



Get Involved

www.socap.org.au

SOCAP Australia

The network for consumer professionals

Established in 1991, the Society of Consumer Affairs Professionals – SOCAP Australia – aims to promote, facilitate and recognise excellence in consumer affairs, by bringing together consumer affairs professionals with a commitment to quality, customer, choice, information and redress, for the benefit of their organisations and their customers.

SOCAP Australia's membership is made up of people responsible for communicating with, servicing or just understanding customers, including operational personnel, management and policy makers in the private and public sectors and across all industries. They share a vision of building sustainable relationships with consumers based on trust, fairness and transparency.

Why Join SOCAP Australia?

As a member of the network for consumer professionals, you will be part of the most diverse body of consumer affairs and customer advocates in Australia.

As a member you will be offered valuable opportunities to network and exchange knowledge with other professionals who share common experiences and challenges – via conferences, professional development events, publications and online resources, and the membership directory. SOCAP Australia is committed to providing the tools you need to succeed in delivering the best experience to your customers, regardless of the size or nature of your organisation.

SOCAP Australia aims to encourage and promote understanding between business, government, regulatory bodies and consumers, and becoming a member provides an avenue to add your voice to these efforts.

SOCAP's global network – covering the USA, UK, Europe, Japan, Canada, Korea, South Africa, Brazil, and New Zealand – also provides members with opportunities to access international perspectives and connections.

Benefits of membership

- Professional development workshops, learning forums and business events to enhance skills, expand knowledge, and explore the hot topics and issues for consumer professionals.
- Networking events to meet and exchange ideas with like-minded consumer professionals.
- Priority registration for the annual SOCAP Symposium.
- Access to research, surveys and publications produced by SOCAP Australia to keep you abreast of critical developments and trends in the field.
- Exclusive member-only access to the SOCAP Australia website, including access to the Membership Directory, listing contact details for all members; job listings – see positions available and list those available with your organisation for members to view; as well as constantly updated information on a range of consumer issues, events and useful website links.
- *Consumer Directions*, SOCAP Australia's quarterly newsletter featuring the latest on consumer affairs and customer issues from Australia and international partners.
- Assistance from the Secretariat, including access to the society library to facilitate your research into consumer matters.

Events

SOCAP Australia events are an important part of the society's activities – providing an opportunity to hear from leaders in the field and share information with like-minded professionals.

The premier event on the calendar is the SOCAP Australia Symposium – the oldest and most prestigious consumer affairs gathering in Australia. Each year the program includes practical, interactive workshops and sessions featuring experts sharing their insights into best practice on customer service and consumer issues. The Symposium Cocktail Party and Gala Dinner provide opportunities to socialise with fellow members in a more relaxed setting.

The Gala Dinner is also the occasion for the presentation of the SOCAP Australia Significant Contribution to Consumer Affairs Award. The award provides formal, public recognition of the achievement and contribution of a SOCAP member who promotes best practice and provides a positive role model for those involved in public and private sector consumer affairs.

Other seminars, workshops and events during the year provide practical skills and new perspectives on consumer affairs matters. Visit www.socap.org.au to find out about upcoming events.

Special Interest Groups

Special Interest Groups are designed to provide a forum for members within certain industries or consumer specialisations. This affords members more opportunities to network within their specialisation as well as attend additional events.

Special Interest Groups are self-managed by members and meet voluntarily in various locations. Current special interest groups relate to the FMCG/manufacturing industry, with the Consumer Services Network meeting regularly in Melbourne, and the Consumer Affairs Common Interest Group in Sydney.

Research

SOCAP Australia is an leading authority in consumer affairs and customer management. To maintain this position, SOCAP Australia sponsors ongoing research initiatives and publishes findings to keep members at the forefront of hot topics.

Major research initiatives undertaken by SOCAP Australia include:

- Complaints Culture Survey
- Consumer Emotions Study
- Corporate Attitudes to Consumer Affairs Functions and SOCAP
- AMEX-SOCAP Study of Consumer Complaint Behaviour in Australia.

Working with SOCAP Australia

If you want to reach a group of highly respected industry leaders committed to best practice in consumer affairs, or make the most of SOCAP's strategic links, consider these opportunities for partnership.



Sponsorship

By a sponsorship package, companies can take a leading role in supporting SOCAP Australia, and in return, receive extensive exposure for their brand – through avenues such as the newsletter, *Consumer Directions*, website, letterhead, on Symposium marketing materials and at the event itself – as well as a number of annual memberships and free and discounted placements at the annual Symposium and workshops and seminars during the year.

Events

The SOCAP Australia Symposium presents a unique opportunity to reach SOCAP Australia members, business representatives and regulators, as well as demonstrate your support for professionalism and innovation in consumer affairs. There is a range of Symposium sponsorship packages available – including sponsorships of the Gala Dinner and the Cocktail Party.

Exhibition booths are available at the Symposium. By exhibiting you will be networking and showcasing your products and services to a targeted audience from around Australia and overseas.

SOCAP Australia also seeks speakers and presenters for events, as well as venues in which to host these. If you would like to become involved in speaking at or hosting events, please contact the SOCAP Australia Secretariat.

Membership Options

Membership of SOCAP Australia is open to all professionals who are responsible for creating and maintaining customer loyalty and satisfaction. There are three levels of membership available.

Individual

An individual member must be involved in customer service or other consumer affairs issues.

Corporate

A corporate membership allows several people in an organisation to become members at a reduced 'per person' rate, with each receiving the same benefits. Each corporate member nominee must be involved in customer service or other consumer affairs issues as an employee or officer of the nominating organisation. One person is nominated to be the 'key contact' to take responsibility for the subscription.

