

# Branch Member Renewals Guidance

## What is this document?

The following is a brief outline for Branch Treasurers on how best to manage branch member renewals.

Some improvements have been made to the existing process after listening to feedback from a large number of Branch Treasurers.

This is part of a bigger process to make things easier and clearer for branches. We will be updating the existing [Guidelines for Branch Treasurers](#)<sup>1</sup> in the future, and this Renewals information will be included.

## Renewals Process Outline

### *Your new Branch Membership List*

In the final week of May, your State Membership contact will email or post you a current version of your Branch Membership List with some guiding information. Please note:

- ✓ *It is now much easier to see who is due on this new list*
- ✓ *There are clear instructions at the top of the list*
- ✓ *The payment capture at the end of the list is simpler*

The List will be up-to-date at the time of emailing or printing (if posted to you), however some members may renew directly between the list being sent, and you receiving it. Please check with your members, or if necessary get in touch with your State Membership contact if you need to find out whether a member has renewed directly.

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<sup>1</sup> Note this is available in the [Membership Resources](#) section of the Red Cross website in the Fundraising and Finances section.

## What to do

Please use your Branch Membership List to renew your Branch Members by taking the following actions:

<ul style="list-style-type: none"> <li>✓ <b>Tick each Member who is renewing through your branch</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Please check the renewal date and year carefully. Anyone due this year has a 'YES' in the column 'Due this Year', however the member might not need to renew until later in the year.</li> <li>✓ Remember some Members will renew directly with us, and no action is required.</li> <li>✓ Remember that Life Members are <i>not</i> required to pay.</li> </ul>
<ul style="list-style-type: none"> <li>X <b>Cross out anyone who is <u>not</u> continuing as a member of the branch</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ And briefly tell us the reason why they are not continuing eg they have moved</li> <li>✓ We will adjust your branch records</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>Add the amount being paid</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Add the amount the member is paying to the 'Amount paid' column, and include the total at the end.</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>Update contact details</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Having accurate contact details, including email addresses, makes it much easier to stay connected</li> <li>✓ Please note these details will <i>only</i> be used for membership communications.</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>Note any new Members</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Write details of new members and the amount paid in the 'New Members' section provided</li> <li>✓ Every new member <i>must</i> complete a membership application form. This form can be found on our website: <a href="http://www.redcross.org.au">www.redcross.org.au</a> or ask your State Membership contact to email/post one to you</li> <li>✓ Please send this form, along with payment details, to our Transactions Team.</li> </ul>
<ul style="list-style-type: none"> <li>✓ <b>Send updated Branch List with Remittance advice by 31 August</b></li> </ul>	<ul style="list-style-type: none"> <li>✓ Please send your updated Branch Membership List, Remittance and Payment Details (deposit details or the bank branch and date of deposit) all together to: Email: <a href="mailto:transactions@redcross.org.au">transactions@redcross.org.au</a> OR Post: Australian Red Cross Transactions Services Finance &amp; Business Services GPO Box 2957, Melbourne, VIC, 3001</li> <li>✓ <b>Please send by 31 August</b></li> </ul>

### **Getting a new Branch Membership List**

You can ask for a new copy of your Branch Membership List at any time by getting in touch with our State office/ Membership contact. Please be aware that emailed lists will be up-to-date but mailed lists may be not be completely accurate as it takes time to reach you, and in that time some of your Members may have renewed directly.

### **Timing**

Please try to bank your membership monies and send your remittance and Branch Renewal List, along with payment details (so we can easily identify the payment), as soon as possible. Members expect to receive their membership card soon after they renew. However if it takes some months for the paperwork to be sent, also allowing time for us to process the payments, members can feel concerned.

We send out renewal reminders on a regular basis, and if a member has paid the Treasurer, but no information or payment is sent in, the member may receive a reminder. This can be confusing for members.

### **Thank you**