



New Zealand Hospital Pharmacists' Association Incorporated
Te Kāhui Whakarite Rongoā Hōhipera o Aotearoa

Handbook for NZHPA Special Interest Groups (SIGs)

January 2011

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1. Introduction

The New Zealand Hospital Pharmacists' Association (NZHPA) is the professional body which represents over 250 pharmacists, pharmacy technicians and associates practising in all parts of the New Zealand (NZ) health system. Whilst maintaining a strong public hospital base, NZHPA also draws members from a diverse range of pharmacy and health practice settings including private hospitals, community pharmacy, academia, research, industry, government, consultant pharmacy, clinical governance, medicines management and quality and safety programmes.

The success of NZHPA relates to the high level of members' involvement, cooperation and contribution. NZHPA has created Special Interest Groups (SIGs) to provide members with the opportunity to network, ensure there is a 'voice' on national pharmacy related issues and help deliver innovation in the practice of pharmacy and promoting effective medicines management in common areas of interest. Therefore SIGs are subgroups of NZHPA. There are currently five SIGs in existence with NZHPA; Compounding, Nutrition and Oncology (CNO), Drug Information and Clinical Pharmacy (DICP), Pharmacists in Mental Health (MH), Pharmacy Technicians and Hospital Pharmacy Managers' Forum.

The SIG handbook has been prepared to provide governance guidance and support for the work the Special Interest Groups (SIGs) do on behalf of the New Zealand Hospital Pharmacists' Association (NZHPA), in particular in delivering the vision and strategic plan of NZHPA (available on the website). The governance arrangements are part of the requirements of NZHPA being an incorporated society.

2. SIG Membership

Membership of each SIG is open to current paid members of the NZHPA. Membership can be applied for on an annual basis as part of applying or reapplying for NZHPA membership. A current list of SIG members can be obtained from the NZHPA Administrator at Pharmacy House, PO Box 11 640, Manners St, Wellington 6142.

Fees for SIG membership should be reviewed annually by the current SIG committee. If changes are required to the fee, a paper is required to be prepared by the current SIG committee and presented to the NZHPA executive before the end of the financial year. The paper must cover the current position of fees, reasons why changes are required, proposed options/choices with a final recommended position (one option). The paper is not expected to be longer than two pages. The current NZHPA executive is required to ratify the paper and present it for approval at the next NZHPA annual general meeting (AGM) as a formal remit by the NZHPA membership. If approved, the paper will come into effect the following subscription year.

3. SIG Members Conflict of Interest

SIG members have a duty to ensure any relevant or potential conflict of interests that may compromise their position is declared to their membership group. If an individual is in any doubt whatsoever about whether there is a conflict of interest (or that which may be potentially perceived by others), then they should state this at the start of any

discussion or prior to the meeting via the SIG Convenor. It should not be considered unreasonable that members may be excluded from decision making (to be judged by the SIG Convenor), where appropriate.

A conflict of interest exists when it is likely that a member could be influenced or could be perceived to be influenced by a personal or private interest **in any transaction** whilst carrying out their responsibilities for the SIG or NZHPA. An interest that can lead to a conflict of interest may exist where a member:

- will derive financial benefit from the transaction.
- has financial interest in another party to a transaction.
- is a director, officer or trustee of another party to the transaction, or is a person who will or may derive a material financial benefit from the transaction.
- is the parent, child, or spouse of another party to the transaction, or a person who will or may derive a financial benefit from the transaction.

4. SIG Committee Members

The SIG committee at a minimum should comprise of the following:

- Convenor
- Deputy-Convenor
- Secretary

Other SIG committee members may be elected as determined as appropriate by the SIG members for other duties.

Each SIG should appoint a committee from its members via election at the SIG AGM. To be a member of an NZHPA SIG group, one must first be a financial member of NZHPA and then elect to join the SIG. Only financial members of NZHPA and the relevant SIG can stand for election and serve on that SIG committee.

The Convenor should ideally be appointed by the SIG members for a period of two years. The Deputy-Convenor should be appointed by the SIG members for a period of one to two years. This will allow for effective succession planning into the Convenor role.

Members seeking election have a duty to ensure any relevant or potential conflict of interests that may compromise their position is declared to their membership group

These appointments will be notified by SIG convenor to SIG Officer from the NZHPA Executive within two weeks of election. In absence of the NZHPA SIG Officer, notification can go to the NZHPA President. The SIG Officer will ensure that at the next NZHPA Executive meeting, the new SIG committee is ratified. Ratification involves ensuring the appointed members of the committee are paid financial NZHPA members for the given year of appointment.

5. SIG Committee Terms of Reference (TOR)

The SIG committee shall develop a TOR for the SIG. A standardised TOR template is available from the NZHPA Administrator to use when developing the TOR. The TOR at a minimum should include details on the SIG purpose, membership,

meetings, committee, reporting, decision-making and voting processes, and committee responsibilities and accountabilities.

Before ratification by the SIG members, the draft SIG TOR should be sent to the NZHPA Executive via the SIG Officer for review to ensure that there are no new governance requirements applicable from being an incorporated society.

