



Arboriculture Australia™ Registered Memberships

Online Registered Member List Usage

Arboriculture Australia provides the online Registered Membership List to provide an easy to use way for members of the public, councils and other potential clients to source high quality arboricultural services from our members, and for members to advertise their services through a targeted, high quality marketing tool.

In order for the service to be both useful and easy to use, the accuracy of the information provided on the list by Registered members is of utmost importance.

To ensure that information is both useful and accurate, Arboriculture Australia requires that Registered members using the list to promote their services adhere to the following requirements –

- Pay the required membership fee.
 - membership is for 1 calendar year, or a part thereof if membership is paid within the membership year.
- Provide accurate and verifiable information regarding memberships, qualifications, insurance and experience.
- Provide accurate information regarding areas serviced. Advertising for an area that is not serviced regularly is a breach of these requirements.
 - Inaccurate service areas is very confusing and annoying for clients trying to find services and results in complaints.
 - Regular servicing is regarded as undertaking paid arboricultural services within the geographic region at least twice in the preceding 12 months.
- Immediately update information if there is a change in your services or circumstances that makes the current information inaccurate.
- Ensure your contact details are correct and only provide contact information for persons that are regularly available via those contacts and are authorised and qualified to discuss your services. If staff are listed, company contact details should be provided unless those staff meet these requirements.
- Keep your log in information secure.
 - Claims of a breach of your security will not be accepted as a reason for inaccurate information on the list.



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If a Registered member fails to adhere to these requirements, a written warning will be issued by Arboriculture Australia. Corrections to their listing must be made by the member within 7 days of the issue of a warning. Failure to make the amendments to conform to these guidelines or a subsequent breach of the requirements will result in the Registered member's entry being removed from the list.

- No refund of membership paid will be made if a Registered member is removed from the list for a breach of these guidelines.
- A service fee of \$100 will be charged to review and re-instate a listing removed as a result of a breach of these requirements.