

...taking care, adding value



Mission

To provide the infrastructure and skills that enable the attainment of goals for clients who connect people with a common purpose.

Corporate Values

To always act ethically and with integrity, in the best interest of our clients.

To partner with our clients to attain their organisational goals and objectives.

To be accountable and take care of the interests of our clients.

To bring value in all of our business dealings and activities.

To perform our duties with precision, exactness, timeliness and professionalism at all times.

To offer a product/service that evolves and grows ahead of our clients' and the market demand and embraces technology to bring maximum benefit to our clients.

To show respect to all our internal and external stakeholders.

To be dedicated to continuous improvement through ongoing review and the embracing of change.

Affiliations



1984

Conference Action is founded by John Mulready

Exclusively offering Professional Conference Organising (PCO) services

2000

Francis Child purchases Conference Action
With 4 staff and \$400,000 annual turnover

2001

Move from North Sydney office to Shirley Street, Crows Nest to accommodate the growing number of staff

2004

Conference Action has grown, now managing 15+ conferences annually

2005

Francis Child purchases the Association Management Company (AMC) the Australian Professional Centre (APC)

Managing 4 Association Clients

The Association Specialists



Hello. I'm Francis Child, the owner and Managing Director of The Association Specialists (TAS). Formerly known under the two separate brands Conference Action (a leading Professional Conference Organiser - PCO) and The Australian Professional Centre (APC) (one of the country's largest Association Management Companies (AMC)), TAS has been taking care of and adding value to groups of people connected through a common purpose - or as we know them, associations - for over three decades.

As a Chartered Accountant, I have built our company on the highest of standards in financial control and service delivery and we bring this focus to all of our clients. We are renowned for and proud of our strong stance on business ethics and transparency - we don't mark up supplier invoices, we accept no undisclosed commissions and we never accept supplier incentives or rebates. Quite simply, we avoid any potential conflict of interest so we can deliver the best possible results for you, our client. The fees we quote for our services are straight-forward and transparent, so you receive no unexpected surprises and our selection of suppliers is based on their skills, reliability, value and commitment to our standards.

We are a group of professionals, committed to and engaged in our industry. We're accredited by our peers, we're affiliated with industry bodies and our input is sought on industry panels, boards and publications. We have a wide network of contacts in our field ensuring we are abreast of the latest trends and developments in the association space. In turn, we bring this knowledge and experience to our clients, keeping them connected and informed.

We have a long history of growing the equity, membership, engagement and profitability of our clients' organisations and events. It is what drives us. It is what makes us the specialists when it comes to helping you meet your goals.

We would be excited to have the opportunity to take care of and add value to your organisation.

Sincerely

Francis Child
Managing Director

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2009

Growing team requires a larger office - move from Crows Nest to current address in St Leonards

2011

The Australian Professional Centre acquires AMC Association Management Services Australia (AMSA)

2012

The combination and rebranding of Conference Action and The Australian Professional Centre as The Association Specialists

With 19 Staff, \$2m turnover annually, 25 Association clients and 20 Event Clients

2013

TAS appoints its first embedded client CEO, making TAS the only AMC able to offer a full suite of services from basic administration to strategic support

2014

Growth of 40% spurs the introduction of service delivery teams giving clients greater levels of service and coverage

Features & Benefits



Fully equipped modern office

Features:

- Open from 9am-5pm, Monday – Friday
- St Leonards, NSW

Benefits:

- No need for you to invest in infrastructure
- No capital outlay
- Opportunity to utilise your funds productively
- Boardroom for 12 people available to you free of charge
- Secure premises gives you peace of mind
- Close to public transport and only 6kms from the city gives you and your Board easy access



Latest technology products and security

Features:

- IT firewall protection
- Daily tape and internet back up
- Efficient database system for membership and events
- Quickbooks and MYOB
- Event apps/Webinars/e-Posters

Benefits:

- Access to the latest systems without any set up
- No need to train staff on systems
- No need to upgrade or maintain systems
- Cost savings to you through our economies-of-scale
- Grow event attendance and value through the use of modern systems



Secure financial transaction processing

Features:

