



PAMS Services

Services offered by Professional Association Management Services Pty Ltd (PAMS).

While this list is not exhaustive, it will give you (and us) an initial idea of the assistance you are seeking. Please indicate which of the following services may be of interest to your organisation. Where possible, also please give your best estimate of the expected amount of time each task might take in a week or month or year.

	Service	Yes/No/Maybe	Time estimate per week/mth/yr?
A	Basic Administration		
1	Manage incoming telephone calls		
2	Manage incoming and outgoing post, postal register		
3	Manage association email account		
4	Receive and respond to faxes		
5	File all documents, electronic & hard-copy		
6	Maintain stock of association labelled stationery		
7	Photocopying		
8	Mass mail-outs, hard-copy and electronic		
9	Store historical records		
10	Store merchandise		

B	Bookkeeping and Finance	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Maintain accounts – daily bookkeeping		
2	Pay invoices		
3	Bank receipts		
4	Pay employees		
5	Produce monthly reports		
6	Prepare and lodge BAS		
7	Support the work of the auditor		
8	Manage investments		
9	Prepare budgets		
10	Maintain liaison with bank		
11	Maintain register of signatories		

C	Governance	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Manage Board meetings (logistics)		
2	Prepare Agendas		
3	Attend meetings		
4	Record and distribute minutes of meetings		
5	Maintain lodgements with ASIC or Incorporation Agency		
6	Maintain Board Action Items list		
7	Maintain Board Calendar		
8	Provide orientation to incoming Board		
9	Facilitate meetings		
10	Maintain Associations Insurance		
11	Maintain Permanent File		

D	Member Services	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Issue subscription notices & reminders		
2	Maintain membership database		
3	Provide web-based database access		
4	Source or maintain discount providers		
5	Membership reporting		
6	Liaise with cooperative associations		
7	Liaise with government(s)		

E	Marketing & PR	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Source association sponsors		
2	Build, manage association marketing plan		
3	Telemarketing		
4	Build association website		
5	Maintain website content		
6	Advertise/promote association events		
7	Provide graphic design services – brochures, programs		
8	Recruitment campaigns		
9	Represent the Association at external meetings		
10	Present publicly on behalf of the Association		
11	Staff a trade stand on behalf of the Association		
12	Membership or industry survey		

F	Events	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Coordinate association conference/congress		
2	Coordinate trade show and/or sponsors in conjunction with conference/congress		
3	Attend the conference		
3	Coordinate members' regular events - logistics		
4	Register delegates for regular events		
5	Attend members' regular events		
6	Design promotional flyers for all events		
7	Promote all events		
8	Manage delegate feedback from events		

G	Education	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Manage training course materials		
2	Manage training courses – logistics, schedules		
3	Manage training registrations		
4	Attend training events		
5	Liaise with peak body re training programs		

H	Publications	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Manage periodic member newsletter		
2	Manage periodic published journal / magazine		
3	Manage mailing lists for distribution of publications		
4	Manage advertisers		

I	Consulting Services	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Implementation of a Strategic Management Model		
2	Documentation Development – Policies, Roles & Responsibilities, Board Orientation etc		
3	Operations Planning		
4	Marketing and Communications Planning		
5	Budget Planning		
6	Association or Industry benchmarking		
7	Preparation of funding submissions		

H	Other	Yes/No/Maybe	Time estimate per week/mth/yr?
1	Manage travel & accommodation for Board members		
2	Provide Board Room facilities		
3	Provide technology infrastructure – web hosting, email systems, domain management		
4	Provide daily data backups		
5	Source expert assistance – audit, legal, taxation, investment		
6	Provide ad-hoc work-space for visiting office-bearers		

PAMS also has prepared a questionnaire to be completed by potential new clients – “Checklist for New PAMS Client”. That document can also be helpful in thinking through all of the items which need to be considered.