

# Membership Terms and Conditions

## Hauora Taiwhenua Rural Health Network

### 1 Purpose

- 1.1 Hauora Taiwhenua Rural Health Network ("HTRHN") runs a membership programme (the "Programme") for the purpose of establishing a foundation of key stakeholders that support both financially and practically in creating a sustainable advocacy organisation. The Programme is open to any individual or organisation that has an interest in the health and wellbeing of rural people, rural communities, or rural business.
- 1.2 HTRHN acts to provide a well-managed, open, and transparent membership programme that is tailored to its rural community stakeholders. As such the membership framework work is tiered by income bands whilst offering a range of options for membership.
- 1.3 By applying for membership to HTRHN the Member agrees to the Terms and Conditions outlined in this document and supporting organisational documents as appropriate.
- 1.4 We encourage you to read these Terms carefully. If you do not accept the Terms stated here, please contact us prior to applying for membership.
- 1.5 Hauora Taiwhenua may revise these Terms at any time and commits to notifying you of any updates in a timely manner. Please visit this page periodically to review the Terms to which you have agreed to.

### 2 Definition of Terms

- 2.1 **Member:** means an individual or organisation with direct interests in the Network and has subsequently been admitted/approved for membership.
- 2.2 **Membership:** means an individual's or organisation's commitment to actively engage, collaborate, and contribute to the promotion and enhancement of rural health and well-being within our communities.
- 2.3 **Programme:** means the structured initiatives, projects, or activities designed to address specific rural health challenges, facilitate community health improvement, and promote equitable access to healthcare services with HTRHN.

- 2.4 Organisation Member: organisations that join HTRHN under the Terms and Conditions stated. They may be a rural general practice, a rural hospital, a PHO, a rurally facing business or membership organisation that shares the HTRHN vision and purpose, a university or college, District Council, or agribusiness.
- 2.5 Named Individual Members: these members have been selected by their organisation to receive membership benefits.
- 2.6 Individual Members: are individuals who have joined HTRHN as an individual member and not directly connected to an Organisation Membership

### 3 General Terms and Conditions

- 3.1 Members agree to abide by the terms outlined in the Membership Agreement and Programme guidelines.
- 3.2 HTRHN reserves the right to revise these terms at any time and such revisions will be binding. HTRHN will notify members in good time via email about any such revisions.

### 4 Membership Overview

- 4.1 HTRHN provides secure access to an online application process via the website [htrhn.org.nz](http://htrhn.org.nz). HTRHN will also process applications via email and over the phone with the agreement of the applicant. HTRHN will process applications for membership on a daily basis. HTRHN has established auto-generated CRM processes which support this process.
- 4.2 Approved membership applications have met the criteria for membership to the Network. This includes but is not limited to having an interest in the health and wellbeing of rural communities, their businesses, organisations and whānau.
- 4.3 The membership will start on the date that the Member submits an application for membership and will continue for 12 months or until either HTRHN or the Member cancels the membership. This member is deemed “active” until notice is given otherwise.

### 5 Membership Eligibility

- 5.1 Individual Membership: available to rural health professionals or any individual with a direct interest in rural health and the vision and purposes of Hauora Taiwhenua.

- 5.2 Organisation Membership: open to organisations with an interest in rural health and aligned with the vision and purpose of Hauora Taiwhenua.
- 5.3 Associate Membership: open to any individual or organisation with an interest in the purpose of the Society but who is not directly involved in the work of the organisation. Associate members cannot not attend General Meetings or vote.
- 5.4 Named Individual Members: individuals who have received a complimentary membership under their organisation's membership.

## 6 Application and Activation

- 6.1 Membership becomes active as of the date of application submission or Approval whichever is deemed appropriate by the Membership Administrator. This is the noted start date of membership on the Invoice for Payment.
- 6.2 Membership will continue for 12 months or until either Hauora Taiwhenua or the Member ends it, whichever comes sooner.
- 6.3 Applicants will receive confirmation of their membership status upon successful application.
- 6.4 Membership cannot be shared or transferred to anyone else.

## 7 Membership Fees

- 7.1 HTRHN publishes the membership fee structure and tier descriptions on all membership related marketing collateral.
- 7.2 Membership fees are payable by the 20th of the following month after application and then annually by the 20th of the month of your anniversary date.
- 7.3 Membership fees that are overdue by more than 90 days will result in the cancellation of membership.
- 7.4 Membership fees are subject to change at the discretion of the organisation. Should there be any adjustments to the membership fees, members will be duly notified in advance of their next anniversary invoice.
- 7.5 HTRHN will not increase membership fees without due notice or consideration and declares there are no hidden costs.

- 7.6 HTRHN can, with discretion, apply discounts to stated membership fees. This process is at the sole discretion of the Chief Executive.
- 7.7 The Member, once “approved”, agrees to pay HTRHN the membership fee.
- 7.8 Renewal of membership occurs on a 12 month or 365-day cycle. Members will be notified of the pending renewal by email at least one month prior to their membership expiring.
- 7.9 Should an “approved” member have a change of mind the Member will not incur any financial penalty. The membership will be cancelled and all access to membership benefits revoked.
- 7.10 Should a member wish to change the type of membership either by profession, individual to organisation, a change in organisation status, or Named Individual Member to Individual Member the nominated HTRHN manager will process these requests on a case-by-case basis.
- 7.11 Should a member wish to cancel their membership part-way through their 12 month membership cycle this should be done in writing to the nominated HTRHN manager. No refunds, partial or otherwise will be given.
- 7.12 HTRHN reserves the right to cancel a membership without notice if the invoice for membership remains unpaid and communication with the applicant has been unsuccessful at resolving this.

