

CTO MEMBERSHIP 2017



Hurry: 28 February 2017 cut-off for membership renewal

ABOUT CTO MEMBERSHIP 2017

Enhanced Full Member Benefits

- **Your organisation's membership details will be just a mouse-click away with the CTO's data and member management CRM and Service Directory**
- **Potential clients and referring agencies will be able to easily find and identify their local CT operators utilising the CTO's integrated service finder**
- **Comprehensive HR Advance benefits included in your membership – to find out more [CLICK HERE](#). Utilising the full suite of HR and IR tools via the CTO, your organisation will make significant cost savings!**
- **Access to specialist legal advice through the CTO's Partners Roe Mackenzie Lawyers**
- **Take a front seat in influencing Government on issues concerning the Community Transport sector**
- **Access to discounted Insurance tailored for community transport providers**
- **Access to CTO Quality Management System for community transport providers at discounted rate**
- **Access a range of member discount schemes from new national partners i.e. fuel, phone & data**
- **Access to CTO shop for purchase of promotional products (Branded with your Logo)**
- **Access to branding resources and style guide**
- **Have input into policy development, systemic advocacy and research**
- **Sector Policy and Procedures Development, including WHS**
- **Voting rights at the AGM and any Extraordinary Meetings which may be called by the membership**
- **Right to nominate for the Board and have an impact on the sector**
- **Right to nominate a Regional Representative for your region**
- **Full access to restricted areas on the CTO Website**
- **Discounted rates for attendance at CTO Conferences**
- **Copy of bi-annual Travelog and Newsletters**

Great value for Associate Memberships:

- **Discounted rates for attendance at CTO Conference**
- **Access to CTO shop for purchase of promotional products (Branded with your Logo)**
- **Limited access to discounts that apply to full members**
- **Limited access to CTO website and CRM, the CTO's data and member management platform**



CTO Membership & Registration

- 1) For returning members please log into the CTO CRM and update your full service details, including entering in key contact names.
- 2) Then email reception@cto.org.au with your completed form below (including checklist and signed declaration) so that you can be invoiced. (new members just fill in this form)
- 3) Invoices will be sent out within 14 days of receipt of the completed Membership Form.
- 4) New Members will be set up in the CRM once payment has been received.

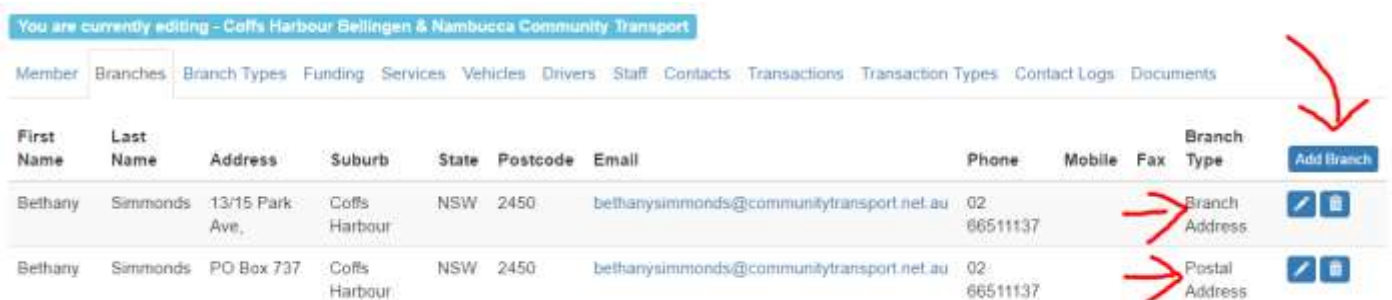
[Click here for full CRM user guide:](#)



Enter in the key contacts that you want the CTO to communicate with:



Ensure your Branch addresses are correct:



Please update and add detail to the highlighted tabs to ensure accurate and up to date organisational details, resulting in better communications and contact with you:





Membership Selection

Please confirm selection as follows:

Returning members and new members who take up a Full Membership will be entitled to the full benefits associated with CTO Membership. Associate Members are those organisations who join CTO for the purpose of receiving a benefit available through CTO e.g. insurance. These organisations receive no other entitlements and have no voting rights

- Full Membership Associate Membership

Associate Membership fees:

- \$150 plus GST for Non-NSW community transport organisations
- \$450 plus GST for NSW community transport organisations
- \$450 plus GST for non-community transport organisations

Full Membership fees are:

Recurrent Funding	Membership Fee	Please tick level of Full Membership
0 - \$25,000	\$150 + 10% GST	
\$25,000 - \$50,000	\$200 + 10% GST	
\$50,000 - \$100,000	\$450 + 10% GST	
\$100,000 - \$150,000	\$650 + 10% GST	
\$150,000 - \$200,000	\$875 + 10% GST	
\$200,000 - \$250,000	\$1,125 + 10% GST	
\$250,000 - \$300,000	\$1,375 + 10% GST	
\$300,000 - \$350,000	\$1,635 + 10% GST	
\$350,000 - \$400,000	\$1,875 + 10% GST	
\$400,000 - \$500,000	\$2,250 + 10% GST	
Over \$500,000	\$3,000 + 10% GST	

NOTE: Please do not send any money with this application form. All applications for new memberships will be placed before the Board. You will be advised of the decision through a separate email and, if accepted, an invoice for membership will be included.

