



ABN 71 020 312 260
ARBN: 062 106 530

Suite 2, 290 Canterbury Road
CANTERBURY NSW 2193
PO Box 493
CASULA MALL NSW 2170
Website: www.appliance.asn.au
Email: admin@appliance.asn.au

STRICTLY CONFIDENTIAL

APPLICATION FOR MEMBERSHIP

The application form is supplied with Declarations and with a copy of the AIA Code of Ethics and Objectives of the AIA.

You should carefully read all the enclosed sheets and this form before filling in any answers. You will have a better idea of what to write if you do.

The association welcomes new Members who are willing to abide by our Rules and Codes.

We congratulate you on seeking to join an Association which will assist you to expand your business with true consumer Service and integrity.

The current application fee and annual membership dues are shown on the AIA website. You should deposit your application fee and one year's annual subscription to the AIA account:

Account Name: Appliance Industry Association

BSB: 062036 Account Number: 2800 1666

Please keep this page for your records and information and forward the Application Form to:

PO Box 493 Casula Mall NSW 2170.

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APPLICATION FOR MEMBERSHIP

CONFIDENTIALITY IS ASSURED

The aim of the Association is to ensure that all those who are admitted to Membership are of sufficient standing and integrity to strengthen each and every member of the Association.

All private information will be handled in accordance with the National Privacy Principles distributed by the Office of the Federal Privacy Commissioner.

When accepted for membership your business name and contact details will be added to the AIA website and given to consumers requesting details of businesses providing your service(s). These business details may also be given to the association's service providers. You may request that your details not be given to any other party.

Where there may be insufficient space for your particular circumstances, or where there may be other details which you believe may be of help in your application, then please attach additional sheets.

No application will be considered unless all three declarations are signed and witnessed.

PLEASE COMPLETE ALL SECTIONS

1. Applicant's Full Name

2. Business Address

..... Post code.....

3. (a) Phone Numbers – Private Bus. Mobile.....

(b) Fax No.

4. (a) Business Name

(b) ABN Registered Since

5. Mailing address

..... Post code.....

Email address Website address.....

6. Structure of Business

(a) Sole Trader Partnership Other

(b) Partners Names

.....

.....

7. Number of Employees (including Proprietors, Directors)

8. Applicant's Appliance Industry Qualifications

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9. Details of Applicant's Experience in the Appliance Industry

Positions held

From

To

.....

.....

10. (a) Licences held within the Business (eg Second-Hand Dealer's Licence, Electrical Contractor's Licence etc)

Type of Licence	Name in which held	Issuing Authority	Lic. No.	Valid to
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.....

(b) Public liability Insurance held? Amount \$Insurance Company
(Attach Certificate of Currency)

11. Date present Owners acquired Business

12. Franchises/Agencies Held

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.....

13. Detail the activities in which the business is involved (please provide full details including the types of appliances sold and/or serviced).

.....
.....

14. Has the applicant, or their business, been directed to attend, or been a party to proceedings before a tribunal (such as a Consumer Affairs Tribunal) or court of law, which was in any way directly or indirectly related to trading in the appliance industry and which proceedings resulted in a finding against the applicant or their business?
YES/NO If YES, please attach separately all relevant details.

15. **PERSONAL REFERENCES** (please give the names, suburbs, city or town and phone numbers of at least two people not directly related to you whom you authorise the Association to contact).

Name	Suburb, City or Town	Phone Nos.
	Private	Business
.....
.....
.....

22. Are you known to any members of the Association or people in the industry? If so who?

Names & Phone Nos.
.....
.....

DECLARATION

I have signed Declarations 1 to 3 which are part of this Application, and have deposited into the AIA's bank account the joining fee and one year's membership fees when returning this application. (Current fees are detailed on the AIA website)

Signed: **Date**

Declaration 1

TO THE COMMITTEE OF THE APPLIANCE INDUSTRY ASSOCIATION.

I submit the details of the accompanying application form as the basis for your consideration of my application for Membership of the AIA.

I specifically warrant:-

- (i) That the details given for your consideration are true, correct and complete.
- (ii) That I have read and agree to abide by the AIA Code of Ethics which I received with the application form.
- (iii) That I agree to follow the various applicable "Codes of Practice" issued by Government Departments or instrumentalities from time to time. In states with no Industry Code of Practice the NSW Whitegoods Repair Code or its successor will apply.

