

## Our People

### Members

# Membership Policy and Procedure

<i>Authorised by - Name (Role)</i>	<i>Date Authorised:</i>
The Board	14 April 2026
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29 October 2024	April 2028
<i>Summary of changes:</i>	
Review brought forward prior to renewals. Simplified language, removed some duplication, added links to Member benefits and Member Charter, added Media and Communication section.	

## Policy Statement

Neighbourhood Houses Tasmania (NHT) is the peak body representing Neighbourhood Houses across Tasmania.

NHT is committed to:

- being a strong peak body through providing resources, representation, policy development, advocacy, information sharing and coordination to our Members.
- resourcing strong, diverse and effective Member organisations that focus on community development to strengthen and support Tasmanian communities.
- meeting the Membership requirements of the [NHT Constitution](#).

# Membership Policy and Procedure

## Purpose

Membership of NHT provides benefits and comes with responsibilities.

The purpose of this policy is to set out:

- what Members can expect from NHT as a peak body.
- the requirements for organisations to be a Member of NHT.

## Scope

This policy applies to NHT, NHT Members, Associate Members and those seeking NHT Membership.

## NHT's Role

1. **Build a strong and accountable peak body organisation** to meet the needs of Members.
2. **Enhance the capacity, skills, and knowledge** of Neighbourhood Houses to meet their community's needs
3. **Valuing Neighbourhood Houses** as place-based community development organisations and facilitating a united voice for Members.
4. **Develop and contribute to policy positions** and responses that reflect the needs of Neighbourhood Houses and their local communities.
5. **Advocate for and with Neighbourhood Houses** on issues that impact their communities.
6. **Facilitate effective networking and communication** within the Neighbourhood Houses and with external stakeholders, including all levels of Government.

## Membership Benefits

In line with the above, NHT provides a range of benefits to Members including:

- access to regular regional meetings, consultations, House Managers and Chairs forums, and the opportunity to contribute to policy submissions.
- sharing and developing resources, tools, templates and training.
- information and referral for sector issues.
- lobbying Federal, State and Local governments on behalf of Members.
- liaison with the core funding body, the Department of Premier and Cabinet (DPAC).
- representation on working groups, committees and Boards within Tasmania, and on the national level to further the strategic goals of the Neighbourhood Houses e.g. Australian Neighbourhood Houses and Community Centres Association (ANHCA).

For a full list refer to [\*Better Together – the value of NHT Membership\*](#).

There are two levels of membership available – Members and Associate Members.

## Members (Houses)

Any Neighbourhood House whose objectives align with NHT's purpose and fulfill the Eligibility Criteria can apply to become a Member.

**Members** can be represented by **one delegate** (as nominated by the Member) at Special General Meetings and Annual General Meetings. Each Member has **one vote**. Additional Member representatives can attend Special General Meetings and Annual General Meetings as observers.

### Member Charter

The [Member Charter](#) has been developed in line with the [NHT Strategic Plan](#) and outlines how NHT and Members work together fostering strong relationships and connections that are productive, respectful and supportive.

### Eligibility Criteria

The Board has outlined the following Eligibility Criteria for new or renewing Members.

1. Are funded as a Neighbourhood House in Tasmania.
2. Operate and deliver services consistent with the current Neighbourhood House Program goals?
3. Agree to and comply with the Membership requirements of the [NHT Constitution](#), this Policy and the [Member Charter](#).
4. Are compliant with federal and state laws and maintain Privacy and Confidentiality as required.
5. Pay the Membership Fee by July 1<sup>st</sup>.

### Membership Fee

Members must pay an annual Membership Fee, determined annually by the Board, and detailed in the Membership Form. Fees are payable by 1<sup>st</sup> July each year or by the invoice due date and may be pro-rated for applications submitted more than 6 months into the financial year.

Members experiencing payment difficulties should contact NHT to discuss options. If fees remain unpaid 30 days after invoicing, and no alternative arrangement has been agreed with the NHT CEO or Board, the Board may resolve to terminate the Membership.

### Member Application and Renewals

Memberships expire on **30 June** each year. Organisations applying for or renewing Membership must submit a Membership Form and pay the Membership Fee by **1 July** or by the invoice due date.

Renewal reminders are sent in advance.

### Media and Communications

As the peak body, NHT is committed to promoting and advocating for Neighbourhood Houses to the media and other external stakeholders.

NHT encourages Houses to discuss any issues or ideas for advocacy activities with NHT to support the goal of NHT and Members having one voice, and to plan and prepare the most effective approach.

Houses must not speak to media or external stakeholders on behalf of other Houses or on behalf of NHT unless agreed.

## Associate Members

Associate Membership is available to individuals or organisations whose objects are, in the opinion of the Board, sufficiently aligned with those of NHT.

Associate Members may nominate **one delegate** to attend Special General Meetings and Annual General Meetings as an observer, but they **do not have voting rights**. Additional representatives may attend as observers.

Associate Members must apply for and renew Associate Membership using the *Associate Membership Form (when developed)* and pay the annual Associate Membership Fee.

## Board Approval

The NHT Board considers and decides on applications for Membership. Applications are assessed against the relevant criteria in line with the *NHT Constitution*.

Approved applicants are advised by email and letter and receive a tax invoice for the Membership fee.

If the Board requires additional information, or identifies an issue related to the Eligibility Criteria, the Board will notify the applicant of the information required or provide reasons for the decision not to approve Membership.

