

Member

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1. Purpose

The purpose of this policy is to define the eligibility for Members and Subscribers of the Association, the membership and subscription categories with corresponding benefits, services and fees.

2. Membership Year

The Association membership year is **1 January** to **31 December**.

3. Approval

Please note that the Board reserves the right to exercise discretion over eligibility for Subscribers and Members and may make exceptions to this policy where deemed to be in the overall best interests of the Association.

4. Voting

In accordance with the Zoo and Aquarium Association *Constitution*, only Regional and Individual Members are eligible to a weighted vote at general meetings:

- (a) A Regional Member vote represents one (1) single vote
- (b) An Individual Member vote represents one tenth (0.1) of a vote

International Members, Subscribers and Business Members do not have voting rights.

5. Eligibility for Subscribers¹

The Subscribers categories support those organisations, individuals and other industry representatives who wish to have a professional association with the Zoo and Aquarium Association, Australasia. These fall into the following groups:

- (a) **Organisations that are not defined as zoos, aquariums or wildlife parks, are defined under the Business Category of the Association membership structure (see membership section for details) and can demonstrate relevance to zoos and aquariums. Typically, this will suit organisations such as those listed below:**
 - (i) Government departments (non-animal holding), libraries, other relevant associations*;
 - (ii) Tertiary and other training providers;
 - (iii) Corporate businesses/sponsors;

* Relevancy is determined by the Zoo and Aquarium Association Board.
- (b) **Zoos, aquariums or wildlife parks residing inside the Australasian region that are seeking a professional relationship with the Association.**
 - (i) An Australasian based zoo or aquarium wishing to become a new member of the Association; or
 - (ii) An Australasian based zoo or aquarium that is reapplying for membership after a membership has lapsed.
- (c) **Zoos, aquariums or wildlife parks residing outside the Australasian region that are seeking a professional relationship with the Association.**
 - (i) Non-Australasian based zoos or aquariums that are already a member of their own regional zoo and aquarium association, wishing to become a new member of the Association; or
 - (ii) Non-Australasian based zoos or aquariums that are already a member of their own regional zoo and aquarium association that is reapplying for membership after a membership has lapsed.
- (d) **Individuals seeking a professional association:**
 - (i) Individuals employed by a Member zoo / aquarium wishing to become a new member; or
 - (ii) Who participate with an Association advisory group or committee; or

¹ Please review **Section 7** for a complete list of eligibility criteria for each subscriber category.

- (iii) After leaving employment with a member organisation; or an
- (iv) An individual who has relevance* to zoos / aquariums either within the Australasian region or International

* Relevancy is determined by the Zoo and Aquarium Association Board.

6. Eligibility for Members

6.1 Regional Eligibility

Regional Membership to the Association is restricted to those organisations residing in the Australasian region, described as New Zealand, Australia, Papua New Guinea and South Pacific Islands.

6.2 International Eligibility

Organisations outside of the Australasian region who wish to have a relationship with the Association should refer to the International Membership section (8.0) of this policy for options.

6.3 Individual Members

The Zoo and Aquarium Association describes eligible Individual Members as those who work for a Regional Member that meets the eligibility criteria listed below for Regional Members, or who participate in an Association specialist advisory group or on an Association Committee.

6.4 Regional Members

(a) The Zoo and Aquarium Association describes eligible Regional Members as those who:

- (i) Hold wildlife for the purposes of conservation education, presentation and breeding, operate primarily from a fixed site and are open to the community or are a specialist wildlife breeding centre;
- (ii) Holds a current operator's licence/relevant permit, issued by the relevant government jurisdiction for the exhibition or keeping of animals/wildlife;
- (iii) Must commit to advising the Association's Executive Director within 14 days of any change in licencing/regulation/permit status (temporary or permanent), including notice of requirement to make changes in order to meet on-going compliance;
- (iv) Must be currently Accredited by the Association's Accreditation Program.
- (v) Be prepared to consider free entry to Individual Members;
- (vi) Understand that any Species Management Program (SMP) species held prior to membership will require a commitment to join and participate in the relevant SMP Programs once membership is approved.

