



TERMS OF REFERENCE

MEMBER SERVICES COMMITTEE

Endorsed by Council at its meeting on 9 June 2020

1. Establishment of Committee

- 1.1. The Members Services Committee is created by resolution of the AICSA Council pursuant to Section 11(5) of its Constitution dated 18th September 2012.
- 1.2. The Committee does not have executive powers and authority to implement actions in areas over which management has responsibility and does not have any delegated financial responsibility or ability to commit AICSA funds or resources.
- 1.3. The Committee does not have any management responsibilities and is therefore independent of Management.

2. Membership

- 2.1. Members of the Committee are appointed by the Council. Any additional members may be appointed by the Executive Committee.
- 2.2. The Chair of the Committee is appointed/approved by the AICSA President.
- 2.3. A Deputy Chair will be appointed by a vote of the Committee at the commencement of the meeting, where required.
- 2.4. The Committee shall consist of a minimum of six members of any AICSA membership category plus an optional maximum of four "Other" members.
- 2.5. The Committee may form project groups to work on particular projects. The Project group will report back to the Members Services Committee. Additional persons may be recruited to assist with projects (subject to Executive approval).
- 2.6. The Division President and Vice President shall be ex officio members of the Committee.
- 2.7. Only members of the Committee are entitled to vote in Committee meetings. Additional persons assisting in projects who are not members of the Committee do not have voting rights.
- 2.8. Any items that are discussed in confidence must not be discussed outside the Committee.
- 2.9. Individual members of AICSA's administration may attend any meetings as observers and/or be responsible for preparation of papers for the Committee.
- 2.10. All members of the Committee will hold office for one (1) year after the AGM with future appointments being for a further one (1) year. All members of the Committee will be eligible for reappointment to the Committee.
- 2.11. Members of the Committee may be removed from office by Council resolution at any time.
- 2.12. Members of the Committee may resign their position at any time by giving notice of their intention in writing to the Chair of the Committee.
- 2.13. If a vacancy occurs on the Committee then Council or the Executive Committee may appoint a replacement Member to the Committee.

3. Secretarial Resources

- 3.1. A Member of the Committee shall be appointed to act as secretary to the Committee.

4. Meeting Procedure

The following principles (the Guiding Principles) should be applied with respect to the procedures to be observed at a meeting of the Committee:

- 4.1. procedures should be fair and contribute to open, transparent and informed decision-making;
- 4.2. procedures should encourage appropriate participation in the affairs of the Committee;
- 4.3. procedures should reflect levels of formality appropriate to the nature and scope of responsibilities exercised at the meeting;
- 4.4. procedures should be sufficiently certain to give AICSA members and decision-makers confidence in the deliberations undertaken at the meeting.

5. Quorum

- 5.1. The quorum necessary for the transaction of business shall be no less than 35% of number of committee members.
- 5.2. A duly convened meeting of the Committee at which a quorum is present shall be competent to exercise all or any of the authorities, powers and discretions vested in or exercisable by the Committee.

6. Frequency of Meetings

- 6.1. The Committee shall meet at least four (4) times a year.
- 6.2. The first meeting of the Committee will be called by the Chair. A schedule of meetings shall be determined by the Committee at its first meeting.
- 6.3. Special meetings of the Committee may be called as necessary.

7. Notice of Meetings

- 7.1. The Committee shall conduct its meeting at the AICSA office and/or by using phone conferencing technology.
- 7.2. Notice of the meeting confirming the venue, time and date, together with an agenda of items to be discussed, shall be forwarded by or on behalf of the Chair to each member of the Committee, no later than three (3) clear days before the date of the meetings. Supporting papers shall be sent to Committee Members at the same time.

8. Minutes of Meetings

- 8.1. The appointed minute taker will ensure that the proceedings and resolutions of all meetings of the Committee, including recording the names of those present and in attendance, are minuted.
- 8.2. The minutes of the meetings shall be emailed within fourteen days after a meeting to all members of the Committee.
- 8.3. The agenda and minutes of the Committee meetings will be emailed to the AICSA administration for information purposes and shall be forwarded to the AICSA Council.

9. Role of Committee

The committee will:

9.1. Encourage Open Communication

9.1.1. The Committee shall seek ways to encourage communication between the members and this Committee to better understand their needs.

9.2. New Member Benefits, Opportunities and Events

9.2.1. The Committee shall seek and/or discuss new opportunities and products that will benefit members.

9.2.2. The Committee shall review current Members benefits and discuss ways of improving the benefits.

9.2.3. The Committee shall seek opportunities that encourage members to participate in events that result in positive interaction and benefits to their businesses.

9.3. Recruitment and retention of new members

9.3.1. The Committee shall seek avenues to encourage students and non-practising professional to become members of the AICSA.

9.3.2. The Committee shall seek ways in which students and other new members will benefit through participation in events and activities.

9.4. Assist in the development of AICSA Publications

9.4.1. The Committee shall work to maintain the high quality of AICSA publications.

9.4.2. Publications shall include electronic newsletters, the contents of direct email campaigns and the contents of the AICSA website.

9.4.3. The Committee shall monitor industry developments and consider and suggest topics for inclusion in AICSA publications.

9.4.4. The Committee shall assist in sourcing third party articles or images for AICSA Publications.

9.4.5. The Committee shall explore avenues including social media sites for the dissemination of AICSA publications.

10. Reporting Responsibilities

10.1. The Committee shall make recommendations to the AICSA Council on any policy changes it deems appropriate on any area within its Terms of Reference where in its view action or improvement is needed.

10.2. The Committee shall make recommendations to the AICSA CEO on any changes it deems appropriate on any area within its Terms of Reference where in its view action or improvement is needed.

11. Other Matters

Subject to any resolution of the AICSA Council the Committee will:

- undertake the review of any matters within its Terms of Reference unless time does not permit it to do so
- be provided with reasonable resources in order to carry out its duties
- have access to appropriate and timely training, both in the form of an induction program for new members and on an ongoing basis for all members
- advise the AICSA Council of any civil liability or risk management issues that may affect the insurance of AICSA or its members.



12. [Review](#)

The Committee shall, at least once a year review its own performance, membership, and Terms of Reference so that it is operating at maximum effectiveness and recommend changes it considers necessary to the AICSA Council for approval.

13. [Access to the Terms of Reference](#)

The Committee Terms of Reference are available for members' inspection at the AICSA Office and on the website at www.aicsa.com.au/about-us/council-and-committees

14. [Further Information](#)

For further Information on the Terms of Reference or the operations of the Member Services Committee, please contact:

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