co.nz/content/legal/privacy.aspx
20.120	Child Protection Policy Sets standards for avoidance of identifiable information being engraved, which may present a risk to a child.
20.130	Identification Fraud and NHI Disclosure Policy Sets standards for information being engraved, which may expose a person to identity Fraud.
20.140	Insurance Policy For mitigation of risk

21.00 GENERAL OPERATIONS BASED POLICIES

21.110	Stock Management Policy Sets standards and procedures for Stock Management
21.120	Engraving Policy Sets the process for physical engraving Medical IDs
21.130	Telephone Procedural Checklist Training and performance monitoring procedures tool
21.140	Electronic Filing Procedures Process for electronic filing of Documents

22.00 IDENTITY, HEALTH INFORMATION ACCESS AND DATA SECURITY POLICIES

22.110	24/7 Hotline Service Policy and Procedures Process for handling and disclosure of identity and health information in the best interest of the Member.
22.120	Advance Directive Policy An external facing policy that sets out the requirements for handling Advance Directives
22.125	Code of HDC H&D Consumer Rights 1996 An external facing policy that explains the Foundations service relevance to Consumer Rights
22.130	Data Entry and Engraving Profile Policy Sets the standards for this process
22.140	HISO 10029:2015 Health Information Security Framework The Foundation follows guidelines relevant and practicable to its operation.
22.150	Website Security Statement This security statement forms part of the Terms and Conditions of use of the MedicAlert® Web site https://www.medicalert.co.nz/content/legal/security.aspx
22.160	Disposal and Destruction of Redundant Medical ID's Policy for handling and disposal
22.170	Clean Desk, Sensitive Information & Confidentiality Policy Protection of information, Data Privacy and Security

23.00 MEMBERSHIP POLICES

23.140	Member Written Resignation and Service Termination Policy To obtain formal written confirmation from a Member to avoid misunderstandings and removal of information, when Members can and do change their mind, or may be exposed to duress such as elder abuse.
23.150	New Member Enrolment and Retention Checklist Process for engaging with new Members
23.160	Deferred Membership Policy with Sponsored Membership Agreements Policy for Deferral of Membership, while continuing to receive sponsored benefits
23.170	Monthly Payment Service and Charitable Giving Plans Sets out the rules for this service