6.5 Material changes to operation, location or staffing

(a) Changes within the context of an existing licence to operate

In the event that a member organisation is subject to a change in ownership (but retains existing staffing and operational structure) or location (within the current jurisdiction) the Association will maintain the existing membership, with the following requirements:

- (i) **Change of ownership** – requires a letter from both the outgoing owner advising of such and the incoming owner signing off on the Association’s Code of Conduct. The new owner will need to undertake and complete an interim desktop accreditation review within six (6) months of confirmation of new ownership.
- (ii) **Change of location** – requires a resubmission of the relevant Statutory Authority issued licence that reflects the new trading address.
- (iii) Any decision for which this consideration applies will be managed by the Executive Director and may be referred to the Association’s Board for a decision.

(b) Transition between different operating authorities

In the event that a member organisation is subject to a change in licencing requirements (i.e. material change in scope of operations, change in jurisdiction or seeks to replace a significant proportion of the staff) the Association will require a new application which will be subject to the application criteria and associated fees.

- (i) Any decision for which this consideration applies will be managed by the Executive Director and may be referred to the Association’s Board for a decision.
- (ii) In the event that a Member is required to re-apply for membership under 7.5 (b) above they will be required to re-join at a Subscriber level. An additional fee may be charged where existing collection animals are part of the SMP.

(c) Changes to an organisation’s position of solvency

In the event that a Member organisation becomes insolvent, or enters into liquidation or administration, the Member must advise the Association as soon as possible of its situation.

In accordance with the *Regional Species Planning and Management Policy* and the Association’s *Repatriation Process* a Member in this situation must inform its financial stakeholders; liquidators and/or administrators, of the requirements of the Association’s *Regional Species Planning and Management Policy*, pursuant to a Members commitment to SMP/ZAA SMP species.

7. Member/Subscriber Categories & Eligibility Criteria

A full list of benefits are listed in *Appendix I*.

	Category & Description	Eligibility Criteria
SUBSCRIBER CATEGORIES	<p>Individual Subscriber</p>	<ul style="list-style-type: none"> • An individual currently employed by a Member zoo / aquarium, or who participate in an Association advisory group or on an Association Committee for a minimum of twelve months prior to being eligible for Individual Membership. • An individual no longer working at a zoo or aquarium but who has relevance to zoos / aquariums and who are either within the Australasian region or International. • An Individual Subscriber is not eligible to vote at General Meetings.
	<p>International Subscriber A zoo or aquarium residing outside the Australasian region that is seeking a professional relationship with the Association.</p> <ul style="list-style-type: none"> • A zoo or aquarium wishing to become a new member of the Association. • A zoo or aquarium that is re-applying for membership after a membership has lapsed. 	<ul style="list-style-type: none"> • In circumstances where a non-Australasian based zoo or aquarium resides in a country within a geographic region covered by a regional zoo/aquarium association, that zoo/aquarium must already be a member of their regional association. • An International Subscriber is not eligible to vote at General Meetings.
	<p>Regional Subscriber Zoos, aquariums or wildlife parks residing within the Australasian region that seek a professional relationship with the Association.</p> <ul style="list-style-type: none"> • A zoo or aquarium wishing to become a new member of the Association. • A zoo or aquarium that is re-applying for membership after a membership has lapsed. 	<ul style="list-style-type: none"> • Operate in the Australasian region. • Hold a current operator's licence/relevant permit, issued by the relevant government jurisdiction for the exhibition or keeping of animals/wildlife. • Completes the Association Application process. • Must participate in the Association's Accreditation Program within 12 months. • A Regional Subscriber is not eligible to vote at General Meetings.
BUSINESS MEMBERSHIP	<p>Government/ Library/ or other Organisations who have a professional association with the Association and/or who may require access to services and products for legislative purposes.</p>	<ul style="list-style-type: none"> • A Government department (non-animal holding), library, or association that can demonstrate relevance to zoos and aquariums. • Government, Libraries or other Business Members are not eligible to vote at General Meetings.
	<p>Tertiary Educator Education provider who may require access to services, products and other intellectual property developed by the Association for development or training purposes.</p>	<ul style="list-style-type: none"> • A tertiary education provider that can demonstrate relevance to zoos and aquariums. • Tertiary educator Business Members are not eligible to vote at General Meetings.

