

AA Victoria Central Service Office

Quarterly Delegates Meeting

AGENDA

DATE: Sunday 19th May 2024

TIME: 2.00pm

VENUE: Hosted in Zoom

QUORUM: **20 Delegates required.**

1. Chair's opening remarks.
2. Briefing – Zoom Meeting Procedure (polling, speaking, etc).
3. Apologies: Mark H. (Flemington Discussion).
4. Read Objects of Plan of Procedure – Chairperson.
5. Read Twelve Traditions – Delegates.
6. Table Minutes of Delegates Meeting 11th February 2024.
7. Business Arising – Nil.
8. Adoption of Minutes 11th February 2024.
9. General Secretary's Report.
10. Treasurer's Report.
11. State Trustee's Report.
12. CSC Reports,
13. Correspondence.
14. General Business.
 - VPI Proposal.
 - Election for casual CSC vacancy (CSC Recommendation).
 - GSO sharing meeting with CSO's.
15. Appendix.
16. Observe 7th Tradition. **BSB: 063165 Account: 1006 4750**
17. Vales
 - Peter B (Wharfy Pete – Plaster Pete)
18. Serenity Prayer.

9. General Secretary's Report

I can inform our Delegates that the lease transfer for our office from RUSVIC to Central Service Office Victroia Ltd. has been finalised. A Bank Guarantee for 3-months Bond was given to the agents and our CSO was given the executed transfer documents. The agent has transferred the Bond money for the RUSVIC lease into our general trading bank account.

Tom M. has officially resigned as Director of CSOV Ltd. and has been removed from ASIC register.

We are still waiting for ACNC to approve CSOV's application to be classed as a Public Benevolent Institution (PBI) Sub-Type. I received an email requesting further and detailed information regarding how we will achieve our Charitable purpose. We have engaged our current chartered accountant to assist in provided the required information to the ACNC.

I have been informed by the ATO that CSOV Ltd. can apply for a Private Ruling for GST-free sales, and that an authorised person needs to lodge an online application. My application to become an authorised person of CSOV Ltd. is yet to be processed by the ATO.

I requested information from Nexgen relating to the telephone equipment lease contract of 2022, which is ambiguous on the total amount payable. Nexgen's response created further ambiguities, so we have requested the Telecommunications Industry Ombudsman's guidance in this matter.

CSO staff from around Australia were invited to a sharing session by the General Service Board. This event took place on Zoom on 11/05/2024 and our office staff participated. The topics discussed, amongst other things, included safeguarding and safety at meetings, price/availability of approved literature, the General Service structure, the Central Service structure, interactions with Area and District offices. I will provide our delegates a comprehensive report by our next meeting.

CSC members Steve C. and Doug W. are currently in discussion with the Victorian Prisons Intergroup (VPI) administrator Mannie D., in relation to VPI's future direction and how the group can continue to do what it does best. CSC unanimously agreed to put forward a proposal that VPI become a portfolio of CSO and that Mannie D. be coordinator of the VPI portfolio. CSC also unanimously agreed to recommend to our delegates that Mannie D. be elected to fill the casual vacancy on the CSC created by Doug W. stepping aside. We are all eagerly awaiting the outcome of a VPI group conscience later this month. Regardless of today's outcome or the path VPI chooses to take, Mannie D. will still be eligible for nomination for a full 2-year CSC term in November (Plan of Procedure, 2021).

Again, I want to thank our regular volunteers - Mark P, Robin M, Rissa B, Mark H, Louise G, Nicky C, Michael C, Harry and Angelique - for giving up their time to lend a hand in our office and doing their part to pass on our life-saving message. Wendy and Gail are doing a terrific job with track of accounts, literature orders, day-to-day office duties, and helping me with my workload – I can't thank them enough.

I'm fortunate to have a fantastic team of committee members who have all supported me in this role. It's with a heavy heart that I remind our delegates that 5 members will be required to rotate off the committee at our November meeting, and that we will be seeking nomination and ratification of 5 new members. I hope that our delegates can inform their groups and encourage members to nominate themselves.

Yours in Service
Adnan E.

Profit and Loss

Alcoholics Anonymous - Victoria For the 3 months ended 30 April 2024

	FEB-APR 2024	NOV 2023-JAN 2024
Trading Income		
Bank Interest	32.34	128.00
Conference Approved Stock	29,046.21	20,572.51
Donations - Anonymous	1,364.66	1,059.23
Donations - Events	-	2,598.60
Donations - Groups	36,806.16	34,439.87
Donations - Individual	10,732.00	61.40
Donations - Raffle	-	52.00
Donations Area D	-	119.68
Members Contributions (MCC)	4,937.00	6,366.50
Non Conference Approved Stock	(1,085.84)	-
Postage Income	1,577.44	1,284.01
Prison Literature Fund	41.80	30.40
Total Trading Income	83,451.77	66,712.20
Cost of Sales		
Costs of Goods Sold	6.72	-
Freight & Delivery	-	1.30
Literature	16,761.61	11,434.98
Total Cost of Sales	16,768.33	11,436.28
Gross Profit	66,683.44	55,275.92
Operating Expenses		
Advertising / Public Info	125.96	62.98
ATO Interest Charged	246.05	-
Audit and Accounting Fees	-	2,227.27
Bank Fees	86.45	17.85
Bank Merchant Fees	114.83	131.96
Bookkeeping Fees	1,534.00	1,915.50
Building - Repairs and Maintenance	310.00	-
Computer Expenses	(160.59)	709.36
Consumables (office amenities)	47.82	217.97
Discounts and Allowances	(192.11)	-
Electricity	505.62	395.37
Equipment Leasing	(2,684.00)	2,667.00
Function Expenses	156.36	1,577.62
Insurance	411.34	-
Legal & Administration expenses	2,100.34	117.00
Postage Costs / Expenses	3,267.76	3,043.31
Printing - Rent for Copier	5,720.00	-
Printing & Stationery	740.09	372.53
Rates & Taxes	265.00	2,475.20

