



SuAAC Executive Service Agreement

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Status : Release



Introduction

This document defines the level of service which members can expect from members of the Executive.

This definition is designed to clarify what members can expect from members of the Executive.

The document is built on the principle that all members of the Executive are unpaid volunteers, and thus give of their time freely, but within the constraints of their availability.

Responsibilities

A member of the Executive has a defined role which is available to all members to read. This document defines the responsibilities and deliverables accepted when undertaking the role.

Executive members have a responsibility to perform any actions they commit to perform to the Club members/other members of the Executive.

Any requirement which sits outside of the above 2 definitions forms part of a collective responsibility of the entire Club community, and a specific expectation on the Executive to address the requirement or matter, however arising, is unrealistic. In such instances, members should look to support the Club by volunteering to address the issue or matter directly themselves.

Timeliness

The time frame within which members of the Executive will address matters arising shall be based on best endeavours. Unless a timeframe is communicated to the members, no specific timeframe is committed to with the following exceptions.

Communications from members (either on email, Spond, written letter or verbal) shall be responded to within 14 days from the date of communication.

Meeting Attendance

Members of the Executive will attend a minimum of 4 Executive meetings per annum (either in person or online).