



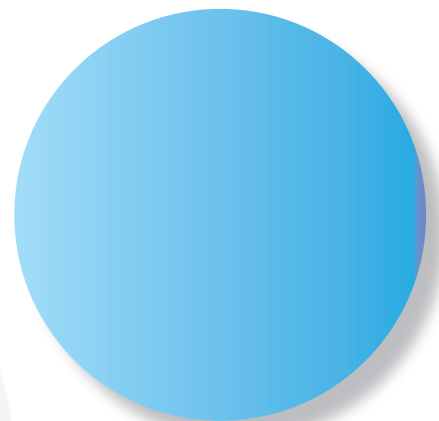
AuSAE

The Australasian Society
of Association Executives

Think Paper - Association Questions to think about



COVID-19



Think Paper

Questions to think about

COVID-19

We still don't know how this pandemic will play out. That's largely because there are crucial unanswered questions about this virus and its affects the disease causes. Is reinfection possible? Will it be seasonal? How prevalent is it really?

This paper has been put together by the AuSAE New Zealand Association Advisory Group to assist your thought process when it comes to your association.

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How are your staff feeling at the moment?

Do your employees want
to come back to the office
after working from home
when they run the risk of
infection?



Will you allow visitors to your premises for meetings? How will this be managed?



When you change employees and employment conditions
have you considered the legal obligations?



Do you have
a protocol in
place for non-
contact pick up
and delivery of
couriers?

- ✓ Can you set your staff up into two teams so they come into work on alternate days and teams don't cross over, until the risk of transmission is gone?
- ✓ Do your staff car pool? Is it OK to allow this?
- ✓ Car parking facilities?



Office thoughts

- ✓ Is your office space set up for segregation?
- ✓ Is there segregation in the communal areas:
 - Photocopier/printer
 - Lunch and break – can you make changes in your break area i.e. remove some tables and chairs, so that social distancing rules can't be breached
 - Can you stagger breaks so that less staff are in the break room each time?
 - Shared toilet facilities with other offices
- ✓ Is someone responsible for wiping down common areas? i.e. front door handles, reception desks etc
- ✓ Do you have provisions of sufficient cleaning /sanitizing product that staff can undertake additional sanitizing as required.



The thoughts of
Membership

Membership - Revenue

and Deliverance of
Renewals and Financial
Modelling for the now
and future



I Need To Send Out My Fees Soon

What Do I Do??

Options

- ✓ Payment in full.
- ✓ Time payments 10% down, and the rest spread over two other payments throughout the year.
- ✓ Deferring sending out the invoice for a few months. Therefore potentially considering extending the membership because of the deferral.
- ✓ Setting up a monthly subscription fee payment scheme (\$100 dollars per month) or \$1000 per year.
- ✓ Offer exemptions for those who can prove unemployment/hardship (an admin burden).
- ✓ Ability to defer payment for at least 3 months where experiencing hardship and with ability to cancel then without incurring any fee.
- ✓ Payment Plans over either 3 months, 4 month, 6 month or 12 months.

With these, always remembering that we all have a constitution and bylaws that need to be adhered to.

How would low renewals effect

your cash flow or your products and services throughout the year and how are you going to address them?



Are you having discussions with your Chair and/or board?

How are you communicating with your members and what you are currently doing?



How are you supporting your members?



When are your renewals due?

Constitutional Commitments

Governance (what are you advising your board as a CEO)

Are you advising your board of any potential risks?

- Financial
- Membership retention
- Health and safety – staff and members

How are your Board

Feeling at the

Moment

Financial records are still being recorded with Incorporated Societies.



AGM Checklist:

Can you do your AGM Virtually? *(check your constitution.)*



Do you have the facilities in which the members are able to be fully informed and be a voice at the AGM?

What your members want to see on their electronic media?



What your members need to know and how will they interact with the speakers?

Do you need to rehearse?



What technology Platform would you use, Zoom, Skype, GoToMeeting, Microsoft Teams or...?

How do you make the technology seamless?



Do you need to change your constitutions rules so you can hold your AGM electronically?

How members will vote?



Rehearse.
Then rehearse again.
Then rehearse again.

Events

as a membership
engagement
activity and
revenue source



Are you **preparing for when the time**
face-to-face events start happening?

Safe marketing to ensure that members are comfortable about returning to the face-to-face environment during events whether they be education, business meetings or conferences?



What does
social
distancing look
like during your
event?



Have you considered
your travel policy, your
delegates travel policy and
your suppliers travel policy
over this time?

Is the hybrid virtual
world going to be a
requirement
within your
events calendar?



How will members
feel about **attending** events over the next
12 months?



Will members
be as financially
able to
attend
events in
the next
12 months?



What is the
venue doing
to ensure that
your delegates
are safe and
observing social
distancing?



THEY ARE AWESOME

Are you speaking with other associations, so you can advocate with a greater voice?

Are you communicating with your members to ensure they know what you are doing for them?

Are there things post-Covid where advocacy should continue so that if there is ever another lockdown these issues are already established?



CASH FLOW

What does your forecast and cash flow look like over the next six - eight months?



Can you pay your staff, or have you had a discussion with them?

Insurance of your equipment that your staff are using while working at home?



Have you had a conversation with your Banker?

Are all your financial requirements met regarding IRD, Incorporated Societies and other Financial Institutions?



If you have reserves, is there a process for accessing them if necessary – who makes that decision? CEO? Board? Members?

Debt collection for members and suppliers?



Do you speak to your own suppliers such as landlords while working from home, asking for rent relief?

Are reserves tied up in a way that puts time restraints on accessing them i.e. term deposits that require 30 days' notice?

We are here to support you to work
through these issues

Together we are stronger



AuSAE

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SUPPORTING YOU....

ALL THE WAY THROUGH

Associations Advisory Group New Zealand

Lyn McMorran, Executive Director – Financial Services Federation NZ

Sandra Kirby, Chief Executive Officer – Physiotherapy New Zealand

Ruth Cobb, Chief Executive – PrintNZ

Sue Wells, Executive Director – Arbitrators and mediators Institute of NZ Inc

John Collyns, Executive Director – Retirement Villages Association NZ

Rod Severn, Chief Executive Officer – Professional IQ New Zealand

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