A quorum is required to ratify any SIG decision making. Each SIG is to decide the percentage for a quorum and ensure it is listed in the TOR. Ideally, this should be at least 25% of its members.

The TOR shall be reviewed at least every two years.

6. SIG Committee Meetings

The SIG committee should meet at a time and place designated by the committee to decide what it plans to achieve. Meeting dates and times should be decided at the SIG AGM for the following year.

At the minimum, there should be one committee meeting (either face to face or teleconferencing) annually in order to follow up outcomes from the AGM. Teleconferencing may be appropriate for other meetings if this is agreed by the SIG committee. In general, SIG committee members should be encouraged to send a representative or a nominated deputy (who is an NZHPA and SIG member) to SIG committee meetings if they are unable to attend.

The NZHPA conference and SIG meetings are an ideal place to hold two face to face meetings, without causing undue financial stress on the members. Guidance on running meetings, training events and external speakers is provided in Appendix 3.

7. SIG Annual General Meeting (AGM)

Each SIG should ideally hold its AGM at a time to inform the NZHPA Executive and the Annual Report to NZHPA members of their activities before the NZHPA AGM. Ideally this should be before the year ending 31st May each year (which is the end of the financial year so that accounting can occur from June to July). The NZHPA AGM is typically held in September/October of a given year.

A 'one member, one vote' system shall be considered the norm. A quorum (detailed above) is required to vote. Should there be an equal split; the SIG Convenor has the casting vote. Any disagreement against a decision should be noted. Any member should be able to appeal against a decision by writing to the SIG convenor. This appeal needs to be resolved using SIG committee meetings and noted at the next AGM officially in the minutes the appeal details and outcome. Where issues will impact materially on delivery of the annual plan of events, the SIG Convenor or Deputy-Convenor should consult with the NZHPA SIG Officer (or NZHPA President if the SIG Officer is unavailable).

8. SIG Annual Planning

SIG annual plans should occur be circulated at least 14 days prior to the AGM so that it can be presented to the SIG members for ratification at their AGM. If, during the year, any material changes or deviations to the plan occur, the SIG Convenor or Deputy-Convenor should report this to the NZHPA SIG Officer.

Issues for the SIGs to consider in their annual planning include (but are not limited to):

- The NZHPA Strategy and how the SIG can contribute to the Association's goals within the strategy.
- How the SIG can best lead and/or develop national guidelines, standards, and/or position statements in identified areas of pharmacy practice.
- How the SIG can best promote and/or undertake practice-based audit and research in specialist areas of practice.
- How the SIG can best facilitate implementation and standardisation of education and training programmes for identified practice areas for pharmacists and technicians in collaboration with appropriate organisations and/or authorities.
- How the SIG can best foster national and international collaborations and act as a point of communication as appropriate.
- How the SIG can best manage funds.

9. SIG Responsibilities

All SIG committee members are responsible to SIG members and NZHPA for the following:

- Governance of the SIG in accordance with NZHPA governance.
- Generation and delivery of a SIG annual report and plan to the NZHPA Executive
- Appropriate management of SIG funds e.g. SIG events are expected create a small profit to encouraged to support further SIG/NZHPA activity and to cover any unexpected losses. As soon as it becomes apparent that a SIG meeting / activity are likely to run at a financial loss, the matter must be raised with the NZHPA Executive as a matter of urgency. This is to enable mitigation to be evoked and minimise liability for the wider NZHPA.
- Appropriate management of SIG communication e.g. ensuring any external communication by the SIG is notified to NZHPA Executive. This can be in the form of a copy of the correspondence to the NZHPA SIG Officer or President. Contribution to the NZHPA newsletter at least once a year in terms of an article about the SIG, its activities or its members.

10. SIG Reporting

- After any SIG meeting, the SIG Secretary should ordinarily send notes/action points of the meeting to the NZHPA SIG Officer. Formal minutes should be sent to the NZHPA SIG Officer after any SIG AGM or committee meeting within four weeks of the meeting occurring.
- The SIG Convenor working with the SIG committee members should provide a draft plan of upcoming SIG activities for the next 12 months SIG Officer after the last SIG meeting in any given financial year. The plan should be presented at the end of each financial year (1 June to 31 May) using the annual plan template

(see Appendix 2). This should ideally outline details of proposed events and meetings (with dates where possible and a broad estimate of income and expenditure). This allows the NZHPA Executive to ensure there is no duplication of NZHPA activities occurring at the same time for its members.

