COASTAL NEW BRIGHTON

TIMEBANK

TIMEBANK MEMBERS

1. POLICIES
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JUNE 2021

INTRODUCTION

Sustain South Brighton runs the Coastal New Brighton Timebank for the Coastal New Brighton area. In this role they have developed policies, rights and responsibilities and a code of conduct to help ensure that the Coastal New Brighton Timebank is a supportive, safe and rewarding process for everyone who takes part in it. Please read these carefully and if you have any questions you can contact us using the details at the end of this document.

POLICIES

1. COASTAL NEW BRIGHTON TIMEBANK VALUES

All Coastal New Brighton Timebank activities will be informed by and undertaken in accordance with our CORE VALUES:

a. Caring and respectful relationships
b. Reciprocity
c. Community led
d. Supports sustainability
e. Everyone's time is valued equally
f. Everyone has something to give

2. RESPECTFUL RELATIONSHIPS

a. All individuals including community members and Coastal New Brighton Timebank staff and volunteers are to be treated in a fair, equal, respectful, caring and just manner.
b. The Coastal New Brighton Timebank will:
    i. ensure fair and equal access for all individuals to the services and activities it provides.
    ii. uphold the rights of all individuals, groups and communities.
    iii. respect and remain inclusive of all cultural identities including class, ethnicity, gender, sexuality, age, religion and ability.
    iv. encourage respect for the diversity of cultures.
c. Uphold and respect Te Tiriti o Waitangi

3. MEMBERSHIP

a. All Timebank members must live in the Coastal New Brighton area defined as North New Brighton, New Brighton, South Brighton and Southshore.
b. People enquiring from outside of the area may be directed to other Timebanks in Ōtautahi.

c. All people applying to join Coastal New Brighton Timebank shall undergo a screening and orientation process and agree to adhere to the terms and conditions of membership before being approved for membership.
d. All members are required to understand and adhere to the Coastal New Brighton Timebanks Terms and Code of Conduct. A member may be excluded for breaching the terms and/or code of conduct, but has the right to have this decision reviewed.
e. People seeking membership with the Coastal New Brighton Timebank must provide two referees who the Timebank Coordinator is able to contact and talk to, before they can be approved for membership.
f. Members may be approved without referees in the case that they are already well known to the Coastal New Brighton Timebank Coordinator or The Sustain South Brighton Community Activator.
g. The Coastal New Brighton Timebank reserves the right to decline membership to people who do not meet membership criteria.
h. Both individuals and community groups may become members of the Timebank.

4. VETTING NEW MEMBERS

a. Each prospective member will provide two referees.
b. Coastal New Brighton Timebank staff must talk to referees before prospective members are approved.
c. Key questions for vetting with referees include ‘how long have you known the person?’, ‘would you consider the person as being suitable to go into their and other people's houses for Timebanking?’ ‘Do you have any concerns about this prospective member?’

5. LIABILITY AND LIMITATIONS

a. The Coastal New Brighton Timebank refers Timebank members who indicate that they are able to perform a specific service or activity. The Timebank cannot guarantee the quality of work or performance of anyone who is referred.
b. The Coastal New Brighton Timebank and its staff or volunteers will not be responsible for any injuries to people or damage to property experienced during a Timebank transaction.
c. The Coastal New Brighton Timebank does not guarantee any service or activity undertaken through the Timebank when the expectations of the receiver are not met.
d. It is therefore recommended that members use the same caution and due diligence that they would normally do when engaging a service provider, such as checking references.
e. Not all requests are answered or fulfilled, through the Timebank.

6. CONFIDENTIALITY

a. All Timebank members must protect the privacy and confidentiality of other members.
b. A Timebank member may be dismissed for violating this rule.
c. Coastal New Brighton Timebank staff and management are likewise committed to respecting the privacy and confidentiality of members. They also shall ensure that records of members’ personal information, either electronic or hard copy, are kept secure.

d. Member information from the Community Weaver website and any other information the Coastal New Brighton Timebank holds about members will only be used within the scope of the Coastal New Brighton Timebanks purpose and activities.
e. The only exception to the protection of confidentiality is if there are significant health and safety concerns about a Timebank member or others. In this case Timebank members will inform the Timebank Coordinator of the issue. Where possible Timebank staff will endeavor to discuss these concerns with an individual before confidentiality is broken.