## 8 Late Payments and Renewing

- 8.1 If membership is cancelled due to overdue membership fees and then subsequently paid, the membership start date will be adjusted to the date payment is received.

## 9 Benefits of Membership

- 9.1 Benefits to members include the HTRHN Members App which provides a range of discounts for products and services, discounts to HTRHN events, access to exclusive webinars and workshops and our monthly e-newsletter.
- 9.2 Approval of membership to a Chapter will be considered at the time of application. Members are welcome to attend Chapter activities whilst payment is pending however, if non-payment continues past 90 days, the member will need to seek

permission from the Chapter Chair to attend as an associate member without voting rights.

9.3 Member's access to HTRHN member benefits are supported by terms and conditions and policy. All policies are available on our website or by request.

9.4 Membership benefits are not transferable to a non-member.

9.5 HTRHN endeavours to ensure that all third-party benefits are accessible, reliable, and secure. Should you wish to report any concerns please contact: [enquiries@htrhn.org.nz](mailto:enquiries@htrhn.org.nz)

## 10 Organisation Membership – Named Individual Members

10.1 Organisation Members must go to reasonable efforts to provide Hauora Taiwhenua with their Named Individual Member's details (names and email addresses).

10.2 Named Individual Members will only have access to membership while the Organisation Membership is active.

10.3 Organisation Memberships may transfer the membership of Named Individual Members or change their Named Individual Members at their discretion.

10.4 A Named Individual Member who has changed organisation must advise Hauora Taiwhenua of their change of employment and must cease use of their Named Membership immediately.

## 11 Complimentary Membership Terms

11.1 Complimentary membership offers are made at the discretion of the Chief Executive.

11.2 Terms and conditions of complimentary membership will be provided on a case-by-case basis. See appendix for complimentary membership current as of 1 July 2024.

## 12 Opting Out of Membership

12.1 If a person or organisation chooses to opt out of membership during their membership year, no refund will be provided.

12.2 Should an Individual Member or Organisation Member wish to reactive their membership no penalty fee such as an administration charge will be incurred.

### 13 Renewal Process

13.1 Membership is for one year from the date of application.

13.2 Members will receive an email and invoice the month prior to their anniversary date.

13.3 Members must pay the invoice if they wish to continue their membership for another year.

13.4 Renewing Members are entitled to the same conditions of payment as outlined in 1.3.3.

### 14 Transition from Individual to Named Membership

14.1 If a Member was a paid Individual Member firstly and then an organisation has chosen to name them as a Named Individual Member, they will not receive a pro-rated refund. Their membership under the organisation will start on their next anniversary date.

### 15 Duties and Responsibilities – Member

15.1 The Member agrees to follow all the rules and conditions of this agreement and the Programme.

15.2 The Member agrees to respect other members' rights and abide by any guidelines about the use of shared resources such as the members Portal.

15.3 The Member agrees to be responsible for any shared communications with members through HTRHN-provided communication platforms.

15.4 The Member agrees not to engage in any activities that could harm the reputation of the Programme or HTRHN.

15.5 The Member agrees to comply with any other conditions outlined in this Agreement or in the Programme guidelines.

- 15.6 The Member agrees not to post any material that is copyrighted or trademarked or assume ownership of material that is not theirs. Permission of the owner must be sought in writing and acknowledged publicly.
- 15.7 The Member agrees not to post material that is obscene, defamatory, threatening, harassing, abusive, hateful, or embarrassing to another Member or any other person or entity; post a sexually-explicit image; post advertisements (except when using HTRHN classified service) or solicitations of business; post chain letters or pyramid schemes; or impersonate another person.
- 15.8 The Member acknowledges that any reliance on material posted by other Members will be at your own risk.

## 16 Duties and Responsibilities – Hauora Taiwhenua

- 16.1 HTRHN promises to let the Member access the Program and to perform its duties with honesty and integrity.
- 16.2 HTRHN will provide the agreed services as outlined in this Agreement.
- 16.3 HTRHN will maintain the quality of the Programme as promised to the Member.
- 16.4 HTRHN will provide appropriate support to the Member as and when required.
- 16.5 HTRHN will not engage in any activities that could harm the reputation of the Programme or HTRHN.
- 16.6 HTRHN will contact and seek permission from a Member(s) should HTRHN wish to use or share by any means, content posted or shared by a Member.
- 16.7 HTRHN does not represent or guarantee the truthfulness, accuracy, or reliability of any of communications posted by other Members or endorse any opinions expressed by Members.
- 16.8 HTRHN will protect Member's privacy as per the HTRHN Privacy Policy.
- 16.9 HTRHN abides by the laws and statutes of New Zealand in relation to consumer rights, the Charities Act and any other legislation deemed necessary to protect by the organisation and Member.

## 17 Appendix

### 17.1 Complimentary membership

#### 17.1.1 International Locum

One-year (12 month) complimentary membership is offered to all international locums. The membership entitles the locum to all standard membership benefits. At the end of the complimentary period the locum will be invited to become a paid Member.

#### 17.1.2 Rural Health Careers

One year (12 month) complimentary membership is offered to Tertiary Students volunteering on the Rural Health Careers programme. The membership entitles the student to all standard membership benefits. At the end of the complimentary period the student will be invited to become a paid Member. If the Student is already a paid member, the complimentary period will be added to the end of the paid period extending the student's membership by a further 12 months.

#### 17.1.3 Noho Marae

A 6-month complimentary membership is offered to Students attending Noho Marae.

#### 17.1.4 Student Mentors

If a tertiary student participates as a mentor in a mentor/mentee programme with a secondary school student embarking on a health career they will be eligible for a complimentary membership for one year.