- Merchant facilities for Amex, Mastercard and Visa
- Online membership renewals and registrations
- Online gateways
- Compliance with PCI (Payment Card Industry) standards

Benefits:

- Security of members' information
- Prompt payment of your funds directly to your bank account
- Efficient processing and short turn-around times



Reliable and flexible database system

Features:

- Currinda – www.currinda.com
- Cloud based system
- Cost effective

Benefits:

- The ability for committee members to view membership and event statistic reports in real time
- A personal dashboard for each delegate/member to record CPD points, amend personal details, event registrations and associated bookings
- Maintenance of accurate demographic data
- Flexibility to capture the information you require
- Efficient membership renewal process
- Automated payment system that is directly linked to your bank account. The system also provides automated receipts and confirmation details promptly to members



Highly skilled and experienced staff

Features:

- All client facing staff are tertiary qualified
- Specialised skills in Event Management, Association Management, Bookkeeping, Data Entry, Sales and Financial Management

Benefits:

- Your organisation will be supported by individuals with extensive experience and knowledge
- No need to recruit, train or manage staff means you save money and time
- Pay for part-time staff, but have them available to you across a full-time week
- Continuity in service regardless of staff leave
- A dedicated team taking a holistic approach to your organisation, focusing on all facets of the day-to-day operation (accounting, events, members, campaigns, marketing, admin, representation, corporate governance, statutory obligations, publications, sourcing, sponsors)
- Your Board will be available to spend more time on your organisation's strategic growth and objectives



Methodologies, processes and systems developed over thirty years

Features:

- Established, refined procedures and processes
- Tailored procedural manual for your organisation

Benefits:

- Consistency and timeliness in service delivery
- Elimination of trial and error
- Smooth transition into our care



Ethical culture and transparent fee structure

Features:

- We accept no supplier rebates
- We don't mark up supplier invoices
- We use your own dedicated bank account for all transactions
- You own all of your Intellectual Property
- No hidden fees in our pricing
- We act as your agent, not principal

Benefits:

- 100% confidence that we act in your best interests
- You benefit from our buying power and enjoy best-possible supplier rates
- Know from the outset what your expenses will be, allowing you to budget effectively
- Confidence that you will be charged a fair fee for work done
- All outsourced work is fully supported by third party invoices



An established and trusted supplier network

Features:

- Printers
- Exhibition suppliers
- Lawyers
- Auditors
- Graphic designers
- Web developers

Benefits:

- Leverage our established relationships
- Benefit from economies of scale through our buying power across multiple clients
- Security in using tried, tested and trusted suppliers



Risk management elements

Features:

- Financially stable and viable organisation
- Fully insured
- Qualified staff
- Reference on request
- Agent, not principal
- Public liability = \$20m, professional indemnity = \$2m

Benefits:

- We carry full insurance cover for Public Liability (\$20m), Professional Indemnity (\$2m), Business Interruption, Office Equipment and Furniture, Fire and Theft and Workers Compensation, giving you confidence that your interests are protected
- All of our client facing staff are tertiary qualified and fully trained in all systems used at TAS
- Third party independent referees to give you confidence in our promise
- We act as your agent, not the principal, meaning you retain control of your budget and finances and have ultimate sign-off on all expenditure – there is no opportunity for us to inflate or hide costs which could diminish your bottom line



Many clients

Features:

- 30+ association management clients
- 20+ conferences and events per year
- 2 embedded client CEOs

Benefits:

- Cross-pollination of ideas and initiatives from multiple sectors
- Increased efficiencies
- Many skilled employees
- A robust and flexible structure to meet client staffing needs
- Greater communication, improved financial returns, shared contacts and knowledge and complete integration of association management and event management
- Board level support
- End-to-end range of services to support you in reaching your association goals

Association Management Services



We are the Team Managers for the Association Management division of TAS. Together with our teams of qualified and experienced Client Services Managers, we look after the interests of 25 Australian and NZ associations. The standard services we perform for our clients are outlined in these pages, however, at TAS we recognise that every association and its objectives are different. That's why we work hard to understand your organisation and tailor our services and support to suit your needs.