	Category & Description	Eligibility Criteria
MEMBERSHIP CATEGORIES	Corporate	<ul style="list-style-type: none"> A corporate entity whose business is related to or supports the zoo and aquarium industry. Corporate Business Members are not eligible to vote at General Meetings.
	Individual Member Individuals who are employed by zoo and aquarium Members, and/or participate in an Association advisory group or on an Association Committee, maintain access to the resources and networks provided by the Association and receive member discounts in Association related activities.	<ul style="list-style-type: none"> Individual Members are those who work for a Regional Member. Have been an Individual Subscriber for a minimum of 12 months. Individual Members are eligible to vote at General Meetings after 12 months as a Subscriber.
	Regional Member Organisations who reside within the Australasian region and who wish to have complete access to the services and benefits offered by the Association. In particular, complete access to species managed within the Association's Species Management Program (SMP) is provided to this membership category.	To be eligible for Regional Membership an organisation needs to: <ul style="list-style-type: none"> Have been a Regional Subscriber for a minimum period of 12 months. Must be accredited by the Association's Accreditation program. Regional Members are eligible to vote at General Meetings.
	International Member Organisations who reside outside the Australasian region and who wish to have some access to the services and benefits offered by the Association. International members are not eligible to vote at the Association General Meetings.	To be eligible for International Membership an organisation needs to: <ul style="list-style-type: none"> Have been an International Subscriber for a minimum period of 12 months. Successful annual Accreditation review. In circumstances where a non-Australasian based zoo or aquarium resides in a country within a geographic region covered by a regional zoo/aquarium association, that zoo/aquarium must already be a member of their regional association. An International Member is not eligible to vote at General Meetings.

8. Fees

8.1 Payment of Fees

All fees are to be paid as outlined in the *Fee Schedule (Appendix II)*.

8.2 Annual Fees

- (a) Subscribers and Members are required to pay an annual fee charged at the commencement of each financial year.
- (b) Subscribers and Members outside of Australia or New Zealand are subject to the Australian fees (GST does not apply).

- (c) Fees for new subscribers, members and renewals are outlined in the *Fee Schedule*, which is updated annually.
- (d) The following in the first year will be charged a pro-rata fee rounded to the nearest month for the remainder of the year:
 - (i) Regional Member
 - (ii) International Member
 - (iii) Regional Subscriber
 - (iv) International Subscriber
- (e) Pro-rata fees are not available to the following categories:
 - (i) Business Members (all categories)
 - (ii) Individual Members
 - (iii) Individual Subscribers

8.3 Calculation of Fees

- (a) All member and subscriber fees, apart from Regional Members, are set by the Board as part of the annual budget development and reflect the ongoing cost of providing quality and relevant services.
- (b) Regional Member fees are calculated based on the following mixed calculation rate on OPEX:

Regional Member subcategories	Member fee = % x OPEX
Based on species composition and admissions.	
Native <i>100% native animals</i>	0.25%
Aquatic <i>Aquarium or predominantly aquatic</i>	0.25%
Small Exotic <i><100K Admissions; <15 Exotic SMP Programs</i>	0.35%
Large Exotic <i>>16 Exotic SMP Programs</i>	0.35%

- (c) Plus GST in local currency or as reviewed by the Board. A Member OPEX review is to be carried out every three years, likely to be timed with the beginning of each Accreditation cycle or iteration. From time to time the Association may request a review of Member operating expenses.
- (d) Members who believe their operating costs should be reduced can complete a survey to have their membership fee recalculated. The Association may at its discretion ask a member to complete a survey to clarify its membership fee.
- (e) Minimum and maximum fees apply (as per *Fee Schedule*).
- (f) The fee structure for International Members is based on the World Bank GDP² rating of the country and admissions per annum. GDP Brackets as per The World Bank GDP Ratings x Country:

² World Bank GDP <https://data.worldbank.org/indicator/NY.GDP.MKTP.CD> (Download excel to view metadata including Income Group by Country)

- (i) GROUP I Countries: High Income and Upper Middle Income (Income Group)
- (ii) GROUP II Countries: Lower Middle Income and Low Income (Income Group)