- The SIG Convenor (or Deputy-Convenor in their absence) should attend at least one NZHPA Executive meeting per year. This will be in the later part of the year (at least after the NZHPA AGM).
- A draft budget for each SIG event/meeting will be prepared and presented to the NZHPA Executive for approval at least three months in advance to the planned event/meeting. A budget template is provided in Appendix 5. The draft budget must be ratified by the NZHPA Executive before the SIG proceeds with any final arrangements for the event/meeting. Following budget review by the NZHPA Executive, consultation will occur between the NZHPA Executive and the SIG if an issue arises.
- SIG activity reports (based on the annual plan) should be provided to the NZHPA Executive on a 'quarterly' basis (typically the 1st week of March, June, September and November) in advance of the Executive. Executive meetings to keep the Executive informed of developments. The NZHPA Executive meetings are normally held 1st week of April, July, Oct and Jan so the SIG activity reports should be ready two weeks in advance of this date. The NZHPA Executive will publish their proposed meeting dates in advance but reserve the right to change dates due to unforeseen circumstances. These reports could be put on the website for all NZHPA members to view if the SIG wishes.
- At the end of the financial year (31st May), the SIG should provide an annual report within two weeks of this date against its activities for the year (see Template 2 in Appendix 2 as an example). The SIG annual report will be included in the overall NZHPA Annual Report. The actual dates for submission of the SIG annual report are dependent on the dates for the NZHPA AGM. The Executive will notify the SIG Convenors the date by which their report is required.
- The NZHPA Executive will as appropriate seek responses from relevant SIGs in managing national consultation documents if required.

11. SIG Finances

SIG finances in terms of accounting and governance are managed under the wider umbrella of separate accounts within NZHPA through the NZHPA Treasurer and NZHPA Management Accountant. SIG monthly statements will be emailed to SIG convenors by the NZHPA Treasurer every month however financial reports can be requested from the NZHPA Treasurer.

SIG events are expected to generate a small profit to support further SIG activity, support face to face SIG committee meetings and to cover any unexpected losses. Fees set for SIG activity will have tiered cost for SIG members versus non members to encourage non-members to become SIG or NZHPA members and the cost differential should at least cover the cost of SIG membership and administration costs.

As soon as it becomes apparent that a SIG meeting / activity may run at a financial loss, the matter must be raised with the NZHPA Executive as a matter of urgency. This is to enable mitigation to be evoked and minimise liability for the wider NZHPA.

12. SIG Payment Procedures

a. Speakers

If you are paying speakers for their services and time, there may be some special tax requirements that need to be administered properly. This does not apply to gifts presented to speakers who have given their time free of charge.

If you are going to pay speakers, please confirm up front whether the speaker is providing you with an invoice issued by/from a company (e.g. I'm Speaking Ltd) or not. If the invoice is from a company, there are no tax issues. If the invoice is for an individual person or say a partnership, withholding tax (an income tax) must be deducted from the payment. It is irrelevant whether the person or partnership is registered for GST as GST is not an income tax.

In order for the withholding tax to be deducted and processed through NZHPA's payroll system, the presenter must complete an IR330 tax code declaration form before any payments can be made (if the NZHPA does not already hold a current IR330 certificate on file). Please contact the NZHPA Management Accountant if you require further information on this - forms and relevant information will be provided on request.

In there is any doubt, always obtain advice from the NZHPA Treasurer in advance.

b. Paying the bills

Where possible, the supplier should issue an invoice for payment on the 20th of the following month. Invoices must be made out to the New Zealand Hospital Pharmacists' Association (not the meeting organiser and not the SIG). Invoices must be authorised by the SIG meeting organiser and sent to the NZHPA Administrator for processing and payment. In this way, NZHPA can ensure that it is fully complying with its obligations in respect of GST.

Sometimes expenses are incurred on behalf of NZHPA by individuals. Where this type of refund or reimbursement is required (for example for presenters' travel expenses or gifts purchased for presenters), please fill out an NZHPA Expense Claim form (available on the NZHPA website; members' section) and attach any tax invoices related to the reimbursements (please note that a proper tax invoice must be included – credit card receipts and statements are not usually sufficient). Please contact the NZHPA Management Accountant if you have any questions relating to this). The expense claim must be authorised by the SIG meeting organiser (or suitable SIG Committee member) and forwarded to the NZHPA Administrator for processing and payment.

All payments for suppliers are completed by the NZHPA Administrator on the 20th of the following month. Invoices for expenses will be charged against the SIG/Clinical School/Research School 'account' in the NZHPA's accounting system.

c. External Sponsorship

Where you raise any 'sponsorship', GST will be triggered if you have promised/committed to do something for the sponsor in return for the funding, that is, a supply is deemed to have taken place and the funding received is deemed to include GST. Unless the payer has added GST to the agreed amount, you will lose 15% of the income to the IRD. It is best to get the details of the sponsorship confirmed in writing then there is agreement on what is required and the amount involved.

If you have secured sponsorship, please advise the NZHPA Administrator of the details (name and address of sponsor, details of the sponsorship to appear on the invoice, the amount and whether it includes GST or not). Invoices will be raised through the NZHPA accounting system by the NZHPA Administrator to ensure the receivable/income and GST entries are captured. This will also ensure that any unpaid sponsorships are chased up as part of the ongoing debtors control processes.

If however, you are under no obligation to recognise the sponsorship in any contractual way, that is, the funding has 'no strings' attached to it, it is treated as a donation without any GST. This does not prohibit you from voluntarily recognising the support of the 'donors' during your event. In this case, copies of the letters from the 'donor' should be forwarded to the NZHPA Administrator and an invoice (without GST) will be raised to provide an audit trail and capture the transaction.