In everything we do, we aim to take care of the interests of our clients and, in doing so, bring real, tangible benefit to them, their Boards, Committees and their members. We are specialists in working with volunteers, supporting their hard work to make a difference in their communities. We love being able to contribute to our clients' success and take pride in our personal investment in each organisation we represent. There is a real sense of achievement every day!

We would love to have the opportunity to welcome your organisation into our portfolio and to work with you to meet your goals, whatever they may be.

Yours sincerely

Megan Ogier and Doug Wiles
Team Managers – Association Management

When your organisation needs assistance to keep the wheels turning, outsourced Association Management services (secretariat), such as the TAS services outlined here, will ensure the highest level of operational support. We can tailor a package of services specifically to meet your brief and help you achieve your goals.

General Secretariat / Admin Services

- Provision of a dedicated Client Services Manager to support day-to-day organisational needs
- A fully staffed office in Sydney incorporating up to date systems, personalised communications, help desk facilities (staffed from 9am-5pm, Monday – Friday)
- Provision of a registered office address for official purposes
- Storage on-site and off-site for documentation, filing and stationery
- Guidance and assistance regarding the meeting of statutory requirements
- Support services for the production and distribution of promotional materials, including design, print, hard and soft copy distribution and editorial support as required
- Liaison with Committees and members as required ensuring the smooth running of your organisation

Membership Management

- Establishment and maintenance of lead contact details
- Maintenance of complete, accurate and profiled membership records in our database (Currinda.com)
- Primary point of contact for members, ensuring prompt response to member enquiries and requests including phone, mail or email correspondence
- Production, distribution and processing of membership renewal notices and tax invoices
- Processing of membership receipts and confirmation letters
- Management of the membership joining and renewal processes including invoices

“TAS adds value to our organisation and provides a professionalism that otherwise could not be portrayed by the volunteers that manage the organisation. Our Client Services Manager is near perfect. I wish she worked for me!”

Gary Bourke, Immediate Past President, Specialised Cleaning and Restoration Industry Association

10,000

Over **10,000 member records** under management

27%

The Association Specialists **grows its client organisations' membership on average by 27%** over the course of the relationship

125%

Equity growth for Association Management clients increases by 125% on average over a 5 year period under our care



- Processing of new membership applications including compliance with approval requirements and distribution of new member material
- Review and follow-up of all outstanding membership dues
- Membership statistics and demographics reporting

Meeting Management

- Management of logistics, notices, agendas and minutes for meetings, including AGMs
- Attendance at meetings either face-to-face or via teleconference as required
- Minute taking and distribution of minutes for meetings
- Maintenance of corporate documents and records
- General secretariat support for Committees
- Follow up of all action items

Event Management

- Marketing and promotion, including design and production of promotional materials
- Venue management, including sourcing and booking of venues and contract negotiation
- Managing event logistics such as catering, audio-visual and staging requirements
- Speaker management, including assisting with speaker engagement
- Sponsorship assistance, including identifying and promoting sponsorship opportunities in consultation with you
- Registration and payment management

Marketing / Website Communication

- Assistance with website development and content management as required to achieve strategic communication goals
- Maintenance of current and accurate information on the website
- Establishment of a member interface on the website which links to our database

- Website based promotion of your events and activities
- Coordination of articles for inclusion in journals/publications to assist in the promotion of your organisation and events
- Updating of newsletters, journal articles, calendars of events and sponsorship details
- Coordination of the production of printed and web-based materials

Financial Management

- Maintenance and preparation of a complete book of accounts using MYOB or Quickbooks
- Monthly reconciliation of the Chart of Accounts, including bank, creditor and debtor accounts
- Production and distribution of P&L statements and Balance Sheets
- Receipting and prompt banking of all monies received
- Recording and preparation of accounts for payment
- Management of cash reserves of the organisation
- Preparation, lodgment and payment of all BAS returns in accordance with ATO requirements
- Preparation and delivery of the accounts for audit to an independent auditor
- Obtaining approval from the Executive of annual accounts and lodging returns as required by law

