

FREQUENTLY ASKED QUESTIONS

Q.

How can I be assured that I will receive the best service?

A.

The Centre for Association Management prides themselves on a personalised service for everyone of its clients - and are treated as though they are the ONLY client.

Q.

How cost effective is it going to be?

A.

When you consider the cost of renting office space, purchasing office equipment, and paying staff with all of the on-costs, the Centre for Association Management is a fraction of the cost, with all of the service.



Q.

The Company?

A.

The Centre for Association Management has over 12 years experience with the resources and track record.

Q.

Can you cater for a large database?

A.

The Centre for Association Management can design and manage any size database you may require.

Q.

What other benefits can my organisation have with using the Centre for Association Management?

A.

Because we service (indirectly) over 20,000 Members we have an enormous network.

The types of services we can offer you in addition are Conference and Events Management, Business Planning, Value-added Member Programmes and Financial Services.

The Centre for Association Management upgrade these services constantly.



"CASM delivers excellent customer service – no exceptions, they are flexible and always ready to adapt their procedures to satisfy our requirements – you can rely on the fact that CASM staff will be there to assist you whatever the need is and whenever you need the assistance – whether you need a quick fix, short-term, or long-term support, they are the professionals – take the heat off your shoulders – CASM has been running the business side of our association since 1997, giving our volunteers a great opportunity to concentrate on the big picture – our growth and future development"

**Jim King, President,
Security Agents Institute
of Western Australia**



>CALL CASM TODAY AND ASK ABOUT OUR

OBLIGATION FREE TRIAL

CASM

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MANAGEMENT

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PROVIDING SERVICES TO HELP YOUR ASSOCIATION **GROW**

>EXECUTIVE OFFICER SERVICES

>ADMINISTRATIVE SUPPORT SERVICES

>FINANCIAL MANAGEMENT

>EVENT MANAGEMENT

>MEMBERSHIP MANAGEMENT

CASM

CENTRE FOR
ASSOCIATION
MANAGEMENT

CASM PROVIDES A WIDE RANGE OF EXPERTISE

TO DRIVE GROWTH AND MAINTAIN SUCCESS

FOR YOUR ORGANISATION.

WE STRIVE TO DELIVER RESULTS-ORIENTED,

COST-EFFECTIVE SERVICES WHICH ARE

RESPONSIVE TO YOUR NEEDS.

DETERMINING YOUR ASSOCIATIONS NEEDS & GOALS

The Centre for Association Management is a private company providing quality, friendly, efficient, reliable and affordable services in association management.

Our staff have extensive experience in the management of various organisations, both local and national.

We can provide the latest technology and dedicated support staff to assist your organisation in reaching its full potential.

Conveniently located in Perth, we are able to provide all your association requirements, including office accommodation, meeting facilities, an integrated telephone system plus full or part executive officer services and/or administrative support services.

As the largest Association Management company in Australia, CASM has strategic alliances with similar organisations both in Australia and internationally.



“

Our Association did not want to hire a permanent staff person for a variety of reasons – we did not want the payroll, tax, GST, superannuation hassles and the headaches that usually go with these matters. We could not afford the expense of an office or the costly equipment we would need to function on a day-to-day basis. CASM has been the solution for us – we have access to their professional staff whenever the need arises, we use their multi media production equipment at very affordable rates and our Members can come and go for meetings and informal discussions when it suits them best – including times outside normal office hours – CASM really works well for us.”

”

**Gavin Waugh, President,
Safety Institute of Australia,
WA Division**

DETERMINING AREAS & STRATEGIES FOR IMPROVEMENT
WITHIN YOUR ORGANISATION

>GENERAL MANAGEMENT

- Mail collection from local post box
- Process mail
- Compile and photocopy Correspondence Lists for tabling at meetings
- Act as clearing house for general matters
- Maintain filing system
- Organise secretariat printing and stationery requirements
- Assist committee members where and when possible
- Answer all telephone enquiries
- Maintain the membership database
- Word processing

>FINANCIAL MANAGEMENT

- Bank all monies from functions
- Invoice all outstanding monies from functions and for membership
- Provide all accounts for payment to treasurer
- Maintain basic accounting procedures and records
- Prepare Council balance sheets for audit
- Conduct internal audit
- Collate the annual report
- Monitor Council cash-flow
- Maintaining up-to-date financial records
- Invoicing and maintaining a debtor listing and follow-up up overdue accounts
- Preparation of financial reports

>EVENT MANAGEMENT

- Receive function or course details and compile invitation
- Mail out of brochures for next function or course
- Receive RSVP's, compile attendance lists
- Advise venues of attendance numbers 3,2 and 1 day prior to function or course
- Print name badges
- Attend all functions & courses
- Set-up and operate registration desk, receive monies and issue receipts

>MINUTE MANAGEMENT

- Attend all monthly committee meetings and take minutes
- Compile and distribute minutes to all committee members
- Photocopy reports tabled at meetings, collate and distribute as required
- Maintain minute book register for audit purposes

>MEMBERSHIP MANAGEMENT

- Send out information to all prospective new members
- Processing of all membership application forms
- Update database

>AGM MANAGEMENT

- Liaise with Chairperson on date and venue
- Compile list of continuing committee members
- Compile notice of meeting with copy of minutes of the last AGM
- Compile call for nominations to executive committee
- Compile agenda
- Prepare labels and envelopes and do mail out
- Organise proxy and ballot papers
- Receive and process nominations
- Set-up and operate registration desk
- Bank all monies and issue receipts

>ADDITIONAL MANAGEMENT

- Prepare submissions for executive
- Identify areas and strategies for improvement within the organisations administration
- Identify, co-ordinate and collate submissions for newsletters
- Co-ordinate Sponsorship Activities
- Website development & maintenance

>AUTOMATICALLY INCLUDED

- Monitor the constitutional compliance of the organisations activities
- Ensure maintenance of the organisations statutory legal responsibilities
- Daily back-ups of computer data

WHEN YOU CONSIDER THE COST OF RENTING

OFFICE SPACE, PURCHASING EQUIPMENT,

AND PAYING STAFF WITH ALL OF THE ON-COSTS,

IT MAKES SENSE TO CHOOSE CASM



Our fully-integrated telephone system means your calls will be answered professionally