Special

A special membership is available to individuals who do not qualify for any other membership category, but who:

- Are involved in consumer advocacy in a not-for-profit association;
- Are a student enrolled in a course which involves customer service or other consumer affairs issues;
- Are a retired consumer affairs professional; or
- Have been specifically approved for membership by the Board.

**Join us at the forefront of best practice consumer services
Fax back to 03 8687 9063 for a membership kit**

Mr/Mrs/Ms Name _____

Title _____

Organisation name _____

Mailing address _____

State _____ Postcode _____

Phone _____ Fax _____

Mobile _____

Email address _____

How did you hear about SOCAP? _____

Tick this box if you do not wish to receive communications other than membership information.

SOCAP Australia, Suite 205, 757 Bourke St, Docklands VIC 3008

Phone: 03 8687 9060 Fax: 03 8687 9063 Email: socap@socap.org.au Web: www.socap.org.au





**SOCAP Australia 2010
INDIVIDUAL/SPECIAL
Membership Application**

Fax to 03 8687 9063

TAX INVOICE

ABN 20 058 477 017

SOCAP Australia offers the following membership options to individuals working in the area of customer service or other consumer affairs:

INDIVIDUAL MEMBER \$295. An individual member must be an individual (other than a corporate member) who is involved in customer service or other consumer affairs issues.

SPECIAL MEMBER \$75. A special member must be an individual who does not qualify for any other membership category, but is:

- involved in consumer advocacy in a not-for-profit association; or
- a student enrolled in a course involving customer service or other consumer affairs issues; or
- an individual the Board in its absolute discretion approves for membership

Mr/Mrs/Ms: _____ Name: _____

Organisation: _____

Position: _____

Mailing Address: _____ Postcode: _____

Phone: _____ Fax: _____ Mobile: _____

Email address: _____

Website: _____

Type of organisation (e.g. manufacturing, financial, education, government etc): _____

Would you like the above details to appear in the SOCAP Membership Directory? YES NO

How did you find out about SOCAP Australia? _____

SOCAP uses the above information to provide you with SOCAP's member services. SOCAP does not trade, rent or sell your personal information to any third parties. SOCAP's full privacy policy is available on the SOCAP web site www.socap.org.au

I wish to apply for Individual / Special (please circle) Membership of SOCAP Australia for 12 months at the rate of \$ _____

Total amount being paid: \$ _____ *All prices quoted include GST*

Directly into the SOCAP Bank Account: Westpac BSB: 033 157 Account: 175184

By cheque, mailed to SOCAP, Suite 205, 757 Bourke Street, DOCKLANDS VIC 3008

Or being paid by credit card: Visa MasterCard

Card Number: _____ Expiry Date: _____/_____/_____

Cardholder Name (please print): _____

Signature: _____

Anniversary memberships take affect from the date the SOCAP Australia Board approves the membership application. Prices stated are valid from 1 January – 31 December 2010.

Contact SOCAP Australia - Phone 03 8687 9060 Email socap@socap.org.au



SOCAP Australia 2010
CORPORATE
Membership Application
Fax to 03 8687 9063
TAX INVOICE
ABN 20 058 477 017

SOCAP Australia offers Corporate Membership at a reduced "per person" rate, which requires one person from each organisation to act as a 'key contact' and take responsibility for the corporate subscription. Each nominee ("corporate member") will enjoy full membership privileges and their membership details will be included in the online SOCAP Australia Membership Directory (unless they request otherwise). A nomination form is below – please photocopy this form for completion by all nominees. Each Corporate Member nominee must be an individual who is involved in customer service or other consumer affairs issues as an employee or officer of the nominating organisation. SOCAP Australia reserves the right to reject the nomination of any person who does not meet these criteria.

- 3 members \$220 per person
- 4-6 members \$210 per person
- 7-10 members \$200 per person
- 11+ members \$180 per person

Please complete one form per nominee and fax back to SOCAP Australia on 03 8687 9063

Mr/Mrs/Ms: _____ Name: _____

Organisation: _____

Position: _____

Mailing Address: _____ Postcode: _____

Phone: _____ Fax: _____ Mobile: _____

Email address: _____

Website: _____

Type of organisation (e.g. manufacturing, financial, education, government etc): _____

Are you the Key Contact for the Corporate Membership? YES NO

Would you like the above details to appear in the SOCAP Membership Directory? YES NO

How did you find out about SOCAP Australia? _____

SOCAP uses the above information to provide you with SOCAP's member services. SOCAP does not trade, rent or sell your personal information to any third parties. SOCAP's full privacy policy is available on the SOCAP web site www.socap.org.au

On behalf of _____ (organisation) I wish to apply for Corporate Membership of SOCAP Australia for 12 months at the rate of \$_____ (_____ members)

Total amount being paid: \$_____ *All prices quoted include GST*

- Directly into the SOCAP Bank Account: Westpac BSB: 033 157 Account: 175184
 - By cheque, mailed to SOCAP, Suite 205, 757 Bourke Street, DOCKLANDS VIC 3008
- Or being paid by credit card: Visa MasterCard

Card Number: _____ Expiry Date: ____/____/____

Cardholder Name (please print): _____

Signature: _____

Anniversary memberships take affect from the date the SOCAP Australia Board approves the membership application. Prices stated are valid from 1 January – 31 December 2010.
Contact SOCAP Australia - Phone 03 8687 9060 Email socap@socap.org.au