Strategic Support Services

- Ensuring that your organisation complies and maintains compliance with relevant legislation
- Reviewing and updating of requirements and policies
- Ensuring that Strategic Plan timetables and initiatives are met and fulfilled
- Assistance in setting and managing organisational budgets

\$12m

We manage **annual turnover** for our clients in excess of **\$12 million**

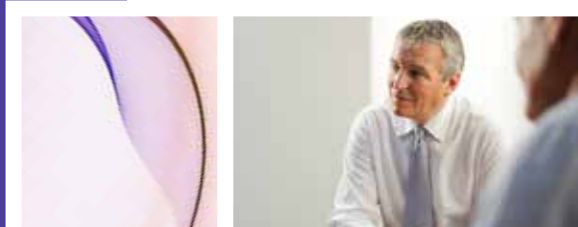
80%

80% of our PCO business is via return clients, with a further **10% from referrals**

27%

On average we achieve a **27% profit margin** on turnover for our clients

Executive Officer Services



For organisations which have reached a critical point in their evolution, the employment of an outsourced secretariat is no longer enough to maintain the growing organisation and to assist in future growth plans. For an organisation to set and achieve strategic goals requires the assistance of senior-level support. The Association Specialists offers two tiers of service to assist your organisation at a strategic level.

Tier 1

Executive Officer (EO) Services

An Executive Officer directs and manages all facets of an organisation's short-term and long-term goals and initiatives. The EO formulates policies and procedures so that the key players (the Board, Committees and Secretariat) within the organisation can function in the best possible way. The EO, with the Board, is responsible for the development, implementation and evaluation of the overall strategy of the Association.

Our EO services cover all aspects of provision of EO services, including:

- Recruitment of a suitable candidate for the role
- Provision of facilities to host/embed the EO in our offices
- Ongoing management of/liaison with the EO

The co-location of your EO with your secretariat effectively provides your organisation with its own office, without the requirement for you to establish your own infrastructure. The benefits are many, including:

- Increased focus on your organisation at a strategic level as well as administratively and functionally
- Shorter lead time to establishing the EO role as the infrastructure is already in place
- Reduced overheads for your organisation through the use of systems and infrastructure already in place in our offices
- Ease of communication between EO and secretariat which ensures optimal focus on your day-to-day activities and streamlined processes
- Ability to capitalise on the knowledge already held by the secretariat in the establishment of the EO role
- Benefits of having an enriched environment in which there are multi-sector associations supported

Minimised risk:

- The EO remains the employee of TAS
- You do not have to enter into long-term office rental agreements
- You do not need to purchase your own infrastructure

Tier 2

Hosted Executive Office (HEO) Services

The TAS Hosted Executive Office model provides your organisation with the ultimate flexibility to establish your own office, the way you want it without having the expense, hassle or risk that comes with it. Whatever staffing you require, we can provide it for you under our management and care, in our offices and utilising our infrastructure, but with direct reporting lines to you. Minimum risk, optimum control.

Our HEO model gives your organisation its own office and staff without the requirement to set up the infrastructure or become employers with the additional responsibilities this necessarily entails. It is your office and team, hosted within ours.

“It's a terrific relationship between RCSA and TAS. We rely on your professionalism in managing our members.”

Claudia Gray, RCSA Conference

Governance & Consultancy



Governance Support

The right governance is critical to the effective operation of any association. More importantly, getting it wrong can leave exposed not only your organisation, but the individuals who direct it. The Association Specialists can help guide your Board through the complexities of governance, protecting you from legal and financial risk.

Governance rules for Directors, Board Members and Committee Members are becoming increasingly onerous and it is important that elected officials are aware of their statutory obligations. In particular under the Corporations Act elected officials (whether voluntary or not) are governed by a Duty of Good Faith and a Duty of Care, Skill and Diligence. Failure to comply with the statutory obligations may lead to penalties, prosecution and even personal liability. These obligations also apply to:

- The localised State Incorporation of Association Acts
- The Australian Taxation Office
- The Office of the Privacy Commissioner
- The Anti-Discrimination Board
- Fair Work Australia

The Association Specialists is able to give guidance on many issues under the various acts and we also work with a number of specialists in the provision of expert advice. In particular we can provide to our clients:

- Standard compliance services, including:
 - Timely completion and lodgement of all relevant compliance documentation with all relevant bodies
 - Maintenance of compliance documentation on an ongoing basis
- Arrangement of necessary insurance cover for your organisation, its Directors and Officers
- An introductory two-hour presentation to your elected officials to explain the rudimentary obligations they have in their positions
- Tailored extended and more in-depth information as required by you

Consultancy

The Association Specialists can help you to grow and develop your organisation in a low-risk and economical way. In addition to the services outlined on our Association Management pages, we offer a wide range of specialised services aimed at taking your association to the next level.

