



R S L N S W

Respecting, supporting and remembering
our veterans and their families

Standard Operating Procedure 2

Membership

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Table of Contents

1. Purpose.....	3
2. Membership Eligibility.....	3
3. Membership Management.....	3
4. New Membership Applications	3
5. Renewal of Membership	4
6. Membership Card	4
7. Administration of Membership Fees.....	4

1. Purpose

This Standard Operating Procedure (**SOP**) provides sub-Branches with guidelines on how to manage the RSL NSW membership application and renewal process.

Unless otherwise stated, capitalised terms used in this SOP have the meaning set out in Appendix A of the Constitution.

2. Membership Eligibility

Eligibility criteria for RSL NSW Membership is outlined in clause 8.2 and Appendix B of the Constitution.

3. Membership Management

RSL NSW Membership is managed through an online membership database accessible by a sub-Branch. Each sub-Branch will be given a login and password to the membership database which they can use to access and manage member information for those persons attached to that sub-Branch.

4. New Membership Applications

Persons wishing to apply for RSL NSW Membership can apply in one of three ways:

- a) by completing the membership application form located on the RSL NSW website & submitting it to their nominated sub-Branch;
- b) by visiting their nominated sub-Branch and completing and submitting a membership application form or asking the sub-Branch secretary to complete a membership application form on their behalf; or
- c) by calling or visiting RSL NSW and asking the Membership Support team for assistance in completing and submitting a membership application form.

Once the application form is completed and submitted, the application will be assessed by the sub-Branch and RSL NSW against the membership eligibility criteria set out in Appendix B of the Constitution. In making its assessment, RSL NSW may request documentation to support the application.

Once the application is assessed, applicants will be notified as to whether or not their application is successful.

If a membership application is successful, an annual membership fee may be payable (see clause 7 below), the RSL NSW Member will be admitted into the RSL NSW Membership Register and the RSL NSW Member will be recorded as being attached to a sub-Branch or part of the unattached list at ANZAC House in accordance with Appendix B.

All new RSL NSW Members will be issued with a membership badge in accordance with Appendix B and will be issued a membership card at the time of joining.

Any applicant whose application does not meet the membership criteria or whose application is unsuccessful will be informed.

5. Renewal of Membership

Memberships must be renewed each year.

It is the responsibility of each sub-Branch to manage the renewal process using the information available to them on the membership database.

Persons wishing to renew their RSL NSW Membership can do so in two ways:

- a) by contacting their nominated sub-Branch and asking the sub-Branch secretary to renew their membership;
- b) by calling RSL NSW and requesting the Membership Support Team's assistance to renew their membership.

A membership renewal fee may be payable (see clause 7 below).

6. Membership Card

A membership card will be issued to new members only. A new card will be issued when a member's status has changed or upon loss or damage of their issued card.

7. Administration of Membership Fees

Sub-Branches are responsible for collecting any fees paid as a result of a person applying for membership in accordance with clause 4 or renewing their membership in accordance with clause 5, and then paying them into the sub-Branch's bank account.

RSL NSW will issue sub-Branches with an invoice twice a year for all new and renewed memberships accepted, processed and received from the sub-Branches in that period and the fees payable to RSL NSW will be calculated on the total number of new and renewed memberships. Sub-Branches must pay the invoice in accordance with the invoice payment terms and will be obliged to pay these fees regardless of whether the fees have been collected or received from the new or renewing member.

RSL NSW will not accept payment for membership fees (whether by EFT, cheque or money order or otherwise) from any sub-Branch that is not the subject of an invoice issued under this clause.