

Transparency is key

In the interest of transparency and accountability, all affiliates must have access to all relevant information relating to the decision-making and operation of the BID programme.

A BID affiliate is anyone who pays a BID targeted rate, directly or indirectly.

Our BID Policy 2016 clearly sets out the expectations on BID-operating business associations, emphasising the need for transparency and accountability to members.

“(Business associations must ensure that) BID affiliates are aware that they should contact BID programme management regarding all queries, concerns or information relating to the business of the association, including the governance or management of the business association.” (Operating Standards, 2.3 c).

The policy (2.4 Business associations – manager, contractor or agency responsibilities) goes on to encourage BID programme managers to support their boards in this commitment to full and free-flowing information.

“This includes ensuring that the manager provides newcomers (property or business owners) into the BID programme area with either an induction, or information that outlines the role of the business association and the BID programme and its operation.

“This process may also include an invitation to the next business event or board meeting, and an invite to become a member of the association.

“BID affiliates (should be made) aware that all queries, concerns or requests for information about the regional Auckland BID Programme, should be directed to bids@aucklandcouncil.govt.nz.”

- There are many outstanding examples of member websites, induction packs, networking meetings and regular news updates – all of which demonstrate business associations’ commitment to effective member engagement and communications.