



3D ARCHERY ASSOCIATION OF AUSTRALIA

ABN 37 082 971 439

AFFILIATIONS: INTERNATIONAL BOWHUNTING ORGANISATION
ARCHERY ALLIANCE OF AUSTRALIA

AGM 2019 - 2020 Membership Secretary

Merrilyn Sheather

3DAAA Membership Secretary Report June 2019 - May 2020

15/12/2020

Annual Report for 2020 – Membership Secretary (Acting)– 3DAAA

With the resignation of Sally Donnelly from the position of Membership Secretary on the 26th of February this year, I agreed to fill this position until elections could be held. Sally resigned on the 26th, I was appointed on the 1st of March and by the 11th of March I had received all the computers etc. that go with the position.

I must say thank you for Sally for the many hours she would have put in in this role, it must have been quite difficult with a full-time job and an expanding family.

Not surprisingly I had a few teething problems with this totally unknown quantity but with the aid of Nate, a local computer guy and the remote support of the Card Printer people I feel that finally I have some control over the system (I would be devastated if Nate ever turned his phone off though). There are regularly 'little moments' but they are eventually solved, not bad for someone with basic computer skills and no hand-over dialogue.

To date, this hour I have printed 1,452 membership cards with 548 of those being new members. I have endeavoured to maintain a one day turn around, except for the weekends. Generally, this has been a successful process, but the postal system is again an unknown quantity particularly in Covid.

With Covid came the addition of three months to membership next renewal dates. As decided by the Committee all renewals and new members would, between the dates of 31st Mar., 20 and 1st Apr., 21 have three months added to their cards. To date no-one has complained about this change.

The process of ensuring that '3 Year' members did not miss out on the 3 months enabled me to become more familiar with the records of the Association membership. There are, I believe a few flaws in the system as it stands particularly the RESET concept. Through this button history, both short and long term, is lost.

During this reviewing process I was able to tidy up some of the errors in the system, for example 11 members who had two numbers, in each instance, they were re-carded with their original numbers. There were also three instances of people being given numbers that still belonged to other members, these have since been sorted. The most disappointing error was in the few people who had paid their membership and were not entered into the system, therefore they didn't exist and had no numbers, and again it has been sorted.

Many of these flaws were simple mistakes, easy to do but upsetting to the members eg: paying for three years but only having one year on your card and I have found that it is important to get the spelling of the members' name absolutely correct. The updating of members addresses is another important issue that can go wrong at both ends. To date I have had seven return-to-sender envelopes come back (one three times) and I cringe when I see a returned letter. With the help of Club Executive though I have been able to get all cards out successfully, William Whyte from North Albert has been especially helpful in this regard.

Through checking clubs and their memberships, I came to the realisation that there were possibly a few people who were accessing clubs and their facilities and were not members of 3DAAA and therefore not insured. The blitz the 3D Committee then had on that issue brought an awareness to the clubs who in turn have tried to ensure that those people shooting their ranges are insured. This is an issue that needs to be kept to the fore.

The filling in of forms for joining/re-joining is something some people still struggle with; my special favourite is the section that asks 'preferred division' – some have responded with - 3D or paper; Queensland; not sure; (the most interesting answer) Albert. We perhaps need to give tick boxes in this section. The other issue is the forgetting of pass-codes.

Into 2021 I would like to see Members take greater responsibility for having their membership up to date. That means that a phone pic of a PayPal transaction should no longer be accepted to get into a shoot. With the one day turn around and with the capacity to send the member a picture of their updated card if necessary, there should never be a need to simply show a receipt. Example: a couple of weeks ago I had a fellow ring me saying he'd put in his form and was wondering what his number was. I was worried that I might have missed someone and I asked him when he had put it in. "Twenty minutes ago," he said. I gave him his member number. What I'm saying is the cards need to serve the purpose for which they are intended, you want to shoot a range, show your card.

Payment through Bank transfer, whilst a little more time consuming than PayPal, only becomes an issue if people don't think to put a reference on their deposit. They need to put either the order number or the name of the member they are paying for. The only real issue I have with this aspect of joining is of the people who don't complete the transaction. They fill out all the forms, often with children, and then don't follow through with the actual payment. I have found it difficult to approach these people to find the answer.

Currently I am still working through the numbers for the range setters to go on their cards, as I get each area complete those members will have their cards reprinted.

Into the New Year we are looking at finessing our membership systems. The 3D Membership register is not currently correct and the system I use, as Memb.Sec., has many superfluous categories that are either invalid or not giving the information needed. With good fortune this will happen early in 2021. There are other issues regarding membership that need to be resolved but I believe a face-to-face discussion is the way to deal with those in the next year.

I have thoroughly enjoyed working in the capacity of Membership Secretary across this year, I have really appreciated the help of all the Committee and I have loved making contact with the Associations members and am really looking forward to meeting many of our new members around the shoots next year, which means there will be Shoots and that Terry and I will have to travel. Bring on 2021!!!!

Regards

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