Any sponsorship earned will be allocated to the appropriate SIG/Clinical School/Research School 'account'.

d. Cash Receipts

All cheques and cash received must be sent to the NZHPA Administrator and will be banked in NZHPA main operating account. The income will be credited for the benefit of the appropriate SIG/Clinical School/Research School 'account' under the accounting system.

For registration fees, the NZHPA Administrator will process the receipts – a tax invoice can be raised (and stamped "Paid") and sent to the registrants to confirm their registration if required. All cheques should be made payable to either the "NZ Hospital Pharmacists' Association" or "NZHPA" and sent to the NZHPA Administrator at Pharmacy House, 124 Dixon Street, Wellington 6011.

13. SIG Handbook Review

Given the changing nature of governance arrangements, pharmacy practice and medicine-related activity in New Zealand, this handbook will be subject to review by the NZHPA Executive and the SIG Convenors at least every two years.

SIG Officer
On behalf of NZHPA Executive
Jan 2011

Appendix 1 SIG Convenor: Role and Responsibilities Summary

Purpose

The position of SIG Convenor exists to provide leadership and coordination to the SIG and to support the implementation of the NZHPA strategy. Responsibility can be delegated to the Deputy-Convenor and/or Secretary of the SIG if required. The same duties and responsibilities apply.

Duties and Responsibilities

- Advance the interests and views of the SIG and the NZHPA at relevant meetings from time to time.
- Support the implementation of the NZHPA strategy through building effective relationships within the profession and across other SIGs of the NZHPA
- Feed back relevant information to the NZHPA Executive on issues that may have implications for the NZHPA strategy, and/or require a view or decision from the NZHPA Executive in a timely manner.
- Update the SIG members on relevant information from NZHPA executive in a timely manner.
- Provide brief written reports and briefings as necessary on issues impacting on the NZHPA strategy and/or the NZHPA Executive.
- Hold an annual educational meeting (which may be at the same time as the AGM) and SIG AGM (prior to the NZHPA AGM if possible).
- Demonstrate that the SIG governance is in line with the NZHPA arrangements.
- Ensure the SIG is able to meet its financial commitments before undertaking SIG activity and raise with the NZHPA Executive, as a matter of urgency, as soon as it becomes apparent that a SIG activity is likely to run at a financial loss.

Deliverables

- Ensure the SIG AGM occurs prior to the NZHPA AGM and submit the minutes.
- Ensure the SIG annual plan and reports are submitted according to the timeframes released by the NZHPA executive yearly.
- Attend one NZHPA Executive meeting a year as the SIG representative (ideally in person or with a designate although teleconferencing may be appropriate).
- Provide timely and comprehensive communication on SIG business, including minutes from relevant SIG meetings (within four weeks of the meeting occurring) or email updates as requested by NZHPA Executive.
- Provide timely and comprehensive communication and feedback on NZHPA business to the SIG.

Review

- The scope of the SIG Convenor role and responsibilities will be reviewed collectively by the NZHPA Executive and SIG Convenors on a regular basis or in line with the review of the SIG handbook.

Appendix 2 SIG Annual Plan and Year End Annual Report

Example SIG Annual Plan (Template 1)

Please Note: detailed finances for planned events should be submitted to the NZHPA Executive prior to any planned event

Annual Plan	Meets NZHPA Strategic Objective Number(s)	Milestones (time line measures)	Lead person (accountable)	Annual implications (including \$)	resource	Notes These objectives should broadly cover what the SIG hopes to achieve in the coming 12 months drawing on the strategic objectives identified by the NZHPA Executive and SIG members
Objectives • 1 • 2 • 3						

Suggested simplified form example

Longer Term Objectives (2-3 years)	Timelines/Dates	Lead Person
Objectives • 1 • 2 • 3		
Short-term Objectives (next 12 months)	Timelines/Dates	Lead Person
Objectives • 1 • 2 • 3		

Example Annual Report Year Ending: XXXX (Template 2)

Introduction

Achievements against annual plan

Income and expenditure

(at a high level only)

Annex

- **Officers and Members**
- **Attendance at meetings (number in attendance)**

Appendix 3 Running Meetings and Events

a. Budgets

Prior to running a SIG meeting or event, a budget should be prepared for the meeting/event. Every meeting/event is ideally expected to at least break even and preferably to generate a small surplus. Budgets must be approved by the NZHPA Executive before the meeting/event is organised.

b. Speakers

The easiest way to pick a speaker is to either run with a theme for the meeting or choose people you are familiar with and/or have seen present recently on a topic that could apply to the SIG meeting. If they've recently presented something, this is often a good way to get buy-in, as they already have a talk prepared, so they won't have to spend as much time on preparation!!). Don't forget to discuss ask SIG members who they would like to hear speak or what topics they would like to hear about. Consider some proactive education i.e. a speaker might be able to give a talk for half the time then run a workshop or give out a series of questions for the audience to work through.

Think about having a specific speaker to briefly open the event as this gives the event increased credibility and kudos - think about a local dignitary, senior clinician or service manager. Remember to write to them after the event to thank them for doing so and have a thank-you card (and possibly gift) for them at the event. Also, it's nice to have the SIG Convenor make some closing remarks at the end of the meeting (and it's a nice opportunity for them to formally thank the organisers).

