

PROCEDURE – MEMBERSHIP

Purpose of Procedure

The purpose of this Eastern Community Broadcasters Inc. hereafter referred to as Radio Eastern fm, broadcasting in the outer eastern suburbs of Melbourne procedure is to provide guidance to the Membership Officer as to the manner in which membership matters are processed and records maintained. The categories and rules of membership are set out in Sections 4, 5, 6, 7 and 8 of the Rules of the Association for Eastern Community Broadcasters Incorporated.

Background

This procedure is based on the importance of:

- Recruiting new members to the Association
- Retaining existing members
- Compiling and maintain an appropriate record of member names together with their membership and contact details
- Maintaining satisfactory security over the personal information provided by members and ensure that this information is not accessed or otherwise compromised by unauthorised parties,
- Providing communication of information to members pertaining to their membership and station notices as required.

Members pay an annual fee based on the categories as set out in the Rules of Association. Members' individual annual membership fees fall due on the anniversary of their joining the Association.

Procedure

Applications for membership are generally, but not exclusively, sourced from:

- Provision of a completed Application form obtained via:
 - Attendance at the Radio Station's premises
 - By mail at the request of an applicant
 - A Promotional Pack which has been provided to the applicant either: At an Outside Broadcast or an event or speaking engagement to a group or Not for Profit organisation. As part of a prize for an on-air quiz, etc
- Provision to the Membership Officer of a completed Application form downloaded from the Association's website or as provided to them,
- Provision of proof of payment of the appropriate membership fee which provides sufficient personal information as per the Membership Application Form to enable identification of the applicant,

A computer based membership list is maintained, currently in Excel format. This database records:

- Member's name or names
- Postal address
- Membership Number
- Due date of membership renewal
- Email address (if provided)
- Date of joining the Association, and
- Manner in which they wish to receive correspondence.

An alphabetical list of current members is also maintained within the database for ease of reference.

A separate Word document which includes name and postal address to enable printing of mailing labels is also maintained.

New Members

- Applications may be received by completion of the Membership Application form. Applications can also be received where applicants have credited the Association's bank account with the appropriate fees and provided proof of payment and sufficient personal details to enable processing of their application.
- The names of membership applicants are then circulated by email to the members of the Committee of Management (CoM) for electronic approval/objection. If there are no objections received by the Membership Officer within 48 hours of circulating the names, membership is deemed to have been approved and this electronic approval confirmed at the next scheduled meeting of the CoM
- Processing of membership then commences. Details of new memberships approved by the CoM are included in a report by the Membership Manager to the next CoM meeting, where the names are recorded in the Minutes of that meeting as new members.
- Following approval by CoM, notification of the approval is sent to the applicant. The Treasurer will have verified whether or not payment of the appropriate membership fee has already been made. If payment has not already been made, the notification will take the form of a letter advising of the approval and will include the requirement that in order for membership to be finalised, payment needs to be made within 28 days of receiving the notification.
- Once payment has been verified, the details of the new member are recorded on the database, a membership number is allocated in sequence and an expiry of membership date is allocated, which is to be 12 months from the date of approval by the CoM.
- Correspondence is forwarded to the new member providing details of their membership, a welcome letter, Program Guide and any marketing material approved by CoM.
- The names of new volunteer members are included in the next internal Newsletter so that station workers can make them feel welcome if they interact with them.

Existing Members

- In the month prior to a member's annual fee falling due the Membership Officer forwards a Membership Renewal Notice to the member seeking payment of the appropriate fee to enable membership to continue. This notice also includes a "tear-off" section where members can update their contact details or other information necessary for the maintenance of the Association's records.
- Payment of fees is processed by the Treasurer who provides the Membership Officer with a listing of payments received and completed tear-off sections of the Renewal Notices.
- The Membership Officer records the payment of fees by amending the due date for the next payment on the membership database, makes any amendments to contact details and forwards correspondence to the member acknowledging payment and providing their updated membership details.
- At the beginning of each month the Membership Officer prepares a list of those memberships where payment of fees are in excess of thirty days overdue and forwards a reminder notice as at this point these memberships are deemed to be unfinancial and subject to cancellation. If no payment is received in a further month the membership is cancelled, the details transferred from the active database to the unfinancial section and membership benefits cancelled. If a payment is received subsequently the membership is reinstated, details returned to the current section of the database and the member provided with their updated membership details.