Admissions per annum:

- (iii) Category 1: less than 200,000 paying visitors
- (iv) Category 2: 200,000 – 1 million paying visitors
- (v) Category 3: greater than 1 million paying visitors

(see *Fee Schedule* for International Fees according to category and group)

- (g) Member and Subscriber fees are increased by Consumer Price Index (CPI), as set by the Australian Taxation Office (ATO) and the Inland Revenue Department (IRD), as applicable from the previous September.
- (h) Member in Australia, PNG, South Pacific Islands and members outside the Australasian region are charged in AUD and follow Australian CPI figures. New Zealand members are charged in NZD and follow New Zealand CPI figures.

8.4 Outstanding Membership Fees

Any membership fees that are outstanding for greater than 90 days without prior arrangement with the Executive Director may result in termination of membership. The matter will be elevated to the Board's Finance, Audit and Risk Committee for confirmation of termination.

Note: reminders of payment arrears will be sent at 30 and 60 days to the organisational finance point of contact and at 60 days to the organisational Director.

8.5 Refunds

All fees are non-refundable and non-transferable to another site. No fees will be refunded in the event that a member or subscriber withdraws from or is no longer eligible as an Association Member or as a Subscriber.

9. Board Engagement

- 9.1 The Association Board meet at least three time per annum as per the Association's Constitution and as a consequence the Board meetings are managed to facilitate outcomes associated with managing risk, leading emerging opportunities and other strategic matters connected with the Association and its membership.
- 9.2 Members may request matters to be raised with the Board in accordance with the *Procedure Submitting Matters to the Board*.

10. Member Directory

As networking is a membership benefit greatly valued by our members, we share your contact details within the ZAA Membership as part of the ZAA Member

Directory. If you have any questions, or as per our *Privacy Policy* you would prefer not to have your professional contact information shared with other ZAA members, please write back to admin@zooaquarium.org.au

11. ZAA Regional Member Eligibility for WAZA Membership

- (a) ZAA is an Association member of the World Association of Zoos and Aquariums (WAZA).
- (b) As per the WAZA By-laws, a WAZA Institution member must be an accredited member of its recognised regional association i.e., for the Australasian region, ZAA Regional Members are eligible to apply for WAZA Institution membership.
- (c) In the event of a WAZA - ZAA Member, who may for any variety of reasons no longer be a ZAA Member, ZAA is required to inform WAZA that the institution is no longer a member of the Association.

12. Related Documents

This policy is to be read in conjunction with the following policies, procedures and guidelines of the Association:

- (a) Code of Conduct
- (b) Animal Welfare Policy
- (c) Accreditation Policy
- (d) Regional Species Planning and Management Policy
- (e) Procedure Submitting Matters to the Board
- (f) Privacy Policy

13. Definitions

In this policy, unless the context otherwise requires:

- 13.1 **Association** means the Zoo and Aquarium Association Inc. (ABN 71 836 556 156).
- 13.2 **Species Management Program (SMP)** An animal program administered by ZAA.
- 13.3 **Australasian region** is described as New Zealand, Australia, Papua New Guinea and South Pacific Islands.
- 13.4 **Benefits** means the privileges received by the paying Member. All membership benefits are extended to the Member and to the staff who directly provide services to that Member.
- 13.5 **Board** means the board of management of the Association.

