

Community Engagement and Communications Finance, Membership and Insurance Report May 31, 2015



Meetings

- Several separate meetings were held with members of FMI/CECS covering topics related to membership, sale of water and membership system.
- The recommendations in this report were finalised at a meeting on 26 May, attended by Cass Gye, Marie Minslow, Sharon Kinnison, Hubert van Mierlo, Bill Gye, David Hegarty, Boyd Attewell and Iza Foster.

Findings

- The current practice of membership per household for a single fee needs to revert to membership per person in line with the SIRA Constitution.
- The current requirement that residents need to be members of SIRA as mitigation against liability for the purpose of sale of water has been removed following further legal advice. However, SIRA is at liberty to determine that it will only sell water to SIRA members. The justification is that members of SIRA are co-owners of the water distribution system and share responsibility for its operation and enjoy its benefits (through the vehicle of membership of the association).
- A number of issues were identified with the text of the existing sale of water agreement and a new text has been drafted.
- The Wild Apricot Membership and PayPal online payment systems were trialled and the following conclusions were drawn:
 - For most users the system was easy to use and delivered the required outcomes;
 - A small number of users had some difficulty with understanding the instructions and knowing which actions to take;
 - From the above that some of the communications by the system and the operators need to be fine-tuned to make them simpler, clearer and easier to understand;
 - A number of cosmetic and layout design changes were recommended;
 - The administration workflow processes to be refined and agreed, including the non-system based processes that will still be in place.

Proposals (for Committee endorsement):

1. The FMI group at its meeting proposed that the Committee consider three options for membership fees - \$10, \$12 and \$15. The recommendation of the joint FMI/CECS group is to charge a \$10 membership fee.
2. The group proposes a second trial be conducted following fine-tuning of the system.
3. The group proposes implementation of the Wild Apricot system and anticipates going 'live' for members as per 1/7/2015.
4. The group proposes that a SIRA PayPal account be opened for online payments, by 7/6/2015, under control of the Treasurer prior to the second trial in sufficient time to ensure that no issues arise.
5. The group proposes that work flow and task assignment designs for the new system are completed by the FMI group by 15/6/2015.
6. The group proposed that FMI/CECS are given the assignment to prepare for implementation and communication campaign to members to commence 15/6/2015.
7. The group proposes that the membership administration is handed over to the Secretary by 7/6/2015, by 15/6/2015 which includes all information contained in the current database, in order to be able to populate the new system and to prepare communications to members.
8. The group proposes that the current database and membership lists are archived by 1/9/2015 and be retained as back-up data.
9. The frequency and content of the communications to be discussed and proposed by CECS.

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Commented [MM1]: This give Hubert 2 weeks before go live date