AUTOMATED MEMBERSHIP ADMINISTRATION

Information Paper

Presented to SIRA

Finance, Membership and Insurance

Community Engagement and Communications

Groups on 15 April 2015

Contents

1. PROPOSAL

1.1. Introduce a membership system and online payment gateway

The committee is asked to decide that the following will be implemented before the membership removal process takes place in July 2015.

1. Utilising the Wild Apricot Membership system platform
2. The following aspects of the SIRA operation to be included:
    a. Membership management, including new member sign-up and renewals
    b. Communications with members
    c. Meeting management
3. A pilot to take place with a restricted number of members, before the remaining members are rolled out
4. The online payments to take place via a new SIRA PayPal account
5. The FM&I and CECS committees to jointly discuss, recommend and complete final design, implementation plan and communication plan

The following are <u>excluded</u> from this proposal at this stage:
1. Management of the sale of water, including online payments and debtor management for water sales
2. An online accounting system

1.2. Implementation Plan

The following is the proposed implementation plan

Phase	Timeline	Task	Who involved
	April 19: Committee meeting	Decide to go ahead with implementation or not	Committee
1	**20/05/2015 – 03/05/2015**	Workshops to discuss: - Final Design - Tasks and roles - Implementation plan, including communication plan	These involve Communication, Engagement, Membership and Finance
2	**03/05/2015 – 30/05/2015**	Pilot Implementation - Trial member sign up - Trial member upload - Trial membership renewal Tweak design and implementation plan	These involve Communication, Engagement, Membership and Finance
	May 31: Committee meeting	Final go-live decision. The committee decides they are happy to go ahead with go-live	Committee

| 3 | 01/06/2015 – 14/06/2015 | Roll out to all members | Admins |
| 4 | 15/06/2015 - ongoing | Communications to members | CECS / Admins |

2. CONSIDERATIONS

2.1. Benefits

Marketing, Public Perception, Public Involvement
- 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.

Communications and Community Engagement

- 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
- Reduce time and money spent on manual invoicing, receipting, banking and reconciliation

Labour and tasks
- Reduction in volunteer labour time: frees up volunteers to spend time on more valuable activities;
- Reduction in volunteer labour time: will enable more people to take on tasks within the organisation;
- The ability to share tasks will enable to reduce reliance on a few people and ensure that more are able to lend a hand;
- Reduce manual input, improve data accuracy, reduce time spent checking data;
- Remove to need for manually maintaining contact and mailing lists;
- The ability to share tasks with more people and segregate duties;
- Integration with communications functions will ensure that communications are always delivered to the right people without the need of laborious maintenance of mailing lists;
- Debtor tracking becomes really easy for all involved (treasurer, water line monitors, etc);

Customer (member) Service
- Signing up, renewals and payments of bills becomes very convenient for SIRA members which will result in a higher satisfaction rate of the services delivered by SIRA;

- A higher level of interaction with members is achievable, both in quantity and quality and supplements the website already in place, resulting in a higher level of member engagement;
- As members are updating their own information this will result in a reduction of errors and the amount of effort required by the membership administrator;
- Members indicate what they would like to receive in terms of communications. This opt-in system reduces manual email list maintenance to almost zero and ensures that members will receive targeted communications, making communications much more effective;

Technical
- Cloud based systems are secure and are not subject to PC equipment failures or other physical threats, reducing the risk of data loss and do not require the purchase and installation of software locally;
- New features are added to cloud based systems all the time without the need for local upgrades or an increase of cost;
- User roles ensure that multi-user access does not result in inappropriate access or use of member data.

Financial
- Annual mail out of membership forms and invoices no longer necessary. Reduction in current administration costs, including post, printing and stationary (in 2103/14 financial year $1109.82)
- Better debtor management and increased user friendliness for members to pay membership will improve the membership fees collected. In January 2014 30% of membership fees were outstanding (134 out of 438 invoices).

2.2. Concerns Raised

In the table below is a summary of the concerns raised.

Concern		Reference Material
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	Investigation conclusive	Appendix 2
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	Investigation conclusive	Appendix 4
How the new system can work in relation to the SIRA privacy policy	Investigation conclusive	Appendix 5
How the processes between invoicing and receipting can/need to be altered to work with a new system	To be discussed in Phase 1 & 2	Appendix 3

What information we want to store in our system and what information we don't want to store	To be discussed in Phase 1 & 2	Appendix 6
Ways to implement / move to a new system and how this can be made as easy and transparently possible for members	To be discussed in Phase 1 & 2	Appendix 6
The ability for current SIRA officials to work in conjunction with the new method of administration	To be discussed in Phase 1 & 2	

2.3. Costs

The table below lists the estimated costs for a year (membership system only) and the potential to offset these costs. It appears that improved debtor management will be able to pay for the costs of the system:

Item	Rate	Annual Cost
Wild Apricot System Subscription	USD 100 per month, 10% discount when paid annually. Assumed there are more than 250 members, less than 500	USD 1,080 = AUD 1.400 at April 2015 exchange rate
PAYPAL	$0.30 per transaction +2.4% of transaction costs	Assuming 80% of membership fees paid and 70% pay via PayPal: 438 * 0.8 * 0.7 = 245 transactions @ $4,900 PayPal Fees = $117.73 + $70.20 = $188
Total Costs		**Approximately $1,600**
Potential offset in additional income	In the 2013-2014 financial year, 245 memberships were paid ($4,890) Full potential I 438 fees of $ 20 = $8760	If the system can encourage the payments of 80 additional membership fees, the costs are paid for.

2.4. Implementation Considerations

1. To make use of the communications functions of the new system, a full scale implementation is desirable, because:
   a. All members should be part of the pool of people that need to be reached via SIRA communications;
   b. All members should be able to indicate their preferences and therefore be able to log on and set these;
   c. The system benefits only become reality with a full implementation
   d. To improve on membership fee collection ratios, there should be a full implementation so that the 2015 membership renewal can be processed via the system;
   e. It will be easier for financial reporting if the system is in place at the beginning of the financial year.

2. How can system and process risks be kept within acceptable limits
   a. A small scale pilot will reveal any process issues that can be addressed before the full roll-out;
   b. Risks related to the system itself are already very low as no major bugs exist;
   c. There are risks around the configuration set up, some of which may need remediation. The pilot should resolve all these issues, if any;
   d. It is proposed that only the membership financial processes are included from the beginning. The water line administration (apart from the online form) can be implemented at a later stage after processes have been analysed and people involved are trained and 'on board';

3. 'Cold' versus 'Hot' implementation
   a. A cold implementation would mean an empty database, requiring all members to sign up from scratch and supply all their data via the self-service portal;
   b. A hot implementation would mean that all applicable data from the current database is imported into the new system;
   c. It is proposed to go for a hot implementation, as this will mean the least effort and pain for both members and administrators. It is paramount that a thorough information campaign to members is undertaken to ensure all are aware of the transition.