- 13.6 **Code of Conduct** means the *Code of Conduct* setting out the standards of ethical and professional practice and conduct for Applicable Persons.
- 13.7 **Committee** means a committee of the Board established in accordance with clause 42 of the *Constitution*.
- 13.8 **Constitution** means the Constitution of the Association, as amended from time to time.
- 13.9 **Executive Director** means the Executive Director of the Association.
- 13.10 **Member** means a member of the Association, as defined in the Association *Members Policy*, and may include an employee, officer or agent of a Member of the Association. Only one business/trading name can be listed per membership.
- 13.11 **Operating Expenses (OPEX)** are taken to include all costs of operating and maintaining the institution, including costs associated with the administration, staffing, maintaining and marketing the institution, but excluding expenses associated with capital works (e.g. new exhibits), depreciation and debt servicing. Also excluded are ancillary activities including retail and catering operations, entertainment that is not wildlife-based (e.g. amusement park rides), and sponsorships/grants tied to activities outside the core business of the institution (e.g. research grants, etc.).
- 13.12 **Organisation** means an unincorporated entity or an entity incorporated under national, State or Territory legislation.
- 13.13 **Regional Member subcategories** – the following subcategories based on the composition of species held and the number of annual admissions are applied to Regional Members for the purpose of calculating membership fees based on OPEX.
- 13.14 **Native:** Member holds 100% native species of their own country.
- 13.15 **Aquatic:** Aquarium or predominantly aquatic species.
- 13.16 **Small Exotic:** Member has less than 100K Admissions; and holds less than 15 exotic (non-native) SMP Programs.
- 13.17 **Large Exotic:** Member holds 16 or greater exotic (non-native) SMP Programs.
- 13.18 **Subscriber** means a subscriber of the Association, as defined by the Association's *Subscriber and Members Policy*.
- 13.19 **WAZA** means the World Association of Zoos and Aquariums
- 13.20 **ZAA** means the Zoo and Aquarium Association Inc. (ABN 71 836 556 156).

14. Proviso

The intent of this policy is to provide a framework for the majority of activities undertaken by Association members/subscribers. Any issue/concern which arises that is not covered by this policy, but falls within the purpose of the policy, will be included and addressed by the Association Board, or their delegate, in the best interest of the Association and its membership.

15. Approval and Review Details

Approval History	Details
Approval Authority	Association Board
Relevant Committee and/or Stakeholders	
Original Approval Date	18/06/ 2014
Last Review Date	15/03/2021
Next review date	03/2026

This document should be reviewed within five (5) years of the date of approval or last review.

Amendment History Approved / Amended / Rescinded / Reviewed	Authority	Date	Description / Notes
Approved by Board	Board	18/06/2014	Divided membership policy into membership and subscriber categories, changed membership year, defined Accreditation as a requirement for Full Institutional membership.
Approved	Board	03/01/2017	Combined subscribers, members and fee schedule into one policy. Added member eligibility clause: Material changes to operation, location or staffing. Added new category: Institutional Subscriber.
Approved	Board	18/01/2017	Institutional Subscriber nominations required in application process amended to two (2).
Approved	Board	21/05/2018	Updated to align with changes to the Association's Constitution
Approved	Board	11/2/2019	Updated membership fee structure, desktop review for new owners and relevant definitions.
AGM	AGM	May 2019	Updated to reflect Constitutional changes at 2019 AGM to weighted vote for Individual members
Approved	Board	Aug 2019	Addition of Clause <i>Material changes to operation, location or staffing</i> (iii); and edits to <i>Outstanding Membership Fees</i> to clarify member payment timelines
Approved	Board	18/08/2020	Addition of Clause (c) Changes to an organisation's position of solvency
Approved	Board	24/11/2020	Addition of Clause 9.0 Board Engagement and Clause 10.0 Member Directory
Approved	Board	15/03/2021	Removed Membership Category Mobile Exhibitor and added section 11 ZAA Regional Member Eligibility for WAZA Membership

Appendix II – Fee Schedule

Fees are adjusted annually in the budget as approved by the Board.

Currency, CPI and GST applicable based on country or region

Country / Region	Currency	Country CPI applicable	GST
New Zealand	NZD	NZD	15%
Australia	AUD	AUD	10%
Papua New Guinea (PNG)	AUD	AUD	n/a
South Pacific Islands	AUD	AUD	n/a
Outside the Australasian Region	AUD	AUD	n/a

GST

- All fees charged in New Zealand and Australia are subject to country-specific GST if paying into the Association's New Zealand bank account or Australian bank account, respectively.
- Fees paid online payment gateway from outside Australia are GST exclusive.

CPI adjustment

- Membership fees are annually reviewed and adjusted according to the New Zealand and Australia CPI figures released in the third quarter (September) of the prior year.
- Fees were reviewed for 2021 and no CPI was applied:

Exchange rates

- An exchange rate of **0.9014** will be used in cases of exchanging NZD fees into AUD.
- An exchange rate of **1.1094** will be used in cases of exchanging AUD fees into NZD.
- If payment is made via online AU payment gateway, the exchange rate will be carried out through the banking credit card transaction.