Availability of your keynote/plenary speakers may dictate your meeting dates but be sure to check and avoid clashes with other important and relevant conferences.

Ask your speakers to send you a resume prior to the event do the chairs can introduce them appropriately. Check with them how long they'll be staying so you can cater for them. Make sure they know how to get to the venue and e.g. parking arrangements are sorted prior to the day.

The programme should be drafted early and updates sent out regularly – you can use this as a springboard for asking delegates to volunteer to fill gaps as well. The final programme works well as a folded A3 size with title on the front, each day on one side of the inside and sponsors on the back.

b. Speaker fees

Speaker fees may be paid if included in the approved budget plan. Approval for a budget should be sought before arrangements are discussed or finalised.

If you pay speakers for their services and time, there may be withholding tax issues. It is preferable to provide gifts or vouchers. Advice from the NZHPA Treasurer should be sought prior to making any agreements with a speaker if the speaker wishes to be paid a monetary fee.

Estimates for fees and gifts must be sent to NZHPA Treasurer at least two weeks prior to gifting so that funds can be made available to purchase gifts. Once funds are released, a tax invoice/receipt must be forwarded to the NZHPA Treasurer within two weeks of payment. Otherwise gifts will be required to be paid by the SIG member making the purchase personally and then claimed back through NZHPA if money is available within SIG accounts or after the event. The expenses claim form can be obtained from the NZHPA website. Further advice can be obtained from the NZHPA Treasurer.

The amount of the gift depends on the time that can be taken to prepare, who is delivering the material (normal hourly rate) and what is required for the SIG e.g. a talk versus a workshop. A speaker with a potential talk already prepared obviously doesn't need as much preparation as someone writing a talk or running a workshop especially for the SIG meeting. Materials (e.g. printing) may be required to be reimbursed.

There may be a requirement to reimburse the speaker for flights and accommodation costs. Again this will need to be approved by the NZHPA as part of the budget before arrangements are finalised. The recommended reimbursement is an economy class return airfare for the speaker and accommodation for three nights (depending on the length of the function).

Where SIG members are to present, all presenters need to register as delegates even if they are not paying fees. Those submitting a presentation for a SIG meeting will be advised if their submissions have been accepted by the SIG convenor or delegate in a timeframe that was stated on the registration form.

If it is feasible budget wise, reimbursement of travel and accommodation expenses for SIG attendees will occur after the SIG meeting has been completed not before.

c. Planning the presentation

For a weekend SIG meeting, there is generally room for three or four "plenary" speakers/sessions. A format that tends to work well is one session first thing on Saturday morning, one after morning tea but before lunch, one on Saturday afternoon and the fourth on the Sunday morning. Sunday morning may or may not be a bad time to ask someone to come and give a presentation, so it could depend whether this time is used for a plenary speaker, or just leave it at three speakers with that time taken up with presentations by attendees. It all depends on how many attendees want to make presentations.

Ensure the invited speakers know what the audience knowledge base is so the presentation isn't pitched too high or too low. Ideally try and get hold of the presentations prior so the seminar organisers can set them up. Ask the presenters if they're happy for the slides to be accessed by delegates, either to put on the SIG section of the NZHPA website for delegates to access if they're NZHPA members, or, if they're non-NZHPA to do so via email request to one of the seminar organisers. It helps to get written documentation of this.

Having plenary speakers timed just prior to a tea/lunch break offers the advantage of

the break time being used for more questions and/or for discussions with the speaker by attendees (who may be too shy to ask questions in “question time”). This is also useful if they go over time a little bit, as you don't want to stop a plenary speaker that you've “paid for”, in order to keep everyone to time. Generally plan for an hour presentation for plenary speakers i.e. 45-50 minute talk plus 10-15 minutes for questions.

People attending should generally be encouraged to make presentations. The time allowed for these presentations can depend on how many are actually willing and/or wanting to make one. 10-15 minutes presenting + five minutes of questions (i.e. 15-20 minutes per presentation) is a good time, and fits in with how long most talks are at conferences and post-graduate clinical case presentations.

Generally, the final hour or so of the Saturday or early Sunday morning is a good time for the SIG to have a general administration-type meeting or AGM. On the day, attendees should be encouraged to remain for this meeting with everyone welcome to comment during the discussions. The SIG Convenor should canvass for agenda items two weeks prior to the meeting and ensure copies are available at the meeting. Minutes should be taken and distributed appropriately (e.g. AGM minutes should go to SIG members only).

d. Venue

In terms of organising a venue for SIG meetings, consideration should be given to travel requirements, the suitability of venue, likely attendees and availability of speakers. In practice, the meeting is usually held at the lead organiser's hospital, as this is familiar and there is usually a suitable lecture theatre (or similar) available, plus local catering can be used. Think about the comfort of delegates and how this might affect the amount of room needed e.g. desk-style setting out is ideal but needs a much larger area that some places might not be able to accommodate. When choosing a venue, think about how the catering will work, i.e. how it will get there and/or where to have food. A “foyer” type area separate to the speaking hall/theatre would be handy for food and sponsors stands (if applicable) though not always needed. Think about where you'll place your registration area/table. Think about how security might work at the venue (e.g. for laptops/other equipment, bags etc) and communicate this with attendees at the start of the meeting. Often hospital venues in the weekends are available.