3. APPENDIX 1 - FEATURES

3.1. Member Management

The system includes a member database with a great deal of workflow automation making things a lot easier to manage.

Database: At the core of the module there is a database that contains all the members. But, it also contains all other people who wish to be related to the SIRA. For example, people who donate money and people subscribed to the newsletter. The database is customisable in that you can add your own specific fields. For SIRA purposes, the database can handle 'household' as a unit of membership while all individual persons over 18 in that household are also registered as members.

Member sign up: The system includes online forms for members to sign up. These forms can be embedded in the SI community website.

Because the database is online, it can be accessible to multiple people, we have one true list of members with all their contact details and there will no longer be any guess work.

Member Fee admin: One feature which is a pain to administer manually is the collection of member fees. The system can generate an invoice automatically upon signing up, or for existing members, an invoice can be generated and emailed automatically on an annual basis. Once the member pays, he/she becomes a paid-up member until the membership period expires.

Different member types can be created. We would create a separate member type for life members, free of fees and automatically renewed each year.

3.2. Financial

The system includes financial functions and can take a lot of the manual transactions out of the equation and make life easier this way.

It is suggested the system can be used for the following financial transactions:
- Membership fees
- Water payments
- Payment for SIRA events
- Payment for other events (as a service to the community)

Online payment: Any financial transaction we put online will be able to be transacted online. This means that for example member fees can be paid online and payments for events and other services such as water. There are multiple options, but I would suggest we use PayPal. This will give the treasurer access to an online account which can be linked to a bank account and money can be transferred over. Members and guests pay online with PayPal or credit card. Payment in cash, cheque or with EFT are still possible, but these will have to be registered manually after which the system produces the receipts automatically.

Invoices and Receipts: These are automatically emailed to the users of the system. This is easy because the system knows all the email addresses. Invoices and receipts can also be printed out if necessary.

Register of payments: The system will keep track of all payments made. The treasurer will be able to see all money collected, wether online or in cash (these transactions can be registered manually in the system against each member for membership fees for example). The register can be downloaded and then imported into a financial package.

Outstanding payments: The system will automatically keep track of outstanding payments. If for example a membership fee hasn't been paid, the waterline monitor will see this when pulling up the member's details for a water booking. The member can then be alerted to the outstanding payment. Also, if water bookings are invoiced through the system it would be easy for the waterline monitor or treasurer to remind of payments being outstanding.

Exceptions: Members without email address can still be included and administered manually in the system and communicated with by non-electronic means.
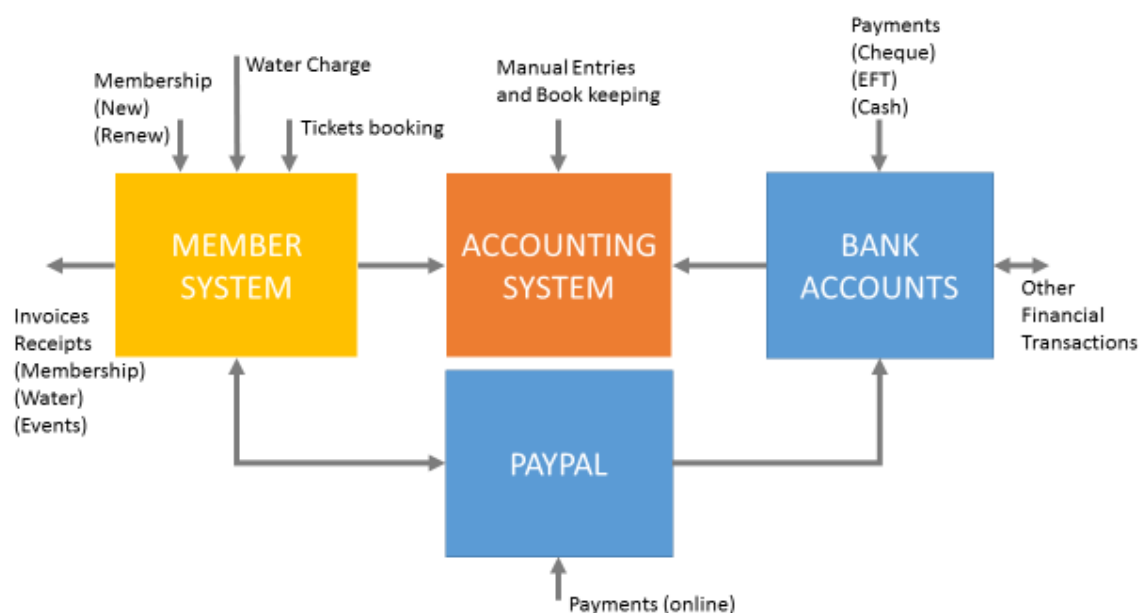
3.3. Email and Newsletters

In line with the SIRA communications strategy, it is important that we make it easier to communicate with our members and people active in the organisation.

The system contains **email templates** that are easy to turn into a newsletter. We can create our own SIRA specific templates as well. You can create good looking newsletters quite easily.

From the members and subscribers in the database, it is easy to create different '**saved searches'**. These can be based upon:
- Interests (indicated by the members themselves)
- Water line users (each member record will have a field with water line)
- Which (sub) committee a member is part of

There is no effort involved in keeping email groups up to date, because the database contains the information you need to create the saved searches. Members leaving or new ones signing up and other changes are automatically reflected in these saved searches.

Email tracking: The system has a log that includes all emails sent out by the system, either manually or automatically (such as event announcements, see above). In the log you can see how many people have opened the email and how many people have clicked on the links in the email. This has become a very popular tool in the marketing world. The function gives you feedback on how effective your campaigns are and you can draw conclusions about what to do improve.

Invalid email addresses: The system automatically flags email addresses that are not valid. The member manager can easily see whose details are no longer correct and can follow up to request the member to update their details.

3.4. Calendar / Meetings / Events

One very powerful function is the calendar module. This calendar is separate from the one on the Scotland Island website, however will be able to be used in conjunction quite easily. It is recommended to use it for events that require registration online

Registration: Let's say we want to know people to RSVP us for a certain meeting so that we know how many people will turn up and we know how many to cater for. If you enable it, the event will have a button to register, the person wanting to attend leaves an email address, and if he/she is already is in the database, the system will offer a login or simply record the registration against the member. If you are not in the database, you can still register.

Sell tickets: With the online payment function we can also sell tickets online. This could be a service that SIRA provides with Hall Hire in future. It would take the hassle out of the selling of tickets for events.

Announcements: The system also takes the labour out of announcing the event. You can set the event up so that the system will send out an email to all members or a certain contact list (members of a group or interested in a subject) in the. This email then contains a link to the registration online. You can send out the announcements multiple times, for example 14 days before, 7 days before, and a couple of days before.

Reminders: The system is also able to send out automatic reminders to people who have registered for an event. This can be helpful for people who may forget the event. Also, when people know about the reminders it may also encourage people to register. You can also click an 'Add to my calendar' link which you then save to your personal calendar.