Our consultancy services are 100% tailored to your needs. After detailed consultation with you to determine your goals, requirements, limitations and budget, we produce a detailed plan and proposal for you. We identify the kinds of services and activities required to meet your goals as well as putting together detailed methodologies, costings, timeframes and anticipated outcomes. We ensure communication throughout each project and detailed reporting at the completion.

Tailored consultancy programs may include:

- Membership recruitment
- Audit services
- Goal setting and budget forecasting
- Business strategy
- Social Media strategy
- Project management

“ I wanted to express to you and your team our appreciation for your commitment and expertise demonstrated to ensure the success of the national conference this week. We really wanted a very professional approach for our members at the national conference -your organisation provided a conducive atmosphere to be inspired, learn and network. Please convey our appreciation to your entire team .”

Louise Burton, CEO, Philanthropy Australia, 2012

Event Management Services



The event management team at The Association Specialists (TAS) is devoted to bringing about the best results possible for our clients. Our team is highly qualified and accredited and most importantly, we love what we do!

Initially as Conference Action and now under the TAS name, we take care of more than 20 events each year, adding value to our clients' organisations, their members and delegates. We are proud of our track record of achieving an average 27% return on turnover for our clients. Perhaps this accounts for our client retention rate of 80%.

At TAS, we specialise in working with organisations which bring people together for a common purpose; associations, not-for-profit groups, special interest groups, institutes. We have developed a reputation for producing smooth running, tech-savvy, engaging and profitable events right around Australia and overseas. We have strong networks with major venues and suppliers, bringing you the best possible terms for your supplier contracts. We work with you, and we work hard, to ensure your event is a success and that your goals are met.

To organise conferences is exciting, ever changing and very fulfilling. To do it for The Association Specialists, with our focus on integrity, best practice and client satisfaction, is a privilege.

Kind regards

Lucy Timms
Team Manager – Event Management

Industry based conferences not only provide networking and educational opportunities which can represent a fundamental benefit of association membership, but are often a key revenue stream for the organisations who run them. A well run, financially fruitful event can be the cornerstone of the success of an organisation. At TAS, we understand this and have the skills, ethics and experience to ensure that your event helps you to meet your goals. Our standard Event Management services include:

General Administration and Project Management

- Allocating to your event a dedicated Event Manager from our professional staff
- Establishment of a budget, marketing plan and critical path for your event, keeping you on-track
- Coordination of conference satchels, name badges, function tickets, delegate lists, conference programs, local maps, tourist information and entertainment as required
- Coordination and management of regular meetings with the Organising Committee to ensure efficient communication throughout the event lifecycle, including setting of agendas, taking of and distribution of minutes and ensuring follow up of action points.

Registration Management

- Preparation and distribution of all registration and program materials
- Registration of all delegates and coordination of travel, accommodation and touring needs at preferential rates
- Provision of regular registration, statistical and financial reports to the Organising Committee

Venue Selection

- Shortlisting of a selection of suitable destinations and venues according to your brief
- Preparation of a detailed comparison of preferred venues including budget comparisons
- Coordination of a program of social and recreational events
- Selection of the finest quality food and beverages including catering for special needs
- Coordination of travel and transport requirements (including airport and hotel transfers)
- Preparation of accompanying person programs and touring options

Marketing

- Development of a promotional plan aimed at maximising publicity of your event to potential delegates, exhibitors and sponsors
- Promotion of your event locally and overseas
- Set up of a website as a resource for your delegates and a promotion medium for your sponsors
- Set up of a "virtual" event on the web as a medium for your exhibitors and sponsors
- Obtaining databases and media deals to promote your event
- Planning of the content, design and look of your event (logos, papers, relevant publications and promotional material)