At the venue, a means for presenting the talks will be required. This usually means a laptop/PC connected to a data-projector. Some speakers may wish to have an overhead projector or means to stream the internet/play a video also (it pays to check). A laser pointer of some sort is handy. Depending on how much funding you have you may wish to contract AV requirements out externally or via the venue – this is more expensive but avoids hassle on the day should something break down.

Remember to have water & glasses available for the speakers and chair.

Make sure you have a suitable (ideally experienced) chair for each session arranged prior to the meeting, that they know what their responsibilities are (e.g. introducing speakers, leading question/discussion sessions, presenting thanks-you gifts, detailing housekeeping) and have their resources available in a pack (e.g. speaker

CVs and gifts) for each session. Remember to write to thank the chairs after the event and also provide them with a little thank-you card (and possibly gift) at the event.

Think of how easy/hard it would be for a stranger to find the venue e.g. if within a hospital – consider making signs directing to the venue. Always send out directions/a map to registered attendees about how to find the venue prior to the event (e.g. as part of the registration pack along with a draft programme and accommodation options (see below)).

Make sure your registration area is manned at the start of each day and during breaks. Use this area for important messages, for access to e.g. late registration for social event, and have e.g. extra copies of the programme available. It also pays to have things like a small first aid kit handy.

Make someone responsible for encouraging delegates into the presentation area in advance of the start time and have something like a bell or whistle on hand to help with this.

Set up a delegate pack to give to attendees when they pick up their name badges at registration – containing e.g. programme, AGM agenda, feedback form, local area information, pens, paper etc. Make sure you have all these items timetabled to arrive with you well in advance (especially for things like if the sponsors are providing the satchels/name badges or if external sources are being used for printing programmes) of the event so you have time to assemble them.

Identify important housekeeping considerations (e.g. toilet location, action in the event of a fire alarm, switch off cellphones, keep to time) and make sure chairs detail these to attendees at the start of each day.

e. Accommodation

It is useful to have information available about local accommodation options and at the minimum to include this with the final programme. A range of costs/types should be provided from backpackers/hostels, motels through to hotels. Try to give some idea of how long it takes to get to the venue (by walking/car), detail travel directions from different approaches and see if you can include a map (see www.wises.co.nz for free online NZ street maps). It's also helpful to provide details of reasonably-priced travel options from the airport, along with approximate quotes and contact details.

f. Travel reimbursements

SIGs may pay travel reimbursements to NZHPA SIG members attending SIG meetings providing the following criteria are met:

- Projected travel reimbursements (percentage or amount) must be included in the budget plan for approval by the NZHPA Executive.
- Money is available within SIG accounts or there is a surplus made from the meeting sufficient to cover reimbursements.
- Payment occurs after the event/meeting (i.e. once all income has been collected and all expenses paid) to ensure that there is a sufficient surplus to cover the payments.

g. Food/catering

If the meeting is to be held at a hospital lecture theatre or similar, and the food is acceptable, then the local hospital kitchen might be an option. Otherwise consider an outside catering establishment.

Consider this on a “per head” basis, i.e. think of what to arrange for one person, and then multiply by the appropriate number (remember to include non-paying attendees in your calculations (e.g. committee members, speakers, sponsors). Initial estimates with the caterer could be discussed around an “average” number which attends the SIG. However, this number could change depending on where the SIG meeting is being held and the topic area. That is, more people are likely to go to a meeting in a main centre than a regional centre. Work on your estimated attendance, and then arrange to give a final number at the last possible minute, convenient to the caterer (to allow for late registrations). At the end of the day, if you get a flurry of late registrations, it shouldn't matter too much. You could always cater for a few extras, though not everyone goes for the food.

Consider morning/afternoon teas as being muffins/scones, ideally one per person with tea, coffee & juice provided. For lunch, a mixture of savoury and sweet plus a piece of fruit i.e. three items plus fruit (and tea/coffee/juice again). By the time you get some people who have a bit to eat combined with those that don't have much, it should all even out. Most caterers should be able to give a choice. Some will offer variations from cheap options to more expensive (e.g. croissants, cakes etc). Go for what suits the audience – as long as expenses can be covered.. Remember to ask about any specific dietary requirements on the registration form and discuss with the caterer what's possible. Special foods may need to be labelled at the event to stop them being eaten by folks who don't require them but like the look of them!

h. Dinner / evening function

Consideration needs to be given to whether a dinner or evening function will be held. It is a little difficult to plan in advance without knowing final numbers. A relatively small group could be accommodated in a restaurant, although the restaurant may prefer a restricted menu. A catered-type buffet meal is one option, but requires a bit more organising in terms of arranging caterer, venue etc.

It is handy to try to gauge interest for the dinner/evening function during registration. On the registration form you could “please tick if you would be interested in attending a dinner organised for the Saturday evening – cost of mains to be approx \$25 - 40”. Confirm with the restaurant a couple of days before. Some people have no intention to go to an evening function, while others always will and others may just decide on the day.