3.5. Online self-service Portal for Members

The online portal houses all the webpages that are required for members to update their details, to renew their membership, view invoices and more.

Public vs. Member access: the portal or parts of it can be made members-only so that access is restricted to members.

Directory: We would need to have a discussion about this and agree that we want it, but the functionality of a member's directory is available in case we would want to use it. Members can determine if and which details they want to be visible to other members (and only accessible when logged in to the secure portal). This can be set up as an opt-in or opt-out. We could agree that all members of SIRAC and the subcommittees make their details visible

so that we can contact each other or that other members can seek contact. The member directory can be set up so that members of certain (sub) are listed upon selection from a list by the user.

<u>Forum</u>: this is a discussion platform which we could be used if we wanted it. It could give people the opportunity to discuss ideas or simply share information with each other. For people who seriously want to use it, they can subscribe to a forum or topic and be kept up to date via email.

3.6. User Roles

User roles ensure that data and functionality access is restricted and separated by role.

MEMBERSHIP SYSTEM OVERVIEW

Event Managers

Water Monitors

Member Admin

Communications Managers

EVENTS DATABASE

INVOICING
Membership
Events
Water

Payments

MEMBERS DATABASE

EMAILS
Newsletters
Notices
Other

Registration

Invoices
Receipts
Alerts

Invoices
Receipts
Alerts

Sign Up
Renew
Preferences

Sign Up

Public
(Incl. SIRA members)

SIRA Members

Subscribers
(Incl. SIRA members)
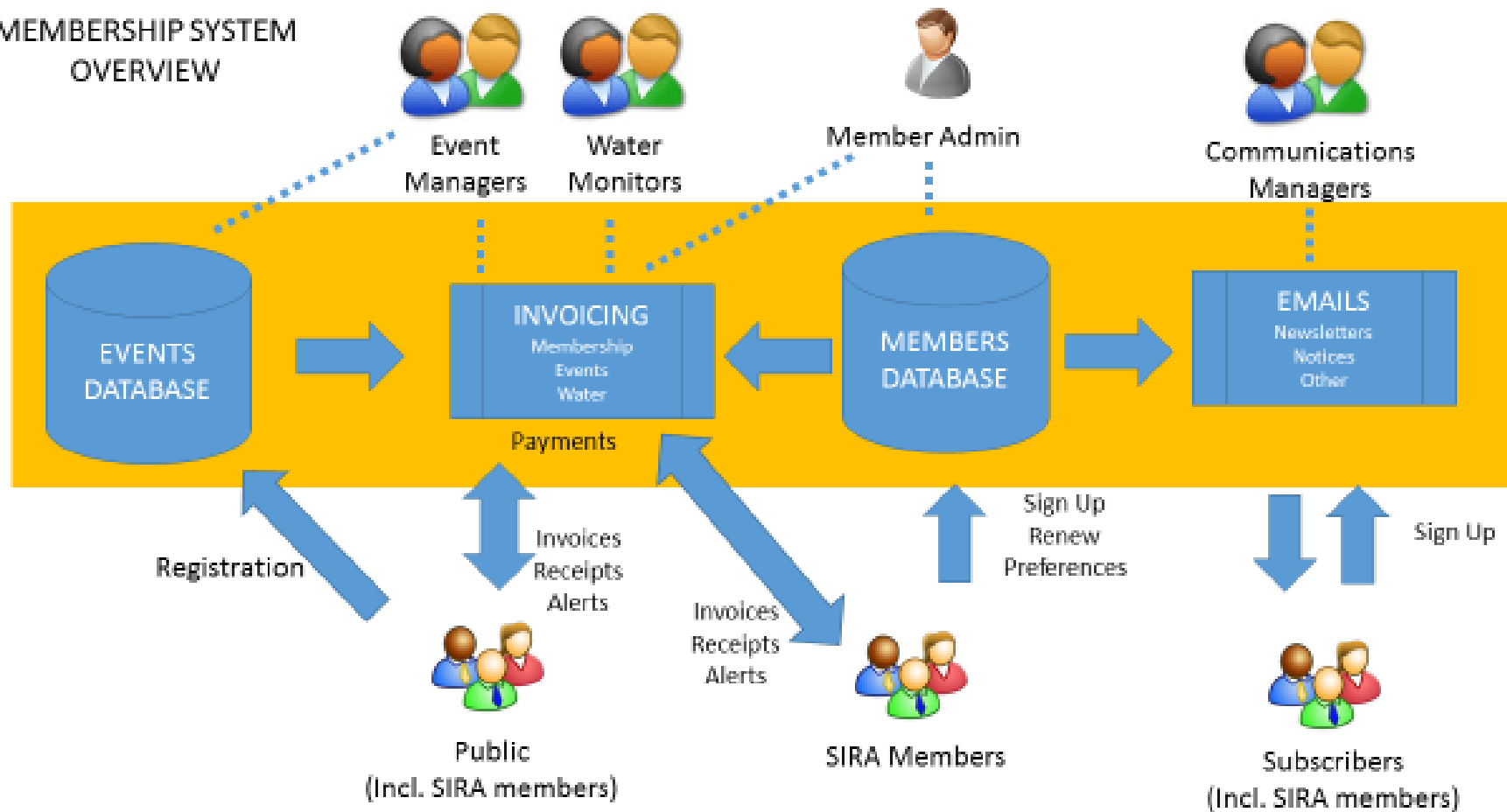
4. APPENDIX 2 - MEMBERSHIP TRANSACTIONS AND CONSTITION

The purpose of this appendix is to review whether the proposed system can comply with the rules in the constitution and if there are any areas that need special attention.

The new system would allow membership applications and renewals to be done online. This would mean we wouldn't use the paper membership application form, but one that is filled out online (there may be a few exceptions for people who will not/cannot use the internet. Would that be a problem?

Advice by Michael Chapman:

No so long as the paper alternative is available and is published as available
Where there is a transaction online you would need to have the list of conditions and below it a gateway entry box that is clicked "I agree" similar to council's website.
Entry would be absolutely barred unless ticked.
SIRA committee would need to review the procedure and resolve to approve it and resolve which committee person and their status (secretary or committee person) who is permitted to operate the system.
That resolution should be repeated every year after AGM for new committee to empower the appointee and set their duties and powers
It is presumed the membership secretary will regularly report to the committee on key/unusual occurrences on membership matters
That would be a standard heading on each SIRA committee agenda "report from membership secretary "
It would be a report on exceptional basis and usually "nothing to report, excepting membership up from x to y, new members being....."