7. MEDIA AND PROMOTION

a. Only those authorized by the Sustain South Brighton Board may officially speak on behalf of the Coastal New Brighton Timebank. This must be done in a way that reflects the core values of the Timebank.
b. Only those that are authorized to by Sustain South Brighton Board are allowed to speak for the Coastal New Brighton Timebank to the media.
c. All media enquiries MUST, in the first instance, be directed to the Coastal New Brighton Timebank Coordinator.
d. If any quotes, audio or visual materials that may identify community members or others are going to be used in media or promotion, consent will be obtained from these people.

8. SOCIAL MEDIA AND INTERNET

a. All posts in relation to the Coastal New Brighton Timebank on social media will be congruent with the values and kaupapa of the Timebank.
b. The Coastal New Brighton Timebank reserves the right to remove any posts involving the Timebank that violate these core values.
c. Full online access to Coastal New Brighton Timebank member profiles and Timebank participation is available to those who have successfully completed the application process.
d. Members are requested to:
    i. Keep their personal information and service requests and offers up-to-date
    ii. Respond to emails or phone calls
    iii. Record exchanges
    iv. Respect fellow members' confidentiality and privacy
e. Members are also urged to promptly report any problems with using the website to the Timebank Coordinator or website administrator.
f. Members may not promote commercial activity or political views on Coastal New Brighton Timebank website or Facebook page.

9. PHOTOS

a. Coastal New Brighton Timebank may use images of members, with their consent, on the group's Facebook page and for promotional activities such as in the media.

b. Verbal consent with the option of signed consent must be obtained from people over the age of 16 before a photo that identifies them is used in any marketing or promotional material for the Coastal New Brighton Timebank.
c. Signed consent must be obtained from parents or guardians and children/ young people for usage of photos that identify under 16-year old's.

10. INCIDENTS

a. When an incident occurs, the incident form must be filled in and when necessary the Sustain South Brighton Board informed. (See incident form in policies and procedures folder).
b. An incident is any event that could lead to or has led to harm for community members, community groups and staff and/or the Coastal New Brighton Timebank.
c. Incidents refer to things that happen in the course of the Coastal New Brighton Timebanks work in managing and facilitating the Timebank.
d. Examples include disputes between members, property damage (malicious, accidental or due to natural events), an incident or accident at an event being hosted by Coastal New Brighton Timebank, or an accident on our premises.
e. The Coastal New Brighton Timebank will seek to be informed of any incidents that happen in the course of individual Timebank transactions between Timebank members. In this case the Coastal New Brighton Timebank will offer advice, support, and assistance. However, incidents that occur within individual transactions between Timebank members are primarily the responsibility of the community members involved.

11. COMPLAINTS

a. If an exchange that you are involved in does not meet your expectations, it is Timebanking practice to appreciate each other's best efforts, nevertheless.
b. However, if you have a more serious concern, be guided by the Code of Conduct (see below) and alert the Timebank Coordinator.
c. All complaints are to be made in the first instance to the Coastal New Brighton Timebank Coordinator.
d. Complaints about Coastal New Brighton Timebank staff or volunteers may be directed to the Sustain South Brighton Board.
e. All complaints will be addressed within a timely manner.

12. PROBLEM REPORTING AND RESOLUTION

a. Should a Timebank member have concerns about any problems arising during a trade or at a Coastal New Brighton Timebank event, they should promptly raise it with the Timebank Coordinator.
b. The member will be kept informed of the steps taken to resolve the issue.
c. Note that the Coastal New Brighton Timebank does not guarantee any service or activity undertaken through the Timebank when the expectations of the receiver are not met.

13. HEALTH AND SAFETY

a. If you feel unsafe or uncomfortable in any situation, please take steps to leave or avoid that situation, seek appropriate support and advise the Coastal New Brighton Timebank Coordinator as soon as possible.
b. To keep one another safe, Coastal New Brighton Timebank will exercise reasonable care in relation to the members and their activities in the community. That means doing what a reasonable, prudent person would do in a similar situation.
c. Coastal New Brighton Timebank members are required to take similar responsibility for each other's health and safety during trades and at Timebank events.
d. Any health and safety incidents or accidents must be reported to the Timebank Coordinator and medical assistance sought when necessary.