It is also an option to decide in advance that an evening function is going to be held and to allow registration and payment for that at the same time as the event itself via including this on the registration form. In order to do so you'd need to look at a set price menu with a particular establishment prior. This makes payment to the establishment easier for them and for you and the delegates – and minimises the chances of people forgetting to pay for expensive items that the SIG then end up

covering for. If you do decide on this option, you should still allow folks to register for the social event (easiest via the registration desk) up until Saturday lunchtime to allow for late deciders.

If possible, BYO is handy – so that people can bring what they feel like, and/or a company might be willing to “sponsor” a few bottles of wine for the table. It does not need to be a flash venue – somewhere casual where people can mingle/talk is fine. Consider starting the night with time for a chat over a few drinks prior to sitting down for a meal.

i. Sponsorship

Think of approaching any representatives that you might be familiar with, or approach companies individually.

It is important to recognise that some speakers may not like their talk being sponsored by a particular company. Similarly, the code of conduct for pharmaceutical companies now places limits on what they are able to provide in terms of sponsorship. Therefore, some companies may offer a “contribution towards running expenses”, or alternatively you could ask the company to sponsor something specific e.g. a morning/afternoon tea(s), lunch etc.

It makes sense to canvas for sponsorship as far in advance as possible but it helps to get sponsors interested if you can tell them who the plenary/keynote speakers are. Be aware that different companies have different processes that they need to go through before they can sign off funds – some will only need a letter from the SIG, others may need forms filling in and/or copies of draft programmes.

If you have secured sponsorship, invoices to the sponsors must be raised by the NZHPA Administrator at Pharmacy House, PO Box 11 640, Manners St, Wellington 6142 to ensure NZHPA's GST requirements are met.

Some companies who are happy to provide sponsorship ask “how much would you like?” This is difficult to answer as you don't want to appear greedy, but want to ask for as much as would be considered reasonable. You could therefore offer a list of the various expenses e.g. “A morning/afternoon tea (or lunch) would cost \$x a head, and we are working with an estimated Y people attending, therefore how about one or two of those?” Include a few dollars extra if they want to have a stand.

In receiving sponsorship from a company, it becomes a SIG responsibility to highlight their support by acknowledging them as much as possible. For example, include sponsors logos/name etc on programmes/registration forms etc or acknowledge sponsorship of a tea/lunch break if applicable (prior to breaking). Offer the companies the opportunity to host a stand at the meeting, as well as inclusion of pens/pads in the meeting “pack” (need someone to provide some pens and a pad to make notes over the course of the meeting). Session chairs need to thank sponsors at the open and close of each day and ideally just before breaks recommend delegates go and speak with sponsors at any stands that are present. Having the stands in the same general area as where food is served will facilitate this. PowerPoint slide with the sponsors' logos needs to be displayed during breaks and at the start of the day while people are coming in.

Think about setting up different levels of sponsorship with different “rewards” for doing so e.g. high level sponsors get first choice on stand placement, or may have the opportunity to provide branded delegate satchels or name badges.

A representative(s) from sponsoring company(s) should be invited to attend the meeting, and need to be accounted for with catering if they do attend. Mention that they are more than welcome to attend the presentations (especially if they are actually sponsoring a speaker) if they wish

It's vital to formally thank sponsors after the event via a headed letter – partially just because it's polite and partially so it keeps them kindly disposed towards subsequent requests for sponsorship.

j. Registrations (fees and forms)

Possibly the most difficult aspect is what to charge attendees. The fees must include the administration cost offset (confirm with NZHPA Treasurer to what this is each time). It is expected that SIG members should get at least the amount equal to their annual SIG subscription off the attendance fee. A higher “tier” fee would include any NZHPA, Pharmaceutical Society of NZ SNZ or NZ College of Pharmacists member, and then the next ‘tier’ fee any other attendee (e.g. doctor, nurse, dentist etc). As interns & pharmacy technicians can be members of NZHPA (associate if not full membership), they can have the respective tier applied. This is to encourage membership of the SIG and the NZHPA in general. There needs to be a balance between keeping the fees low enough for the seminar to be accessible and both ensuring you at least break even and that the fees are suitably tiered to reward folks being members of relevant organisations.

The following items could be included on the registration form (not a complete list):

- NZHPA, SIG and sponsor logos.
- Room for name and contact details of the registrant.
- Registration fees for various categories of member/non-member.
- Any special catering requirements.
- Contact details of the SIG or NZHPA administrator to organise payment.
- Who the form should be returned to (the NZHPA Administrator).
- Whether the person wants to attend the dinner/evening function and the cost for this if extra or a statement that it is included in the registration fee. (The dinner/evening function could be paid as part of the registration fee, or paid individually on the night, depending on what type of function has been organised, and how the venue wishes to be paid).
- A tick box asking if the person wishes their details to be included on a list of delegates (Privacy Act). This list can be distributed at the meeting so people can contact each other if they wish.