RELEVANT RULES IN THE CONSTITUTION	ANALYSIS AND REMARKS
3. APPLICATION FOR MEMBERSHIP	
(1) An application of a person for membership of the association:	
(a) shall be made by the applicant in writing in the form set out in Appendix 1 to these rules as amended from time to time; and	This refers to the form in the appendix. Important to note this rules says 'as amended form time to time' so the form is clearly not meant to be static. Amending the form into an electronic form can be referred to as amending as well. This form has already been amended as it now includes choices to indicate you are interested in buying water only.
(b) shall be lodged with the secretary of the association.	The Secretary in his/her capacity of administrator would be the recipient of the application – the proposed system can send an alert to say that an application has been received.
(2) As soon as practicable after receiving an application membership, the secretary may approve the application such membership. The secretary shall not approve application where:	The proposed system is set up to not automatically approve applications. The Secretary can log in and manually activate or deny the membership application.
(a) the secretary is not satisfied that the applicant qualifies for membership within the requirements of rule 2 hereof;	Refers to rules 2 "Membership Qualifications"
(b) the applicant is a former member who has been expelled from the association;	Not impacted by proposed system
(c) where the secretary considers it appropriate that an application should be referred to the committee for approval or otherwise; and where the secretary does not approve the application the secretary shall refer the application to the committee which shall, in its absolute discretion, determine whether to	Not impacted by proposed system

	approve or to reject the application.	
(2) The committee shall have in its absolute discretion the right to determine whether the evidence of a person applying for membership is adequate to substantiate his or her claim to be eligible for membership or in the case of a former but expelled member, whether to admit such person and in any event where the secretary has not approved the application but has referred same to the committee, whether to approve such application.		Not impacted by proposed system
(4)	Where the secretary or the committee determines to approve an application for membership, the secretary shall, as soon as practicable after that determination, notify the applicant of that approval and request the applicant to pay within the period of 28 days after receipt by the applicant of the notification the sum payable under these rules by a member as an entrance fee and annual subscription.	When the application is approved in the proposed system, the members is informed instantly by email. The invoice will have already been sent to the applicant and membership in the proposed system is only recorded as 'paid' as soon as either the member pays online, or pays via one of the alternative methods.
(5)	The secretary shall, on payment by the applicant of the amounts referred to in Clause (4) within the period referred to in that clause, enter the applicant's name in the register of members and, upon the name being so entered the applicant becomes a member of the association.	In the proposed system scenario this is all happening automatically. All these transactions can be monitored by any other officials given access to the proposed system, including for example the Treasurer who would be interested in the progress of the financial transaction(s).

4.	**CESSATION OF MEMBERSHIP**	
A person ceases to be a member of the association if the person:		
(a)	dies;	No impact from implementing the proposed system
(b)	ceases to remain eligible for membership within the criteria of rule 2;	
(c)	is currently in default by more than sixty days of payment of an annual membership fee and the committee determines that such person shall thereby cease to be a member;	This can be easily tracked by the proposed system. After the renewal process is started (automatically by the system), members get several reminders to pay their fees. If after 60 days the fees are not paid, the membership system can set the membership to 'lapsed'

		and email to inform the member about it.
	(d) resigns that membership; or	On the site the member is advised to email the secretary in this case. The secretary then removes the member from the proposed system.
	(e) is expelled from the association.	The secretary removes the member from the proposed system.
5.	**MEMBERSHIP ENTITLEMENTS ARE NOT TRANSFERABLE**	
A right, privilege or obligation which a person has by reason of being a member of the association: (a) is not capable of being transferred or transmitted to another person; and (b) terminates upon cessation of the person's membership.		No impact from implementing the proposed system
6.	**RESIGNATION OF MEMBERSHIP**	
(1)	A member of the association is not entitled to resign that membership except in accordance with this rule.	
(2)	A member of the association who has paid all amounts payable by the member to the association in respect of the member's membership may resign from membership of the association by first giving notice (being not less than 1 month or not less than such other period as the committee may determine) in writing to the secretary of the member's intention to resign and, upon the expiration of the period of notice, the member ceases to be a member.	No new process: the notice still will be given and the member's status updated in the system
(3)	Where a member of the association ceases to be a member pursuant to clause (2) and in every other case where a member ceases to be a member, the secretary shall make an appropriate entry in the register of members recording the date on which the member ceased to be a member.	The proposed system has various ways in which this can be recorded (needs to be agreed). Membership status can be 'suspended'. After this the record can be archived after which the members does not appear in the membership list, but could be re-instated at a later date. Lastly, there is the option to delete an archived member.

7.	**REGISTER OF MEMBERS**	
(1)	The association shall establish and maintain a register of members of the association specifying the name and address of each person who is a member of the association together with the date on	The proposed system acts as the register of members. The data mentioned here is included in the proposed system.

		which the person became a member.	The current database does not have a field for the date on which a person became a member, so this data cannot be transferred. This is probably not an issue.
(2)		The register of members shall be kept at the principal place of administration of the association and shall be open for inspection, free of charge, by any member of the association at any reasonable hour.	The proposed system is hosted however the 'keeping at place' could be taken for ware the membership list can be accessed. The membership list in the system can inspected anywhere where there is an internet connection. So if a member wants to access inspect it, the member can meet with one of the administrators and be shown the list.
8.	**FEES, SUBSCRIPTIONS, ETC.**		
(1)		A member of the association shall pay to the association an annual membership fee of $20.00, or where some other amount is determined by the committee or resolved by the association such other amount as has been determined or resolved as being the annual membership fee. Upon a person becoming a member they shall pay an annual membership fee in the full amount in respect of the year or the remainder of the year to which such annual membership fee relates, although the committee may in its discretion accept a lesser amount in respect of such annual membership fee where the person becoming a will enjoy substantially less than a full year before a further annual membership fee becomes payable.	The proposed system can automatically prorate fees when a member joins between renewal dates. See explanation of how this works
(2)		The year to which the annual membership fee relates shall run from the first day of July to the thirtieth day of June, and annual membership fees shall be payable in advance by payment made on or before the 30th day of June in respect of the year thereafter commencing on the 1st day of July.	No issue, this can be achieved with the proposed system/.