14. TOOLS AND EQUIPMENT

a. All tools and equipment must be used and stored responsibly.
b. Tools and equipment that are shared with individuals or other groups are to be returned in good order and in a timely manner.

15. WORKING BEES RUN BY THE TIMEBANK

a. A short safety talk will be given at the start of the working bee by a Timebank staff member or volunteer.
b. The working bee coordinator will ensure that a First Aid kit is available at each working bee.
c. Appropriate safety gear will be provided for participants.
d. All children and young people under the age of 16 will be accompanied and supervised by a parent/caregiver.
e. If participants come across dangerous goods or situations during the activity they will inform the working bee coordinator.
f. Wear closed footwear.

16. HOURS, EXCHANGING, CREDITS, REIMBURSEMENTS AND GOODS AND SERVICES

a. Earning Timebank credits

i. One hour of service earns 1 time credit, and 1 time credit always buys one hour of service.
ii. For fractions of hours always round up to the nearest quarter hour (for example, 52 minutes of service earns 1 time credit and 1 hour and 10 minutes of service equals 1.25-time credits).
iii. Time credits are not redeemable for cash.

b. Reporting hours

i. It is the responsibility of either party to log exchanges on Community Weaver (refer to the handbook for information on Community Weaver). The Coordinator may assist if required.
ii. All services given need to be reported as soon as possible, preferably within a week of the date that the service was given.

iii. Members negotiate the exchange of hours with one another. This is not the role of the Timebank Coordinator.
iv. You may arrange exchanges with members you already know without posting a specific request or offer. However, it's essential that you log the hours of service so accurate records can be kept and people will get the credits they earn.

c. Hours

i. Hours (time credits) are the medium of exchange among members of the Coastal New Brighton Timebank.
ii. Hours spent represent services received and provided by our Timebank membership.
iii. A core value of time banking is that each member's time is valued equally.

d. Negative and positive balances

i. Members do not need to maintain a positive balance of hours to use the Timebank. Negative balances are okay.
ii. However, for Timebanking to work for everyone we encourage members to try and maintain a balance around 0 over time.
iii. Maintaining a balance between positive and negative exchanges keeps the Timebank from stagnating.
iv. By giving and receiving time credits, members contribute to the entire system.

e. Bonus hours

i. An exchange should reflect the value that each member receives from the exchange as negotiated and agreed between members.
ii. Time may also include time spent for travel or preparation.

f. Donation of hours

i. A member may give hours to another member or to the Timebanks community chest.
ii. The Timebanks community chest allows us to reimburse members who complete work on behalf of the Timebank in time credits and to transfer time to community members and groups who are in need.

g. Credits and exchanges

i. Only hours may be exchanged in the Coastal New Brighton Timebank.
ii. Any transaction performed for dollars is done outside of the Timebank.

h. Reimbursement

i. When a member incurs an expense to perform a service, the member should be reimbursed for the expense. Examples include gas for a trip, ingredients for a dish, and parts for a repair. The member being reimbursed should not be paid a bonus or tip.
ii. The Timebank is all about sharing time and this is what you are banking. However sometimes there may be a monetary cost involved, for example:

- Transportation – you are providing transport, perhaps to the airport, a medical appointment or grocery shopping. There will be a fuel expense.
- Baking/Cooking – you are baking /cooking for a member. There will be an expense for ingredients.
- Craft-making - you are crafting an item for another member, such as knitting a pair of gloves or building a bookcase. You should charge for the hours it takes to produce something in time credits and charge the cost of the materials in regular dollars.

iii. For trades that involve expenses, we encourage you to discuss and agree to these with the member you are trading with, prior to the trade happening.

iv. The Coastal New Brighton Timebank is liable if damage occurs to items or property within an exchange

i. Professional service offers

i. Some members provide services for hours that they also provide professionally for dollars.
ii. Examples include plumbing, massage, consulting and repair.
iii. Such members may choose to offer their services for a period of time for hours and the remainder for dollars. For example, a member may offer 2 hours of massage for time credits and $30 per hour thereafter.
iv. It is important for each member who has a business to find out about and take into account their tax obligations in this.
v. As a rule of thumb Timebank members should not exchange hours for services they render as their primary income.

j. Goods

i. Goods may be exchanged for hours.
ii. Members may offer or request goods to be exchanged for hours.
iii. This is negotiated by and agreed on by members.