Think about how the form will work for non-pharmacists and also delegates from overseas as well as those from NZ e.g. if you're asking for a membership number for direct bank credits, what number are you asking for and it is explicit on the registration form what's needed? Think about how payment will best work for delegates from overseas.

Trial the form before implementing it to check there's enough room for what needs to

be included. Prior to finalising the form, it needs to be approved by the NZHPA Administrator at Pharmacy House, PO Box 11 640, Manners St, Wellington 6142 to ensure all relevant information is included.

Think about incorporating an early bird fee option for organised folks although a lot of folks aren't! If you're low on numbers get hold of a delegate list from previous years and use that and knowledge of where members are located to target reminder emails to the gaps.

k. Advertising

Once the budget has been approved and event/meeting details confirmed, formal advertising can begin – although it might be worth sending out an informal heads up as soon as dates are identified so potential attendees can keep their diaries free.

If a date is confirmed with enough time, it can be advertised in any appropriately related magazines/journals. The meeting can also be advertised by sending a flyer and e.g. registration form through to the various pharmacy email discussion groups such as NZHPA, PharmacyChat and any SIG email groups. The NZHPA Administrator will be able to assist with accessing various email groups. PSNZ will be able to email its members a notice about the meeting also and include details in *The Edge*. Remember to repeatedly advertise the meeting locally through your organisation and other relevant networks. Put up flyers in your department and other relevant clinical areas, and ask relevant senior staff to flag it with their colleagues. Include the pharmacy schools and any relevant educational institutions.

The meeting should also be noted on the NZHPA webpage (through the NZHPA Administrator), and this is where people could be directed “for more information”. A programme with planned speakers, together with registration information, should be included on the web page. Even if these are not confirmed, but a date and venue are, these should be advertised to give advance notice of the meeting.

If a pre-booked meeting undergoes a material change (e.g. venue change or cancellation) the **NZHPA Executive must be notified immediately** before any public notification is issued and be provided with an indication of alternative options or any additional cancellation costs. This may involve submission of another budget.

It can be difficult to keep on top of who is doing what and where things are at – it might be useful to set up a live “rolling task list” document that can be updated at any time by anyone involved in the meeting organisation, which is then formally reviewed regularly to check everything is on track.

Remember to use previous meeting organisers as a resource.

It's helpful to design a feedback form for delegates to complete at the meeting as they may pick up on important learnings for following years as well as being able to suggest future themes/subjects/speakers. And it's also a means of getting feedback on how fantastic you were at organising the meeting! Many of the SIGs have samples already that can be used as a template e.g. Mental Health.

Example of a SIG Registration Form



New Zealand Hospital Pharmacists' Association Special Interest Group (SIG) Meeting

REGISTRATION FORM

Insert logo of SIG here if there is one

DATE, TIME and VENUE details

Please complete this form, make a copy for your records, and forward the original with appropriate registration fee to: The Administrator, NZHPA, PO Box 11640, Manners Street, Wellington 6142 (nzhpa@psnz.org.nz; Ph 04 381 8353; Fax: 04 382 9297). Invoice and receipt will be sent to you directly.

CONTACT DETAILS (Please print in block capitals)

Surname: _____ NZHPA Member# (if applicable): _____

First Name / Preferred Name: _____

Location / Organisation for name badge: _____

Full Postal Address: _____

Telephone: _____ Fax: _____

Email: _____

Special Requirements (e.g. dietary, wheelchair access): _____

(Please circle the appropriate category)

REGISTRATION FEES (\$NZ incl GST)	Full seminar (Sat & Sun)	Saturday only (all day)	Sunday only (am only)
NZHPA member and either a SIG member			
NZHPA member only (not a SIG member)			
Students, Intern Pharmacists, Pharmacy Technicians			
Other Pharmacists and Allied Health Professionals			
Registration Fee total (incl GST)			

If registering for day registration only, please specify day of attendance _____

Registrations will not be accepted after **DATE** without prior discussion with contact SIG person (include email and phone number).

Please make **cheques** payable to *New Zealand Hospital Pharmacists' Association*.

Payment by **direct credit** can be made into the NZHPA bank account 01-0505-0224181-000 using your membership number, name and SIG name as reference codes. Please also return your form to the NZHPA administrator for processing (Fax: 04 382 9297).

SATURDAY EVENING DINNER

Cost **not** included in registration. Partners welcome. Please indicate # attending _____

SUNDAY MORNING BREAKFAST

Cost **is** included in registration fee. Please indicate expected attendance _____

Privacy: The information supplied on the registration form will be shared and used by the organising committee. If you **do not** wish your name to be included in the list of participants distributed to delegates and sponsors please tick the following box.

Cancellation Policy We regret that we have to make a charge for cancelled registrations. If you notify us of the cancellation of your reserved place giving six weeks or more prior notice to the event, 25% of the fee will be retained. From six to three weeks prior to the event, 50% will be retained. If between three and one week's notice is given of the cancellation for your reserved place, 75% will be retained. There is no refund for non-attendance or cancellations made less than one week (7 days) prior to the event, whereupon the full fee will remain payable. The Association reserves the right to cancel meetings and to return the registration fee. The Association cannot be responsible for any losses resulting from such cancellation, however caused.