5. APPENDIX 3 – PROCESSES

5.1. Main properties/characteristics/features comparison

Characteristic	Current	Proposed (online system)
Software Solution	1. A Microsoft Access Database, stored on a PC The database has a custom application developed by a local developer. Some of the intended functionality does not work (chiefly the email function to send out email blasts or invoices). 2. PC based email software with a contact list containing all members (manually maintained) 3. PC based office programs to support water administration and other admin tasks	An online solution provided by Wild Apricot hosted in first class data centres in the US, providing membership software to over 14,000 small associations, clubs and non-profits. The platform supports the following functions in a single application: - Membership Management - Event registration - Online payments - Email & contact database - Online web based front end accessible to administrators and all members
How many people can use the administrative functions	1 only	Any number of administrators we like. Administrator access can be given with separate levels of access: - Account Administrator (Full access) - Read only access - Membership Manager - Event Manage
Can Members Access the system and self-service	No	Members can directly: - Sign up as a new member - Renew membership - View their details - Indicate their preferences - See outstanding bills - Pay bills - Privately contact SIRA committee members or 'staff' - See the meetings and events calendar - RSVP for meetings and events

Can members directly check and control the privacy of their data	No	Members can control who can see their data and see what is stored
How members get invoices and receipts	Printed hard copies by mail or by hand (current practice)	By email Members without email can receive by mail
How members can pay their bills	By Cheque, Cash or EFT. Receipts will only be received after processing, printing and mailing/handing over.	Instant: With Credit Card or PayPal account online. Receipts are send immediately. Via EFT, cheque or cash: there will be a delay to when the transaction is recorded in the system and receipted.
Can Members see their outstanding bills	No	Yes
Can the database store contacts who are not members (i.e. people who would like to get newsletters)	No, this would have to be done in a separate email list.	Yes, these contacts have a minimal set of information: Name, email address and optionally Mobile phone
Cam members of the public subscribe a general newsletter	No, this would have to be done via a manual process if we wanted	Yes, via the system's online front-end
Can subscribers unsubscribe?	No, unless they know who to contact and tell them they do not wish to receive email	Yes, at the bottom of each email there is a unsubscribe link. Members can also unsubscribe from emails, except from membership related emails
Can meetings and events be scheduled, RSVP'd and can members be updated on these events	There is no meetings or events calendar. Events can only be announced by email to all members, or through posters. No tool to support RSVPs, this needs to be manually done by whoever is organising the meeting or event	The system has an inbuilt events calendar that can be maintained by multiple meeting/event managers. The meeting calendar is visible via the front end and can be public or restricted to members, has year, month, week and list view. Announcements can be sent to all members or segments of members. Once RSVP'd the member can receive automatic reminders, updates and documents (like agendas and minutes) of the event
Is meeting /event attendance recorded	Not in a system	An easy to use screen allows the simple 'check-in' of attendees. This information is stored and can be

		used at a later stage, e.g. to contact attendees on follow up
How easy is it to send out email blasts	Email blasts, after approved by CECS or Committee need to be given to Treasurer who then sets up the email and sends it using a PC based email system using the manually maintained contact list.	After approved by CECS or Committee, a person responsible for that particular communication prepares the email in the system. A test email can be sent. Select the members (or groups of members) who need to receive the communication and press send.
Who can send out communications	Person with access to email box	Anyone who is given access to the system to use the communications function.
Member can sign up to specific mailing list related to interest	Not possible	Member logs on to the system and indicates interests in profile
Send communications by email regarding specific subjects to only those members interested in the subject	Not possible	Select member segment when sending email.
Templates for easy creation of communications	No	The email section of the system has the ability to store templates which can be used for different purposes and can make it easy to create communications. New communications can be based on a template or a previously sent email.
Do we know if we reach our audience	No, only if people tell us or reply to an email	The system can track the emails opened and links clicked
How can data be reported	A few report types can be printed from the database: 1. List of members. There are different versions so you can print out different segments of the membership 2. List of outstanding invoices 3. List of cars stored in the DB 4. Mailing labels Reports are not customisable by end user Data can be exported into excel, but manual	On screen: - A dashboard gives an instant view of membership numbers by status and category - Any type of slice of membership lists can be created by any user with admin access (Advanced search / saved search) - Member list layouts can be customised, multiple layouts can be created and applied to searches - Invoice searches, filter by date (range), member / open balance / manual / member application / renewal / event, etc. - Searchable and filterable list of payments and refunds, filter by date (range), member / open

	manipulation is needed to segment the data	balance, Online, Cash, Cheque, EFT, PayPal, Credit Card, etc. - List of meetings events which can be filtered. - List of event registrants with details of the meetings and meetings/events can be downloaded - Admin dashboard giving administrators a quick overview of important data in the database and user activity - Email log contains all emails sent, including automatic system emails, manual email blasts, emails sent to segments, event registrations, invoices and receipts etc. Each email can be viewed. **All** of the above on-screen reports (filtered or not filtered) can be exported to excel, when exporting the fields to be included in the export can be selected. **All** of the financial data can be exported into a file format that can be read by financial packages such as MYOB.
Where can the system be accessed	On one computer	Anywhere on a device connected to the internet
Which members have access to the database	Current Treasurer	All members
Member Register Access to members	No	We probably may not want to introduce this function yet, but it can be used in future. In the demo I have restricted this to people with a function only, such as committee members, water monitors etc. The system has a member register that can be made accessible through the front-end. Members can look up other member's contact details. Members can set their own privacy settings to determine what other members can see.
Discussion forum	No	The system has a forum feature that can be used

News / Announcements web page	No	This section can include membership-specific items, such as renewals due, messages for water users etc. It is not the intention to replace the existing website's news section.
Audit of transactions	The database has no audit function, only the last piece of information updated is stored.	Wild Apricot has a raft of inbuilt audit functions. The most important ones are: - Stores audit notes of membership renewals, level changes, expiries etc - Stores date when last update to data was made - Record of all financial transactions - All email communications sent to members - Date of last login of the member into the date system
Email alert routing	No	Wild Apricot never gets tired of informing you what is going on. The system can alert whoever we want to configure in the settings of member and contact related emails, meeting and event related emails and billing related emails.
Can the system be accessed on a mobile device	No	Yes, there is a mobile App for iOS which has some handy basic functions (for admins only): - Search and lookup contacts and members - Look up meetings, register attendees and check-in attendees
Level of automation	The database stores data and can produce documents when the user opens these.	Here are a couple of examples of automation in Wild Apricot: Membership renewals are fully automatic, unless you want human checks built it, however there is no need to physically handle any of the actions, they are automated. Event registration event driven emails can be set up once and then scheduled to be sent automatically.
Is the database OS and software dependent	Yes, because you need MS Access you are basically restricted to Windows PCs that have Access installed. Future versions of Access may not be able to run the database. Email software is	No, the system runs on any platform, OS and browser

	also required to send emails.	
Back Up and disaster recovery	The database sits on the hard drive of the PC. Physical back-ups need to be taken and remembered to be taken. Back -ups would ideally need to be stored in a different location as the database itself.	Automatic daily backups All Wild Apricot data is backed up every day Data storage and backup up, disaster recovery is of enterprise grade standard
Data security	PC or back-up can fail resulting in data loss Fire or disaster can result in data loss Theft can result in data loss or exposure	Proactive vendor security team Monitors security bulletins & updates servers as required PCI Compliant (https://www.pcisecuritystandards.org/)

Technical Support	By local developer at a cost	Included in subscription:
		• **Free tech support: http://support.wildapricot.com**
		  – Toll-free phone support (9:30am – 6:00pm Eastern USA time)
		  – E-mail support
		  – Submit and track support tickets from within your account
		  – Support will respond within 1 business day
		• **Extensive online help database: http://help.wildapricot.com**
		• **User Community Discussion Forums: http://community.wildapricot.com**
		  – Includes product wishlist, service notices, general discussion, customization forums

Software Customisation /configuration	By local developer at a cost	The platform is extremely configurable and caters for many different functions and will continue to become more flexible over time – 14,000 organisations are able to use it

New updated versions	Only at a cost by local developer, but will never reach the same level of functionality as Wild Apricot (unless willing to spend $50 to $100k) on hardware and software	New versions are continually being developed and new features rolled out. Current version is 5.2.4 released on March 4, 2015. Nothing required to do on our side, upgrades take place without interruption (unless a major release like upcoming version 6.0.0 which may cause a scheduled outage). No extra costs.

