



HDAA MEMBERSHIP SERVICES

Supporting you to
support others.



TOP FIVE REASONS TO JOIN HDAA

Organisational Membership with HDAA is about being part of an association that is the primary source of collaboration and knowledge for the Australasian Service and Support Profession.

Encompassing IT Support Services, Enterprise Support Services and Shared Services Industries, you are joining a community of like-minded industry professionals who want to work smarter, not harder.

Being an organisational membership, benefits are shared among your desk or team.

Not sure HDAA membership is right for your organisation? Here are the top five reasons why you should join HDAA. Remember, these opportunities are only for HDAA members!

- 1. Networking and Connections.** You're going to be networking with industry peers and building connections with technical service and support professionals at every HDAA-related workshop and/or training you attend.
- 2. Workshops.** HDAA hold 3 workshops per year in all Eastern states focussed on providing practical knowledge and skills that keep you up-to-date and on track. Gold and Silver level member organisations receive complimentary seats to all workshops. Virtual members are able to purchase tickets to workshops at a significant discount.
- 3. Resources and Research.** HDAA brings its members the latest and greatest industry reports, research, and publications. Let HDAA help you stay up to date and informed!
- 4. Discounts.** HDAA members receive discounts on training, consulting and additional workshop seats. Great discounts give more of your staff and co-workers the opportunity to take advantage of HDAA's tremendous professional development opportunities.
- 5. Professional Development & Recognition.** HDAA membership not only gives you and your staff exclusive access to members-only resources and opportunities, it also enables you to demonstrate your focus on professional development and your dedication to your career. Increase staff morale and productivity by providing opportunities for learning, development and networking with a recognised professional body.

HDAA MEMBERSHIP CAN ASSIST YOU WITH

Workforce Planning	ITIL Policy and Procedural Templates*	Creating a Service Catalogue
Change Management	Categorisation	Service Desk Maturity/Review
Choosing Tools	Knowledge Management	Incident Management
Job Description Templates	What to Report	KPI Metrics

WHICH MEMBERSHIP LEVEL IS RIGHT FOR YOU?

HDAA have numerous levels of Membership to meet the needs of your organisation or of you as an individual. See our website www.hdaa.com.au or our Membership Level Information Guide to choose the membership that best suits you and your organisation.

Take out or renew your membership for 2 years and save 50% on your second year.

**VIRTUAL LEVEL
MEMBERSHIP**
\$550
2 YEAR DEAL: \$825
Only available to regional members.

- 10% Discount on Training
- 10% Discount on Consulting Services
- Knowledge base access for up to 6 staff
- ITIL Advanced Template access (IM Template only)
- Discounted Workshop seats

**SILVER LEVEL
MEMBERSHIP**
\$1122
2 YEAR DEAL: \$1683

- 15% Discount on Training
- 15% Discount on Consulting Services
- Knowledge base access for up to 11 staff
- ITIL Advanced Template access (IM & CM templates only)
- 3 complimentary Workshop seats (per round)

**GOLD LEVEL
MEMBERSHIP**
\$1,870
2 YEAR DEAL: \$2,805

- 18% Discount on Training
- 18% Discount on Consulting Services
- Knowledge base access for up to 16 staff
- ITIL Advanced Template full access
- 6 complimentary Workshop seats (per round)

All pricing includes GST • 2 year discount cannot be used with any other membership discount promotion

Follow Us On



youtube.com/user/HDAAvideos



hdaa.com.au/blog



facebook.com/EnergiseHDAA



twitter.com/#!/HDAA1



linkedin.com/company/hdaa-help-desk-association-australasia-

© 2020 HDAA. All rights reserved. HDAA – **Help Desk Association Australasia**

T: 1300 130 447 **E:** info@hdaa.com.au **W:** www.hdaa.com.au

A: PO Box 303, Turrumurra NSW 2074 **ABN:** 20 088 292 755