Website & Online Services

- Establishment of online registration and abstract/paper submission facilities
- Creation of a virtual event to run alongside your "real time" event
- Set up of a forum for delegates to run discussions or to contact each other using virtual noticeboards
- Development of a library of resources for your delegates including all the papers presented at your event including website links valuable to your delegates
- Creation of event apps for mobile devices



Sponsorship & Trade Exhibition

- Researching and collation of information on target prospects for trade show sales
- Designing of the sponsorship and exhibition package in line with the Conference theme
- Contacting of all potential sponsors and exhibitors, that all prospects utilising the rule of seven to ensure that even those who decline the offer initially are contacted at least seven times through a combination of attendance at prior event, attractive marketing pieces, direct phone calls, face-to-face meetings and email teasers
- Handling of all enquiries and bookings and management of the exhibition logistics directly with an exhibition contractor (including floor plan management, freight forwarding, booth construction and dismantling, furniture hire and power requirements)
- Production of a comprehensive exhibition manual to ensure that communication between the exhibitors, the contractors and the venue is clear and concise
- Management of communication with sponsors
- Confirmation of sponsorship entitlements ensuring these entitlements are delivered

Financial Services

- Budget development and management of costs to budget
- Comprehensive financial tracking of all income, expenditure and taxes (eg; GST) ensuring a full and comprehensive audit trail for your event
- Preparation of monthly P&L statements
- Detailed financial summaries and reconciliations for the Event Treasurer
- Negotiation of event insurance cover
- Opening of bank accounts, merchant facilities and production of invoices, receipts and documentary approvals

Accommodation, Travel, Social Functions

- Coordination of transfers to and from the venue to hotels, airports and other conference locations
- Negotiation, booking and management of accommodation blocks to ensure minimal risk to your bottom line
- Management of food and beverages requirements, including catering for special needs
- Researching and coordinating social functions, entertainment and touring options for your delegates and partners

On-Site Management

- Allocation of an appropriate number of staff to manage on-site registration and venue liaison throughout the event
- Acting as the link between the presentation/staging requirements and the Committee approved audio visual supplier
- Confirming audio visual set-up for every room in a timely and efficient manner
- Managing presenters on the day ensuring they visit the speaker preparation area in a timely manner and have their presentations pre-loaded
- Collation of presentations for inclusion on the website or CD post event

Program & Speaker Management

- Assisting with the structural development of the program
- Managing online abstract submissions and calls for papers
- Notifying speakers of presentation details
- Managing audio visual requirements for speakers
- Organising speaker preparation facilities on-site
- Recruitment of speakers and entertainers

Abstract Management

- Managing the 'call for abstract' process
- Receipting and acknowledgement of abstract submissions in agreed format
- Set up of online (password protected) review of all abstracts for approved reviewers
- Automatic personalised distribution of correspondence to all submitters, including acknowledgements, declines, acceptances, general correspondence
- Automatic collation of abstracts, biographies, copyright permissions, audio visual requirements, presentations for web site

Post Event Evaluation

- Return of all equipment hired
- Reconciliation of all accounting matters
- Generation of a full and comprehensive report for the Organising Committee regarding the event, including all information regarding the statistics and databases required for the Committee to successfully run future events
- Preparation of all information available for external audit

Association Management Clients



National Association of Specialist Obstetricians & Gynaecologists



Event Management Clients



Below are some of our more recent or future events. This list is not exclusive but represents a cross-section of events we have been engaged for.

[Click here](#) for a full listing of our past and current events.



Ethics & Transparency



As you would have noticed in our Corporate Values statements, The Association Specialists takes a very strong stance on ethical business practices and total transparency in all of our dealings. Here are some of the ways in which we guarantee you that we act for you and in your best interest...

Agent, Not Principal

The Association Specialists works on behalf of its clients as the Agent, not the Principal. This ensures that our clients sign off on any contracts with third parties, all suppliers' original invoices are provided to you and you retain control of your bank account. This gives you a guarantee that there is no opportunity for us to artificially inflate costs. Any quote we provide for our services is transparent and complete. With The Association Specialists, there are no hidden costs which can diminish your bottom line.