5.2. Comparison of existing processes, between current and proposed situations (In brackets from whose perspective the process is seen)

Process	Current	Proposed (online system)
New Member signing up **(Member)**	Find the physical form, either given to the new member, or downloaded from the website and printed. Fill out the form. Send the form to P.O. Box with cash or cheque or hand it over to SIRA official.	Fill out form online, pay online (other payment options available) *System will send invoice and receipt by email*
New Member signing up **(SIRA Admin)**	Collect form from P.O. Box (if posted). Check member's eligibility. If eligible, enter data into the database. Produce invoice from database. Print out invoice if not paid. If paid, print out receipt. Send invoice or receipt by mail to member. Go to the bank to deposit cash or cheque. Reconcile payments later in MYOB. *See 'Become a water customer' below for additional process potentially needed*	Receive email from system Check eligibility Click "Activate Membership" *Financial transactions can be downloaded and uploaded into MYOB for reconciliation.*
Membership Renewal **(SIRA Admin)**	Print out invoices for members eligible. Put invoices and blank membership forms into envelopes, address all the envelopes and post all envelopes. After receiving forms and membership forms, check the information on the forms, update the database if needed. If paid, print out receipt. Send invoice or receipt by mail to	Automated: The system sends out one or more email messages to members saying renewal is due. No action required from the Admin. *Financial transactions can be downloaded and uploaded into MYOB for reconciliation*

	member. Go to the bank to deposit cash or cheque. Reconcile payments later in MYOB.	
Membership Renewal **(Member)**	Receive an invoice and a membership form in the mail. Fill out the form. Send the form to P.O. Box with cash or cheque or hand it over to SIRA official. If not paying by cheque or cash, remember to make the electronic transfer.	Receive email with invoice. Click on link in email. Pay online. Update details if necessary. *System will send invoice and receipt by email* *(other payment options available)*
Updating Member's details **(Member)**	Understand who to contact, go to the website and send an email to the Secretary (responsible for membership details), or perhaps make a phone call. The secretary will need to ask the Treasurer (who has the database) to update the database. Give feedback to member database is updated	Login to the system and update details.
Updating Member's details **(SIRA Admin)**	Ensure that current Admin knows what needs updating – Admin opens database and updates information	Any admin with access rights can login and update member details
Member wants to see the data stored in the database **(Member)**	Write to Secretary to request to see the data stored. If the member is happy with a verbal or written declaration, the treasurer needs to check the database and pass on the information. If the member wants to actually see his records, he will have to meet the treasurer who has to show the records on a computer screen	Log in and see details
Check if a water customer is a member and whether the water agreement has been signed **(water monitor)**	Phone or email the treasurer and ask if the customer is a member and if the agreement has been signed. The treasurer then has to check the database and convey the information to the water monitor.	Water monitor logs on to the database, searches for the member and confirms membership status (or not)
Become a water customer **(Customer)**	Download the water agreement from the website. Print as many copies of the form as there are members over 18 in the household wanting to buy	This has already been done when signing up or renewing, otherwise log on and confirm terms and conditions.

	water. Sign the agreement(s) and mail them to the water monitor or treasurer. If it is the water monitor, the water monitor needs to inform the treasurer that the customer has signed the agreement (or give the agreement to the treasurer) and then update the database to register that the agreement was signed.	
Invoice for water **(Water Monitor)**	The water monitor is informed of the water meter readings and sends an email with information about the payment required. Updates water monitor records. Has to keep checking if payment was made. If payment is not made, remind the customer of the outstanding payments. After payment is made (example by EFT), update the records and reconcile with bank account. Update MYOB.	The water monitor is informed of the water meter readings creates an invoice in the system. System sends the invoice to the customer by email and receipt when paid. Bulk email reminders regarding payments. *The system will show outstanding amounts for each customer.*
Invoice for water **(Customer)**	Receive email with payment details. Pay by EFT. *No accounts issued: monitor will advise charge, receipts available upon request*	Receive invoice by email. Click on link in email. Pay online. *When logging onto the system outstanding amounts are shown. Previous payments and invoices can be looked up.*
Send email to all members **(SIRA Admin)**	A separate list in a PC email program has all email addresses. The mailing list is used to send the mail to all members. *Only the person with the database can do this.*	Write email, send test email and submit for sending. *System will do the rest. Emails can contain merged fields from the system.* *Multiple admins can use this function.*

6. APPENDIX 4 – SALE OF WATER AGREEMENT

The purpose of this appendix is to investigate if there are issues regarding the water sale agreement in a scenario where SIRA introduces an online membership system.

Conclusions:

In the 'agreement for the sale of water' between SIRA and the residents who buy emergency water the buyer indemnifies SIRA for any potential harm caused by drinking the water (as it is classified as non-potable). Could we replicate this contract with an 'acceptance of terms and conditions regarding the sale of water' through the online self-service portal?

Advice by Michael Chapman:

YES
There should be another gateway immediately above which is a set of conditions but make them short and sweet "such as I acknowledge that the water supplied is non-potable (unsuitable for drinking) and I agree to advise all residents and guests of my home of same, etc. etc."

Apart from this, annually SIRA should remind residents in a newsletter that the SIRA water supplied is emergency water and is non-potable (unsuitable for drinking) annually after each AGM the new committee should resolve who is the water controller and their duties and powers it is presumed the water monitor will regularly report to the committee on key/unusual occurrence water consumer matters that would be a standard heading on each SIRA committee agenda "report from water controller "

The following are options available to SIRA, however option A is preferable:

A	Replace the paper signed form with an online acceptance of terms and conditions	- For new water customers, the whole transaction takes place in one go and is much quicker as no downloading, printing, sending of the paper form is necessary. - When activating the membership in the system, a SIRA officer confirms SIRA's acceptance of the agreement with the new member. - It will be easier to amend the terms of the agreement at a future date. The terms can be amended on the website and an email can be sent to all members to advise them of the change. The members could be directed to log in and to re-confirm their agreement online. - The least amount of work will be needed in the transition as all members will be asked to renew their membership and with that agreeing to the terms of sale of water. - There is no need to keep an archive of physical or scanned agreements to refer to. No time lost in maintaining the archive and not time lost having to find an agreement in case this is needed.