K. Goods and services in one exchange

i. Sometimes members are requested to provide a combination of goods and services. Examples include making baked goods for a bake sale or bringing a dish for a potluck dinner. In such cases, the time credit value for such an exchange are negotiated between members, for example an hour for a potluck dish.

l. Working Together

i. Sometimes members will get together to work in pairs or teams, say at a working bee or at a Timebank community event. In this instance, it is better to get the coordinator or person organizing the event to credit your hours into your account. Make sure you keep an accurate record of your time and let them know.

TIMEBANK MEMBERS RIGHTS AND RESPONSIBILITIES

Every member of the Coastal New Brighton Timebank has the right to:

- Be treated with dignity, care, and respect.
- To earn 1 time credit or part time credit, for every hour (or part hour) of service provided.
- To spend one time credit for every hour of service provided.
- To spend time credits on services offered by other members.
- To save time credits in a personal account for later use.
- To donate time credits to other members.
- To have their privacy and confidentiality protected and maintained.
- Be valued and treated fairly.

Every member of the Coastal New Brighton Timebank has the responsibility:

- To respect the privacy and confidentiality of other members.
- To be reliable and keep scheduled commitments.
- Respond to contact from other members even if that response is to say you cannot help right now.
- To be accepting of guidance and instructions.
- To have fun and share your skills, knowledge, and experiences!

DO'S

1. Make sure the other person understands what you are going to do before you start doing it.
2. Contact the other member in advance if you must cancel.
3. Be patient and open rather than critical.
4. Respect others' cultural identities and beliefs.
5. If you are requesting a service, be sure to pay for any parts, supplies, ingredients, or materials that are used.
6. If renting, check with your landlord before asking for a member to do home repairs.
7. If using your personal car to transport a member, have an up-to-date Warrant of Fitness and Registration and wear seatbelts.
8. Dial 111 in the event of an emergency.

DONT'S

1. Do not provide any "hands-on" care such as giving medicine, baths or lifting people. We do not want anyone placed in a compromising situation. If you feel that someone is in need of personal care assistance, please assist them to discuss this with the Coordinator.
2. Do not ask for or accept tips.
3. Do not smoke in a member's home and do not use alcohol or illegal drugs while performing services.

COASTAL NEW BRIGHTON TIMEBANK CODE OF CONDUCT

- ✓ I will take care to ensure my safety and the safety of others is maintained at all times during trading.
- ✓ Prior to accepting a service, I will respectfully ascertain the competence of the member providing it to deliver the service to my satisfaction.
- ✓ I will discuss proposed transactions beforehand with my exchange partner to clarify and agree on details, particularly the reimbursement of expenses.
- ✓ I understand that I am able to decline requests or offers.
- ✓ I will respect other members' viewpoints.
- ✓ I will respect the 1 hour for 1 hour rule.
- ✓ I will respect my exchange partners privacy and confidentiality.
- ✓ I will respect my exchange partners' home and property.
- ✓ I will endeavor to respond promptly to all offers and requests made to me.
- ✓ I will ensure that exchanges are recorded into Community Weaver once they are completed within the required 1 week timeframe.
- ✓ I will keep my Community Weaver website profile and trading account up to date.
- ✓ I will not trade under the influence of alcohol and drugs.
- ✓ I will inform the Coordinator of any problems or concerns that I consider may affect the positive operation of the Timebank or the safety of members.

CONTACT DETAILS

Contact the Coastal New Brighton Timebank Coordinator if you have any questions or concerns:

Sarah McKay Timebank Coordinator
Email: **cnbtimebank@gmail.com**
Phone/Text: **022 622 0339**