

MEMBER SERVICES COMMITTEE

TERMS OF REFERENCE	
Last amended	New Policy
Board Endorsement	16 November 2016
Proposed Review Date	16 November 2018
Related Documents	ARMS Constitution, ARMS By-Laws, ARMS Strategic Plan 2016-2018

BACKGROUND

Pursuant to ARMS By-law 4.1, the Board has the power to create Standing Committees pursuant to the Constitution. The Board may also from time-to-time create an ad hoc committee (**Ad Hoc Committee**) in respect of a specific matter.

PURPOSE

This Member Services Committee is responsible for overseeing and facilitating the development and delivery mechanisms for services to members of the Society including awards and scholarships that are to be awarded to members from time-to-time. This committee shall be a formal channel of communication between the Society and its Chapters, facilitating connectedness and the sharing of ideas.

SCOPE AND RESPONSIBILITIES

1. To oversee the development, promotion and implementation of opportunities and resources to serve the needs of the Society’s Australasian and Singaporean members including sourcing these from, and liaising with, local and international sister societies.
2. To share knowledge between chapters through discussing ideas and Chapter activities to identify those that could benefit all members of the Society.
3. To create an internationally-connected community of members.
4. To oversee the administration of the Society’s awards and scholarships schemes.
5. To work with the Education and Professional Development Committee to develop and oversee the delivery of appropriate professional development opportunities at the Chapter level.
6. To provide quarterly reports to the Board pertaining to (i) the activities of the committee and (ii) education and professional development activities, and other reports as requested by the Board.
7. To deliver annual objectives as delegated by the Board, in alignment with the Strategic Plan.
8. To manage an annual budget, allocated by the Board, to support implementation of objectives.

ESTABLISHMENT AND COMPOSITION OF COMMITTEE

9. The Member Services Committee is a Standing Committee of the Society (By-law 4.4.3).
10. The Committee will consist of a Convenor appointed by the Board, a member of the Board and any additional persons appointed by the Board as may be deemed desirable.
11. One convenor from each of the ARMS Chapter Committees (ARMS Bylaw 5) will be a nominee to this Committee.
12. All Committee members must declare any conflicts of interest in accordance with the Society's [Conflict of Interest Policy](#)
13. All Committee members must be current financial members of the Society.
14. The Term of membership shall be whilst a Chapter Committee Convenor holds office.
15. Induction will be provided to new Committee members.

MEETING FORMAT AND FREQUENCY

16. The Committee will meet on a regular basis such that the objectives of the Committee can be met.
17. Meetings will take place by teleconference or skype/zoom. As a minimum, one face to face meeting per annum is permitted provided that expenditure is within the budget. Where possible, the Committee shall endeavour to align a face-to-face meeting with the ARMS annual conference or event. Meetings will be chaired by the Convenor or a member delegated by the Convenor.
18. Committee members will attend at least 75% of scheduled meetings and not miss more than two consecutive meetings without an apology. If a Committee member is unable to commit to this level of participation they will stand down as soon as this is known or at the discretion of the Convenor of the Committee. It is required that each Chapter maintains consistent representation on the Committee.
19. . If a Member is unable to attend a scheduled meeting, they are required to provide notes to the Chair on agenda items and send a proxy to attend on their behalf.
20. A meeting quorum shall be half of the Committee membership. When a quorum is not present no resolution may be made, however members present may discuss matters and make recommendations which will then be reported to, and ratified by, the next meeting when the quorum is in attendance.
21. If necessary extraordinary meetings may be held to address urgent matters.
22. The ARMS Executive Office shall provide dedicated secretariat support to the Committee.

ROLE OF CONVENOR

Specific responsibilities of the Convenor, with support of the ARMS Executive Office secretariat, include:

23. Schedule and run regular meetings;
24. Prepare and distribute an Agenda for each meeting and formally document decisions and actions in Minutes with dedicated support from the ARMS Executive Office;
25. Circulate Minutes and papers to Committee members and ensure records of the Committee are stored centrally by the ARMS Executive Office;

26. Develop an annual Operational Plan and budget, and monitor progress and expenditure as approved by the ARMS Board;
27. Prepare and submit regular progress reports to the Board;
28. Ensure relevant information is made available to Society members through the website;
29. Regularly liaise with Convenors of the other Standing Committees, Networks and Special Interest Groups as required; and
30. With assistance from the ARMS Executive, provide induction to new Standing Committee members.
31. Chief Operating Officer of the Society will attend the MSC meetings on a needs basis.

VERSION CONTROL

Version	Date of Approval	Date for review	Circulation	Document owner
New Policy	16 November 2016	16 November 2018	ARMS Board	Executive Office