		• Every year members will re-affirm their agreement while having a chance to see what they are agreeing to.
B	Retain the paper agreement and record in the new proposed system that it has been signed (same as with the existing database)	• For new water customers, the procedure to join has now two stages: 1. Sign up to become a member of SIRA online and pay the membership fee. 2. Download, print, sign and return the paper agreement to a SIRA officer who then signs it too. • In case the agreement is changed at a future date, this will require all the customers to re-sign an agreement. • No work in terms of migration from the current database, the record of the agreement having been signed can be imported into the new system.
C	Introduce an electronic repository of signed paper agreements and link this to the proposed membership system	• Just like the current database, the platform currently considered for the proposed system cannot store documents in the member database (this could change in future), so there is no easy way to do this. • The alternative would be to store the electronic copy of signed agreements in an online document repository and store URLs in the membership database. • This will require an enormous amount of time and labour to do, so it is probably not a viable idea.
D	In combination with options A, B or C above, an online water booking form can be introduced.	• This would allow the water bookings to be done from within the membership system. The form could include a 'agree to terms and conditions' check for the water buyer to confirm with each water purchase. This could possibly solve some of the issues mentioned below.

Questions and issues that were raised during the investigation:

- The 'Agreement for Sale of Water is between a 'Buyer' who is a resident of Scotland Island and SIRA as the Seller. Signatures are from a waterline monitor and the resident. Would a contract entered into by the association not have to be signed by one of the officers of the association?

- To be able to buy water, you must be a member of SIRA. This is an undocumented rule as far as policy documents is concerned. It is not mentioned in the Sale of Water Agreement. It is not mentioned on the membership form and not in the constitution or any other by-laws. It is mentioned on the website and the document called 'Emergency Water Information and Guidelines September 2014': "*SIRA sought legal advice on this contract and was advised to take out public liability insurance and, in addition, that each resident in the household would be required to be a member of SIRA to further mitigate liability*".

  The issue with this is that a non-member could insist that he/she can buy water and take SIRA to court on grounds of discrimination.

The proposed new system will not be able to fix this issue, but it is probably not a bad idea to seek legal opinion on these matters.

- Currently the agreement must be signed before you can buy water. The agreement is only signed once and automatically renewed on an annual basis. The advantage of this is that if a new system is introduced, the agreements do not need to be re-signed, so existing agreements in place can just stay in place. The new system would have a record of agreement being signed, just like the old database.

- The membership form requires all adults over 18 in a household to be a member and therefore sign the application form each year. Does this have anything to do with the liability issue in relation to the sale of water? The Sale of Water Agreement is signed by one person. In the current database, there are check boxes to indicate that the agreement is signed. This is at household/property level, not at member level. This indicates that one agreement per property is signed (see next point)

- The current database differentiates between 'Tenant Water Agreement' and 'Owner Water Agreement'. There is only one version of the agreement, so this is confusing and it seems that it probably would have been better to record the agreement at member level instead. In the proposed new system this can be the case.

- The current database does not store copies of the agreement itself, there is a check-box'. This means that there is a place where the agreements are stored, presumably in paper form. Are the agreements stored by the water monitor or by the Treasurer? This is important as there is no way to check whether the agreement has indeed be signed (i.e. is the setting in the database correct), without physically locating and checking the document. Do both the buyer and the seller retain a signed copy of the agreement?

7. APPENDIX 5 – PRIVACY POLICY

The purpose of this appendix is to review the existing privacy policy in relation to a new proposed membership system and to verify that the functionality of the proposed system caters for what is currently included in the privacy policy. The result of the review could be that it is necessary or desirable to make changes to either.
Recommendation: No changes to either policy or system are necessary, however there may be a need to ensure that new to be implemented processes related to the new system are compatible with the policy.

TEXT OF PRIVACY POLICY	ANALYSIS AND REMARKS
This Privacy Policy sets out the way in which we manage your personal information and safeguard your privacy. It applies to the Scotland Island Residents' Associations (SIRA), its Committee and Subcommittees, SIRA services and third parties such as contractors.	
SIRA takes all reasonable and appropriate steps to protect the privacy of individuals as required by the Australian Privacy Principles (APP) set out in the Privacy Act 1988 as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.	
Information we collect about you	
The kind of information that we typically collect and hold may include:	
Information provided when applying for membership, or changing membership details (such as name and contact details).	This is still true with the system
Information provided by members and non-members to SIRA through public forums, workshops, meetings, other events, surveys, email campaigns, social media and the website.	This applies to the meeting/events function of the new system. Further relevant to the system is the email campaigns, the system's inbuilt system keeps a record of whom the emails are sent to
Information provided when registering for in any upcoming events.	In case we ask people to RSVP for or when we record their attendance.
Information provided when using SIRA services.	This applies to people giving us contact details for water bookings, or hall bookings. The idea is that the water customer details are already in the system. If the customer

	doesn't want us to store that information they need to tell us.
The way we use your information	
We collect and store personal information for the following purposes:	
To process applications for membership and invoice you for dues and services;	This seems a no-brainer, the system needs to send invoices ideally by email.
To organise and conduct SIRA's business, events, meetings and to otherwise effectively manage the membership of SIRA;	To invitee people to events or meetings we need use their details. Lastly, of the personal details are crucial to manage the membership
To comply with our constitutional requirements (e.g. issuing notices of general meetings, membership renewal and voting right notifications);	We have the email addresses in order to do the required communications by email or post. I suppose, this is the only thing that people cannot opt-out of because we are required to do this as per constitution.
To engage and communicate with specific members and non-members who have indicated that they wish to be involved/informed about various specific issues;	In the system this is achieved by the opt-in session, we allow members to record their preferences and interests and subscribe to newsletters. Not necessarily something we may want to do, but we can also allow non-members to subscribe – this is not on a per-topic basis but it could be for a general newsletter.
To keep members and non-members informed about SIRA activities; or	Again, we need the details to communicate.
To publish in the SIRA Committee contact directory (in relation to elected representatives and Subcommittee leaders).	We have on the website limited details of committee members, open to the public. In addition, we can have in the new system a directory with more details but this directory is only visible to members of SIRA.

A note regarding access to the system. I will deal with this in the membership application analysis, but I think that people cannot opt out of being registered in the database. This is a given and the constitution states we need to maintain a membership register (read database). They can refuse to have access to the database though, they could for example withhold their email address so that we cannot give the self-service access. It would seem odd, if people did that though. There will also be a few who don't have email.

For these people the following procedure is shown on the self-service portal:

7.1.1. If you don't have an Email Address

A small number of members (or Households) may not have email. To apply for membership without an email address, please write to P.O. Box 70, Church Point, NSW 2105. You can also contact the committee by sending a message using the online contact form.