DATE: SIGNED (Applicant)

DATE: SIGNED (Witness)

NAME OF WITNESS

(Please Print)

Declaration 2

Ihaving applied for Membership of the AIA specifically acknowledge:-

- (i) That the use of the AIA trade mark is a privilege conferred only upon Members of the Association, and that I must cease the use of such trade marks or emblems which may be on premises or vehicles, in advertising or on stationery, immediately upon my ceasing to be a member of the AIA through resignation, non-renewal or expulsion from the Association.
- (ii) That breaches of the Code of Ethics of the AIA or of a relevant Code of Practice, or my refusal to abide by a Department of Fair Trading or AIA Dispute Resolution ruling for settling a dispute with a customer, or any court finding of fraud or malpractice in respect of my business will be considered by the committee of the Association and may be dealt with as per the Rules of the Association.
- (iii) That the Association membership, through the elected Committee of Management and the rules of the Association, has the final say on matters regarding membership and disciplining or expulsion of members.

DATE: SIGNED (Applicant)

DATE: SIGNED (Witness)

NAME OF WITNESS

(Please Print)

Declaration 3

Ihereby authorise the

NSW	Department of Fair Trading
NORTHERN TERRITORY	Department of Consumer Affairs
QUEENSLAND	Office of Fair Trading
SOUTH AUSTRALIA	Department of Consumer Affairs
TASMANIA	Department of Consumer Affairs
VICTORIA	Office of Fair Trading and Business Affairs and the Small Claims Tribunal in the Department of Justice
WESTERN AUSTRALIA	Department of Consumer Affairs

To provide to the Appliance Industry Association information regarding any complaints received by them and the settlement terms, or any action taken by them in respect of such complaints, for my present and former trading entities.

PRESENT TRADING NAME(S)



PAST TRADING NAME(S)

DATE: SIGNED (Applicant)

DATE: SIGNED (Witness)

NAME OF WITNESS

(Please Print)

OBJECTIVES OF THE APPLIANCE INDUSTRY ASSOCIATION

1. To promote, maintain and enhance the reputation, profitability, standing and good name of the Association and its members.
2. To assist members in remaining abreast of developments within the appliance industry, including developments pertaining to the technical/technological aspects of appliance design, operation, parts and service, and also developments in relation to business and licensing requirements and statutory obligations.
3. To represent the membership collectively to government, semi-government and statutory authorities and any other organisations regarding licensing and industry training matters or any other matters of interest or concern to the Association.
4. To set forth and uphold the principles, ethics and standards which shall be observed by, and which consumers may expect of Association members in respect to the repair or service of household appliances and the like.
5. To ensure that the public interest shall predominate in all competitive trading between Association members.
6. To provide a tribunal or other body for the resolution of consumer complaints on a basis of impartiality to members and consumer alike.

CODE OF ETHICS

Every AIA member will:

- (a) Accept this Code of Ethics entirely;
- (b) Comply with any relevant Code of conduct or good practice issued by a government or government instrumentality.
- (c) Ensure compliance with this code by all persons retained by them, whether as employees, sub-contractors or in any other way;
- (d) Conduct their business and carry out their duties in accordance with strict professional courtesy and integrity;
- (e) Be well informed regarding laws, Codes and licensing applicable to their business and will comply with all the requirements thereof;
- (f) At all times conduct their business in free competition with others, and will not criticise the actions of or damage the reputation of other AIA members, either directly or by implication.
- (g) Use AIA member identification and promotional material in the manner recommended by the AIA from time to time.
- (h) When requested to do so by a consumer, offer a written quotation for repairs or, where this is not possible, make it clear to the consumer that only an estimate is being furnished.
- (i) Notify the consumer in advance if any dismantling charges are necessary to arrive at a quotation and at the same time make it clear whether or not the consumer is liable for these charges, irrespective of whether the quotation is accepted.
- (j) Issue their standard invoice for all warranty repairs showing parts replaced, work carried out and a note that it is uncharged warranty work.
- (k) Abide by AIA decisions regarding complaints and/or disputes with the member's customers.