For all other memberships, your invoice will be sent to you on your nominated contacts within 14 days.

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Membership Renewal Terms and Conditions

The following terms and conditions apply to all categories and levels of membership of Community Transport Organisation Inc. (CTO).

1. Membership Fees

All members of the CTO Inc. must pay the relevant annual membership fee in relation to their category of membership. The full membership fee payable is based on the Community Transport Provider's total recurrent funding.

To be eligible for the Full Member discounts fees must be paid by 28 February 2017.

2. Community Transport Organisation Inc. Terms

The annual membership fee is due on the 1st January each year (due date) and is payable within thirty (30) days unless notified in writing by the CTO Executive.

3. Full Member Voting Rights

Full Members are only permitted to vote at general meetings after the payment of their membership fee. Individual members and official representatives of member organisations are permitted to speak at general meetings but only members who have paid their membership fees are entitled to vote.

4. Failure to Pay

A member ceases to be a member of the CTO Inc. in the event that their annual membership fee remains unpaid for more than two (2) months after the due date.

5. Cancellation/Refund Policy

CTO Inc. does not provide a refund on membership fees.

6. Costs incurred by CTO in processing Membership Renewals

All unexpected costs incurred by CTO in the processing of membership fees will be charged back to the member. Such costs include, but are not limited to, bounced cheque fees and related bank charges.

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Terms and Conditions Continued

7. Privacy

Ensuring that privacy and confidentiality is protected is central to the Community Transport Organisations' (CTO) operations. CTO is bound by and committed to supporting the National Privacy Principles (NPPs) set out in the Privacy Amendment Act 2012 amendment to the Privacy Act 1988 (Cmth) and Australian Privacy Principles (APP) 2014 (Cmth).

The National Privacy Principles set minimum standards covering the legitimate use of personal information. In the context of this document, personal information includes information about individual organisations, their staff and customers. CTO is committed to complying with those Principles.

In general, CTO only collects personal information:

- which is necessary for the lawful provision of services to members in accordance with CTO's Mission and Objectives
- which is given voluntarily; and
- which will be stored securely on CTO's internal databases.

When in possession or control of a record containing personal information, CTO will ensure that:

- the record is protected against loss, unauthorised access, modification or disclosure, by such steps as it is reasonable in the circumstances to take;
- if it is necessary for that record to be given to a person in connection with the provision of a service to CTO, everything reasonable will be done to prevent unauthorised use or disclosure of that record.

CTO will not disclose such personal information to a third party:

- without the individual's consent; or
- unless that disclosure is required or authorised by or under law.

Under no circumstances will CTO sell or receive payment for licensing or disclosing personal information about employees or CTO members.

By taking up a membership of the CTO, you and your organisation consents to:

- the use of your information for these purposes; and
- CTO contacting third party providers, including but not limited to, TMA Trips Software, HMS and RouteMatch, for the purposes of uploading your organisational data into the CTO secure Customer Relationships Management platform.

If you have any questions or concerns regarding the terms and conditions of the CTO membership, please address your concerns in writing to Stavros Koufis, Chief Executive Officer, by email to ceo@cto.org.au or by mail to Suite 8, Level 4, 80 Cooper Street, Surry Hills NSW 2010.

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Check List

- I have read and understand the Membership Terms and Conditions.
- I have logged into the CTO CRM and updated my member details (existing members only).
- I have completed all applicable sections of the above Membership Form.
- I confirm that I have full authority and delegation to submit the copy as provided.
- I understand that if payment is not received within 28 days of invoice, my membership may be invalid.
- I have signed and submitted pages 3 to 6 of the CTO Membership Form by email to reception@cto.org.au.

I/We, _____ hereby agree to abide by the Constitution of the Community Transport Organisation Inc.

Manager Name: _____

Organisation: _____

Signed: _____

Date: _____

Board Chair: _____

Organisation: _____

Signed: _____

Date: _____

Office Use Only

Date presented to CTO Board: _____ Accepted: Yes / No