Non-Disclosure of your Personal information:	
SIRA will not disclose your personal information to any other party or organisation unless one or more of the following reasons apply:	
You have given us consent to do so;	This one is important. In the membership form for new members or the profile for existing members there is a check-box where the member indicates: 'I agree to the terms and conditions of SIRA Membership'
	At the same time this is a link to the following page:
	https://sira.wildapricot.org/termsconditions
	on this page there is a short explanation of privacy settings, showing which sharing of details the member is agreeing to and what settings he/she can change.
	A few important things to note:
	- The personal data is basically potentially available to committee members according to this, in practice this means it is visible for those committee members who are given admin access to the system. Who should be given admin access? This can be discussed but I think it will include the Treasurer, Secretary, chairs of subcommittees.
	- Data would also be visible to water line monitors for the purpose of selling and invoicing for water.
	- Not all fields are compulsory. Those who

	are not compulsory, if the member doesn't want to share them, then must not enter this data. - Basically all information has a purpose and - If people do not have an email address or do not want to give this address to us they cannot use the self-service portal. The signing up and renewals will need to be done the old way. The paper membership form must have a reference to the privacy information at the link above. The people who have access all should sign the confidentiality agreement – perhaps we should also state this on the self-service portal.
SIRA is required by law to do so;	No impact from new system
There are grounds to believe disclosure will prevent a threat to life or health;	No impact from new system
That a person or third party is providing a service to, or for SIRA and is required to maintain the same or similar privacy legislation principles;	No impact from new system
Access to and correction of Personal Information:	
We will provide you with access to any of your personal information we hold;	All members who have access to the self-service portal have automatically access to their personal information. Members who do not have access will have to do this the conventional way.
If you need to correct your personal information, please contact the Secretary at secretary@sira.org.au;	All members who have access to the self-service portal can alter their personal information. Members who do not have access will have to do this the conventional way.
To access information held about you, you will need to provide proof of identity.	All members who have access to the self-service portal provide identity with email address and password. Members who do not have access will have to do this the conventional way.

How to contact us	
You can advise us of your request for access or to correct or remove your information by contacting our Secretary at secretary@sira.org.au, or by writing to: The President, SIRA, P.O. Box 70, Church Point, NSW 2015.	This can still apply but is not necessary when the new system is implemented, only for people who do not have access to the portal, such as members without email address.
Security of your Personal Information	
• SIRA makes all reasonable efforts to ensure that the information held is protected against misuse, loss, or unauthorised access, modification or disclosure;	The first thing to achieve this: The online system is housed by a third party (Wild Apricot) and adheres to industry and enterprise standards of security. Secondly, those with administration access to the system will be aware of their responsibilities and are signing the confidentiality agreement. Potentially there may be a need for an additional policy that administrators would be bound to. Such a policy could include specific elements that prescribe the use of the system, password use, use in public places etc.
• All members of the SIRA Committee and Subcommittees as well as any third parties delivering service (contractors), will be required to sign a Confidentiality Agreement in case they are required to view or handle your personal information.	This is already the case and will remain in place, so no real new impact on the new system.
Lodging a Privacy Complaint?	
• Should you have a concern regarding your personal information held by SIRA, please contact us by email at secretary@sira.org.au;	No issue
• Or write directly to: The President, SIRA, P.O. Box 70, Church Point, NSW 2105;	No issue
• Your complaint will be addressed,	No issue

privately by at least two officers appointed by the SIRA Committee of Management. After investigation of your concerns a report and/or proposed resolution will be presented to you;	
• If, after the above steps have been followed, you are still dissatisfied with the outcome you may refer the complaint to the Office of the Federal Privacy Commissioner.	No issue
Changes to this Privacy Policy	
SIRA may, from time to time, review and amend this privacy policy. We reserve the right to change this privacy policy at any time.	No issue

8. APPEDIX 6 – MEMBERSHIP DATA

Green Fields Appear on the current membership form
Yellow fields can be derived from other fields

FIELDS CURRENTLY IN THE MEMBERSHIP DATABASE				
A: Field	**B: FIELD DETAILS**	**C: REASON ADDED**	**D: CURRENTLY USED?**	**E: REMARKS IN RELATION TO ONLINE SYSTEM**
First Name		These are basic fields needed to administer membership		
Last Name				
Postal Address				
Phone	(optional)			
Mobile Phone	(optional)			
Email	(optional)			
Property (on SI)	Address on SI	Needed for membership eligibility check		
Lot Number	*Can be derived from Property (on SI)*			
Membership type	Full Water Only	Introduced to be able to determine whether membership is for water		
Row	• Top Row • Middle Row • Waterfront *Can be derived from Property (on SI)*			
Type (of contact)	• Owner • Tenant • Boarder			These two fields can be combined into one field with the following options: • Owner Occupant
Property Occupation	• Vacant Block			

	• Owner Occupied • Rented			• Owner but do not reside here • Owner Vacant Block • Tenant
Occupation Type	• Permanent • Weekend • Holiday House			
Number of occupants				
Neighbourhood	• Bell • Cargo • Carol's • Eastern • Tennis *Can be derived from Property (on SI)*			
Precinct	Area 1 … 33		No	
Water Line	• Line 1 • Line 2 • Line 3 *Can be derived from Property (on SI)*			
Water Agreement	Yes/no	Needed for water admin		
Property Agent	• Residential • PMC Hill • L.J Hooker • Private			
No. of vehicles at Church Point				Could be a tick box to indicate there are vehicles on the island for alert regarding rego check
Island Vehicle	Make: Model: Rego: Expiry Car Owner:			
Tennis User Group	TUG No:			

	TUG Agreement: yes/no Rego: Expiry Boat Owner:			
FIELDS NOT IN CURRENT DATABASE, ADDED IN ONLINE PORTAL				
A: Field	**B: FIELD DETAILS**	**C: REASON ADDED**	**D: CURRENTLY USED?**	**E: REMARKS IN RELATION TO ONLINE SYSTEM**
Membership agreement	I hereby apply for membership of the Scotland Island Residents' Association Incorporated and agree to be bound by the Rules of the Association. (link to more detail)			
Water Agreement	If ticked, I will be bound by the terms and conditions in the Sale of Water Terms and Conditions. (link to T&Cs in detail)			In accordance with Mike Chapman's suggestion, this should include a reference and confirmation of the member that when buying water this is non-potable water.
Your Interests	A list of subjects or newsletters for members to tick they want to receive information about			Enables easy communication to people who have indicated interests in certain subject areas while not bothering others who are not interested.
Roles	• President • Vice President • Secretary • Treasurer • Committee Member			Enables easy communication and also functions as a selector field for those to be visible in the directory on the self-service portal, only available after logging in.

	• Subcommittee Chair • Water Monitor • Hall Monitor			
Member of	• Church Point • Community Engagement and Communications • Community Vehicle • Emergency Water Supply • Hall Management and Hire • Island Vision • Parks and Reserves, Wharves and Marine Issues • Roads and Drainage • SIRA Finance, Membership and Insurance • SIRA Governance • Waste Management • Water and Wastewater			Enables easy communication to groups of people, members of groups