

Frequently Asked Questions – Club Affiliation

Title: Frequently Asked Questions – Club Affiliation

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Your club's affiliation is complete; what now?

- Set or readjust your club fees for the 2021/22 season as soon as possible (as new members will be able to sign up using GoMembership from June 1st).
- Update automated club emails from Go Membership to ensure that the information will be as up to date as possible.
- Once Triathlon Australia has received your affiliation form and payment, you will be issued with your 2020/21 Certificate of Currency. You will receive your Certificate of Currency shortly after July 1st.
- Please contact your STTA if you need assistance.
- Changes to any club details throughout the 2021/22 season can be edited in GoMembership via Club Profile > Update Details

What happens if our club runs late in getting organised with affiliating or payment?

- Membership for the 2021/22 season opens on June 1st 2021
- If the affiliation documentation is not submitted by May 31st 2021, your club will automatically be hidden as a club option in the registration process and will not be selectable by new members
- If the affiliation process, including submission of paperwork and payment of affiliation fees, is not completed by June 30th 2021, you will no longer be an affiliated club of TA and your STTA;
 - Your insurance cover will no longer be valid;
 - You will lose the right to vote in your STTA's AGM;
 - New and renewing members will not be given the option to join your club;
 - Your current members will not automatically renew, and will either have to pay the non-club membership rate for the 2020/21 season, instead of the club membership rate, or will be asked to join a different affiliated club.

I'm having difficulty navigating the GoMembership portal, are there any video tutorials I can follow?

Below are some helpful video tutorials for making the most of the GoMembership portal relevant to servicing your members and managing club membership.

Please note, they're listed on YouTube as 'unlisted', meaning you can only view the videos if you use the provided link to them.

- [Triathlon Australia GOMembership Support: Setting up Stripe for Clubs - YouTube](#)
- [Triathlon Australia GOMembership Support - Club Training Webinar - YouTube](#)
- [Triathlon Australia GOMembership Support - Club Set Up \(Part 1\) - YouTube](#)
- [Triathlon Australia GOMembership Support - Club Set Up \(Part 2\) - YouTube](#)