



# **VIETNAM VETERANS ASSOCIATION OF AUSTRALIA SOUTH AUSTRALIA BRANCH INCORPORATED**

## **Administrative Instruction 23/2011**

### **Recovery of lost membership**

#### **Introduction**

1. The South Australia Branch can only prosper and provide the necessary welfare services to veterans if membership is increased or, at the very least, existing levels of membership maintained. A separate AI provides details of sub-branch committee responsibilities to their respective membership that, if followed, should maintain existing membership levels.
2. If however, sub-branches are unable to convince non-financial members to renew their membership for whatever reason, then something else should be attempted to convince these non- members to retain their commitment to the VVAA cause. The aim of this AI is to offer one possible solution to the problem of retaining membership.

#### **Detail**

##### **Lost Members**

3. A non-financial member is any member who was financial in the previous calendar year but does not renew during the current year. The sub-branch clearly has a responsibility in relation to membership. The committee should make every effort to obtain subscriptions and therefore retain their membership.
4. If the membership subscription is not paid by the 31st December of the current calendar year then the veteran concerned is no longer classed as non-financial but is no longer a member of the VVAA. Hence, the veteran is lost to our Association.

##### **Recovery of Lost Members**

5. In January of each year the State Secretary will produce by sub-branch groupings a list of all veterans who were members of the VVAA but did not renew membership during the past year. Each sub-branch will be sent a list as appropriate, for follow-up action.
6. The reasons for a veteran not renewing membership are numerous; therefore, the first objective should be for the sub-branch to determine the reason/s the veteran chose this course of action. This task should be given to a specific member of the committee to personally contact each veteran listed and determine if a problem exists or if just an oversight occurred. If a problem exists the committee should be informed so that appropriate action can be taken and if the grievance is beyond the committee to resolve then a grievance committee should be appointed in accordance with the relevant AI. If an oversight occurred then a lost member has been recovered.

## **Report for the State Secretary**

7. The State Secretary needs a response to the listings sent to sub-branches because the membership recovery exercise could reveal deaths, changes of address, transfers to interstate, veterans in financial crises, veterans with extreme health problems, errors in capitation payments, errors in membership records etc. On completion of the exercise please return a copy of listing to the State Secretary appropriately annotated with the information determined through personal contact.

### **Authority**

**State Council meeting: 20<sup>th</sup> Feb. 2011**