Credit card payments

- Only Visa or MasterCard are accepted.
- Payments by credit card will incur a 0.5% merchant fee.

Prices below are set for the membership year: **1 January - 31 December 2021**. Fee structure is as follows (next page).

ZOO AND AQUARIUM ASSOCIATION MEMBERSHIP FEES - 2021

MEMBER CATEGORY	COUNTRY	CURRENCY	MAX FEE CAP	MINIMUM FEE CAP		
				NATIVE / AQUATIC	SMALL EXOTIC	LARGE EXOTIC
Percentage of Operating Expenditure (OPEX)				0.25%	0.35%	0.35%
REGIONAL MEMBER FEE BASED ON MIXED% OF MEMBER OPEX (MIN / MAX CAPS APPLY)	Australia	AUD\$	\$96,615	\$1,831	\$3,051	\$6,611
	New Zealand	NZ\$ **	\$105,103	\$1,991	\$3,319	\$7,191
	PNG / Pacific	AUD\$	\$96,615	\$1,831	\$3,051	\$6,611
ACCREDITATION			1/2 DAY	1 DAY	2 DAY	RESCHEDULE FEE (PER DAY)
ACCREDITATION FEES (REGIONAL MEMBER) EVERY 3 YEARS	Australia	AUD\$	\$325	\$650	\$1,300	\$650
	New Zealand	NZ\$	\$361	\$721	\$1,364	\$721
	PNG / Pacific	AUD\$	\$300	\$650	\$1,300	\$650
MEMBER CATEGORY	COUNTRY CATEGORY (BASED ON GDP BRACKETS)	CURRENCY		MEMBERSHIP FEE (fixed fee)		
INTERNATIONAL MEMBER	Group I Countries	AUD\$		Category 1	Category 2	Category 3
	Group II Countries	AUD\$		\$2,644	\$4,231	\$5,288
ACCREDITATION FEES ANNUAL	Group I & II Countries	AUD\$		\$1,281	\$1,587	\$2,115
				\$850/day + travel costs	\$1,050/day + travel costs	\$1,050/day + travel costs
MEMBER CATEGORY	COUNTRY	CURRENCY		MEMBERSHIP FEE		
OTHER MEMBERSHIPS	Australia	AUD\$		INDIVIDUAL	CORPORATE	GOVT NGO RTO
	New Zealand	NZ\$ **		\$103	\$1,587	\$503
	PNG / Pacific	AUD\$		\$111	\$1,729	\$548
				\$103	\$1,587	\$503
MEMBER CATEGORY	COUNTRY	CURRENCY		SUBSCRIBER FEE		
SUBSCRIBERS	Australia / International	AUD\$		REGIONAL	INTERNATIONAL	INDIVIDUAL
	New Zealand	NZ\$ **		\$1,281	\$1,281	\$82
	PNG / Pacific	AUD\$		\$1,396	N/A	\$88
				\$1,281	N/A	\$82
OTHER FEES	COUNTRY	CURRENCY		APPLICATION FEE	SITE VISIT FEE + Travel costs (e.g. – airfares, car rental, subsistence and accommodation if needed)	
APPLICATION (SUBSCRIBER)	Australia	AUD\$		\$270	\$770 + travel costs	
	New Zealand	NZ\$ **		\$300	\$854 + travel costs	
	PNG / Pacific	AUD\$		\$270	\$770 + travel costs	
	International	AUD\$		\$270	N/A	
OTHER FEES	COUNTRY	CURRENCY		WORKSHOP FEE + Travel costs (e.g. – airfares, car rental, subsistence and accommodation if needed)		
ANIMAL WELFARE / ACCREDITATION TRAINING	Australia	AUD\$		\$1,200 + travel costs		
	New Zealand	NZ\$ **		\$1,331 + travel costs		
	PNG / Pacific	AUD\$		\$1,200 + travel costs		
	International	AUD\$		\$1,200 + travel costs		

Please note:

Pacific = South Pacific Islands; PNG = Papua New Guinea

** Exchange rate of 1.1094