

What do we want / need

- Improve communications with the community
- Improve the rate of (perceived) progress
- Improve the community's assessment of the value of SIRAC
- Improve marketing of SIRA as an organisation
- Improve participation levels of the community in matters SIRAC is pursuing
- Increase transparency of what SIRAC does

What can we do to help achieving this

- Introduce a multi-user (online) membership system
- Offer members a self-service mechanism
- Create transparency in our relationship with members
- Automate the membership renewal processes
- Move to online financial transactions
- Integrate communications
- Introduce a meeting/event management function
- Get more committee members involved in the admin/communication processes

Some of the benefits will be

- Reduce time spent and improve inconvenience for members to comply with administrative and financial obligations
- Improve transparency of data and transactions for members and thus instil more confidence in SIRA as an organisation
- Offer members more, better and targeted communications which results in better informed members and reduced scepticism
- Remove to need for manually maintaining contact and mailing lists
- Reduce manual input, improve data accuracy, reduce time spent checking data
- Reduce time and money spent on manual invoicing, receipting, banking and reconciliation
- The ability to share tasks with more people and segregate duties

Known issues to be discussed

- Online signing up of new members: can the paper form be replaced with an online form that includes confirmation of adherence to terms and conditions of membership
- Online signing up of new water customers: can the paper water agreement be replaced with an online form that includes confirmation of adherence to terms and conditions of sale of water
- How the new system can work in relation to the SIRA privacy policy
- How the processes between invoicing and receipting can/need to be altered to work with a new system
- What information we want to store in our system and what information we don't want to store
- Ways to implement / move to a new system and how this can be made as easy and transparently possible for members
- There may be more

What is the proposal?

- Agree that by the next Committee meeting we want to be able to make a decision to go ahead or not
- Agree that a working group will start discussions about
 - Old and new processes
 - Concerns raised
 - Legal and privacy
 - Desired design
 - Implementation path
- This working group will come with recommendations to the committee on April 19