Applicants who wish to discuss a decision may request a meeting with the Board President.

## Record of Members

The Public Officer maintains a Register of Members detailing Member name, contact person, nominated delegate, address, email address, the date the Member commenced Membership, and date when the Membership will expire.

## Resignation of Members

Members may resign their NHT Membership at any time by giving notice in writing to the Public Officer ([publicofficer@nht.org.au](mailto:publicofficer@nht.org.au)). The Membership ceases when the Board accepts the notice at a Board Meeting.

## Feedback and Complaints

### Issues raised by Members relating to NHT

NHT aims to work together with Members to foster strong relationships and connections that are productive, respectful and supportive. Part of this process is to regularly seek feedback from Members and have a clear process to raise and resolve any issues or complaints about NHT.

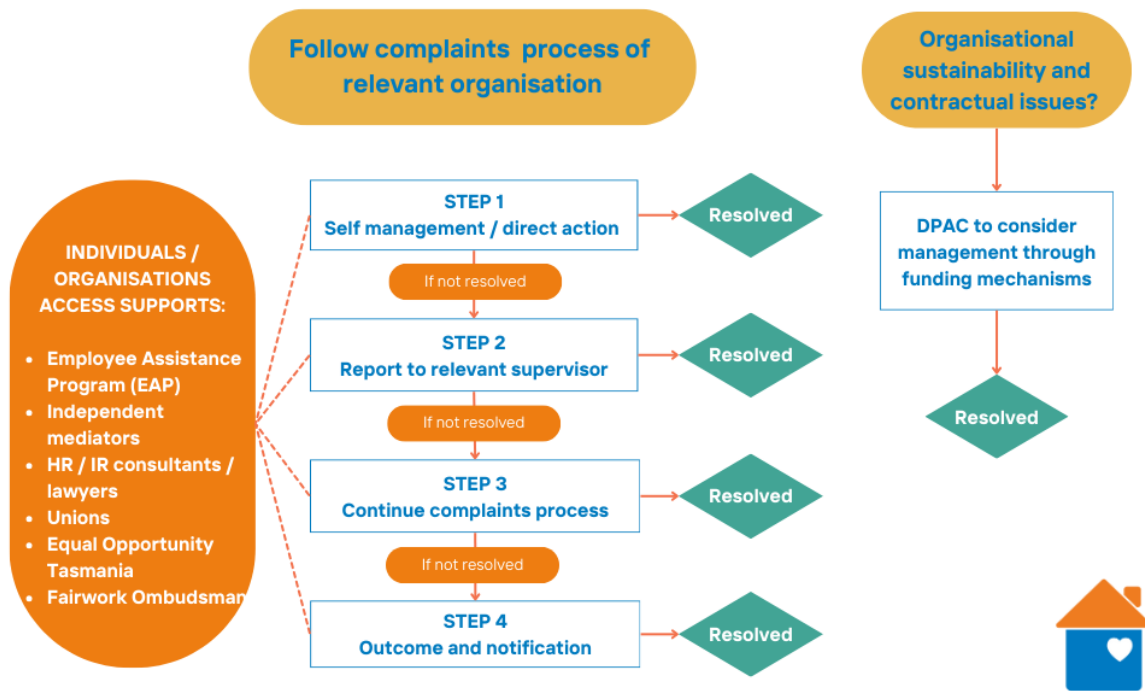
Refer to *Feedback and Complaints Policy* for further details.

### Issues raised by Members relating to other Member organisations

Any issues raised by Members that relate to other Member organisations should be raised directly with the organisation and managed through their own organisational policies and procedures. NHT provides a *Feedback and Complaints Policy* sample in the ANH library for Members to support their own processes.

A process flow chart is below.

## GENERAL FEEDBACK & COMPLAINTS PROCESS



### Issues raised by NHT relating to Members

Issues raised by NHT relating to Members or minor breaches of the Eligibility Criteria that are inadvertent or occurred in good faith are approached in a timely, positive and supportive way and with the aim of resolving the issue collaboratively.

If a more serious and/or ongoing breach of the Member eligibility criteria occurs, in circumstances that warrant considered investigation, NHT staff will contact the Member to seek information and clarification about the issue. The NHT Board or CEO may investigate, document any findings, and advise the Board and the Member of the findings.

### Membership Breach

If a breach of Membership criteria is confirmed, NHT will, in the first instance, discuss with the Member to resolve, including any recommendations the Board has identified.

### Consideration for Expulsion

If, despite reasonable support and advice, the issue is not resolved, and Membership eligibility criteria are still not met, the NHT Board, according to the [NHT Constitution](#):

1. Send a written notice (the Expulsion Notice) to the Member outlining the reasons the Member is being considered for expulsion.
2. Allow the Member 7 days to respond in writing.
3. Consider the response (if received) within 21 days.
4. If no response, the Board may expel the Member immediately.
5. The Board's decision is at its discretion.

## Policy Review

The Board reviews this policy every two years, or sooner if required to reflect changes in legislation, funding, organisational needs or best practice.

## Compliance Requirements

[NHT Constitution](#)

## Supporting Documents

[NHT Strategic Plan 2025-2028](#)

[Member Charter](#)

[Feedback and Complaints Policy](#)

## Version History

Version	Date of effect	Brief summary of change
Version 1 – Policy	2 February 2018	Policy written by previous NHT Board
Version 2 – Policy Rewrite	29 October 2024	Policy written to reflect NHT's independent governance review 2023 and implementation of its recommendations.