Outsourced Services

In addition to our in-house expertise, we are supported by a professional network of proven specialist suppliers who provide additional resources as required. These suppliers include venue managers, designers, printers, audio-visual managers, PR consultants, translators, travel and tour operators, IT/internet specialists, insurance providers, auditors, lawyers, satchel and gift suppliers and exhibition service suppliers. In most cases we have worked with these suppliers for a number of years, monitoring closely their quality of work and pricing levels. We only work with suppliers who uphold our ethical standards, are excellent in their area of work and provide value for money.

“ I found Francis Child to be an excellent partner and I valued his ability to come to grips with key goals of the committee, his interactions with exhibitors, sponsors, speakers and delegates, his willingness to manage our accounts in the way that suited our committee, and the brilliant efficiency of onsite services his company Conference Action provided during the event.”

Elizabeth Swan, Convenor, Information Online

Commissions, Rebates and Mark-Ups

The Association Specialists does not receive commissions or rebates from third party/outsourced suppliers. Neither do we mark-up third party supplier invoices to receive a benefit. We believe that these practices might be perceived to prejudice our ability to work without bias on behalf of our client and we have therefore taken a public position not to accept any such income from any of our suppliers.

Intellectual Property

The Association Specialists has a firm policy regarding the protection of our clients' intellectual property. Each client database, while housed on our central system, is discreet and secure. We only use your information as directed by you. You retain ownership of all of your corporate knowledge and stored data and we employ the best systems available to ensure its integrity at all times.

Flexibility

We offer leading software/database systems for use by all of our clients, however, we also offer the flexibility to work with your preferred systems including databases and websites. Our aim is to provide a personalised service and it is important to us that your goals are met. Your systems or ours, the choice is yours.

[Click here](#) for valuable information for conference convenors.

What Happens Next?



This brochure has hopefully given you a lot of information about the services offered by The Association Specialists and, importantly the type of organisation we are, our culture and values and how we can add real value to your organisation.

So, what happens next? Should you be interested in pursuing a professional relationship with The Association Specialists, our suggested process from here is:

We discuss your requirements and goals with you and use that information to prepare a tailored proposal, including a quote

Review the proposal and make any amendments to areas which may require further tailoring

Once you are happy that the proposal covers your requirements and you wish to proceed with TAS, we present you with a draft contract for review (or you may wish to provide your own contract for us to review)

When agreed, the contract is signed by both parties

We allocate a Service Team, within which a Client Services Manager (CSM) or Event Manager (EM) is assigned to work with you and provide a day-to-day contact point for you, your board and your members

The Business Development team will brief the Service Team on the details of the proposal and contract and will arrange a meeting with you to formally introduce you to your new TAS team

Your CSM/EM and their Manager will be in touch with you directly and will go through our Client Transition Plan with you to ensure that all information and documentation is covered in the transition process

Throughout the contract period, the Business Development team will keep in touch with you and the Team Manager will make regular contact with you to ensure all your requirements are being met

Towards the end of the contract period, we will be in touch with you to re-assess your needs, prepare a further proposal (if required) and contract to ensure ongoing, seamless support

“ I want you to know how much we appreciate your work with us. I can't say enough... If the opportunity arises, I would be very pleased to work with you again.”

**Alan Randall, Convenor,
AARES Conference 2013**

For more information, please contact our Business Development team:

Jessica Abbey

Business Development & Marketing Manager
T: +61 2 9431 8638
E: jessica@theassociationspecialists.com.au

Francis Child

Managing Director
T: +61 2 9431 8637
E: francis@theassociationspecialists.com.au



PO Box 576, Crows Nest, NSW 1585, Australia
Level 3, 33-35 Atchison Street, St Leonards NSW 2065, Australia

P: +61 2 9431 8600

F: +61 2 9431 8677

E: info@theassociationspecialists.com.au

www.theassociationspecialists.com.au

Combining Conference Action and The Australian Professional Centre

ABN 35 002 729 606