	FEB-APR 2024	NOV 2023- JAN 2024
Rent	10,003.91	13,325.83
Salaries & Wages	25,651.60	25,651.60
Software Subscriptions	766.90	-
Superannuation Expenses	2,650.05	2,650.05
Telephone	841.31	909.44
Water Utilities	-	248.32
WorkCover	809.32	1,635.15
Total Operating Expenses	53,318.01	60,351.31
Net Profit	13,365.43	(5,075.39)

AA Victoria February 2024 Financial Report

Overview of Financials

	As at 29.02.2024	
CSO Trading Account	\$17,215.35	Taken from Statement Balance on 29 th Feb..
Prudent Reserve	\$39,848.55	
Events Fund	\$3,000.00	
CSOV Ltd – Term Deposit	\$10,678.00	
	\$70,741.90	Total cash on hand

Aged Debtors Summary at 29 February– taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$ 16,113.60	\$5,521.37	\$3,893.00	\$ 5,528.96	\$ 1170.27

AA Victoria March 2024 Financial Report

Overview of Financials

	As at 31.03.2024	
CSO Trading Account	\$8,254.79	Taken from Statement Balance on 31 st March.
Prudent Reserve	\$45,000.00	
Events Fund	\$3,000.67	
CSOV Ltd – Term Deposit	\$1.00	
	\$56,256.46	Total cash on hand

Aged Debtors Summary at 31st March – taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$ 14,390.34	\$,7691.11			\$ 6,699.23

AA Victoria April 2024 Financial Report

Overview of Financials

	As at 30.04.2024	
CSO Trading Account	\$6,896.12	Taken from Statement Balance on 30 th April.
Prudent Reserve	\$45,008.71	
Events Fund	\$3,001.31	
2520 – Term Deposit	\$10,678.00	
CSOV Ltd – Term Deposit	\$165.83	
	\$65,749.97	Total cash on hand

Aged Debtors Summary at 31st March – taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$ 17,518.87	\$10,369.64	450		\$ 6,699.23

Treasurer's Comment on Financial Position

We are sitting in a relatively stable position compared to last quarter. Our sales are up overall, however we would still appreciate the groups' support to keep this momentum going given we are still operating at a loss generally. Had it not been for abnormal occurrences ie: large member contributions etc we would have seen a loss for this quarter too. This makes CSO's ability to engage in wider community PI etc difficult given we chew into our reserves.

I am still working through clearing some old debts in Xero that are not actually owing to our suppliers and also on cleaning up the Chart of Accounts.

Adnan and I are still in discussion with Nexgen regarding what our actual contract amount is for the Telephone Equipment lease and I hope to have this resolved by next month.

I am keen to seek input from our groups at the delegates meeting on what we could be doing further to support the groups and in turn get the message out about what CSO can assist with and offer them.

Again, thank you to Wendy for doing such a great job in the office. Thank you to Amy for assisting behind the scenes with our tax obligations and queries and thank you so much to Adnan for supporting my time over and covering my duties during that time.

Jess

11. State Trustee's Report

The months go by so quickly, it is important to me personally to ensure my bank of spirituality is full, Gratitude and Humility. Lots of meetings assist with that. There has been lots going on this month, VPI structure and The General Secretary contract endorsement to name a few, both very important in their own rite. The CSO is a great place to visit and see the wonderful work in action, visit the archives store, have a cuppa and a chin wag.

I personally welcome Mannie, the VPI has been an integral part of my sobriety, being introduced to this arm of service and I will do all I can to assist Mannie in his role on the committee as the Prisons Portfolio Coordinator.

[AA80 - Alcoholics Anonymous](#) - There is an 80th anniversary sub-committee to oversee preparations for this occasion. If you are interested, follow the link.

The Three Legacies of AA are: recovery, unity, and service.

- The suggestions for recovery are the Twelve Steps.
- The suggestions for achieving unity are the Twelve Traditions.
- The suggestions for service are described in Twelve Concepts for World Service.

When your Group Conscience is ready to distribute their Seventh Tradition donations, don't forget the GSO. Like the CSO they are funded in a very similar way.

How is the General Service Office funded? (ref The General Service Office of AA Australia - Alcoholics Anonymous)

- Contributions from AA groups (At present only 36% of groups in Australia contribute in any year, with less than 10% contributing on a regular monthly basis).
- Literature sales.
- Personal donations from members.
- Donations from members via the Action Club and Birthday Club.

Doug W.

12. CSC REPORTS

Helpline Coordinator Report

The aim for the Helpline is to have one shift covered by one person every 28 days, except the Monday to Friday morning shift (6.30 - 9 am). This is to ensure that there are plenty of service positions available to members & to make the covering of temporary or permanent shifts easier for the Coordinator. Since the last meeting I have had three members volunteer to be of service. I believe this interest was sparked by members of the Delegates meeting circulating this information to the groups. This leaves seven shifts left to cover, six overnight (9.45 pm - 6.30 am/9 am) & one Saturday day time (9 am - 5 pm) shift.

There have been members with less than 12 months of sobriety who were interested in the phone line service. These members were redirected to the CSO to be of service where they can have direct support whilst they are in early recovery.

General Secretary, Adnan, has worked with me to find a solution to simplify the scheduling in Broadcloud & after many hours of work on his part, we went live last Thursday with the new scheduling. This has made my job as Coordinator far easier, simpler & much less time consuming. The roster system in Excel has also had a makeover & I am very grateful for the hours Adnan has put into improving both systems.

There has been significant work done by all the volunteers in the office to update the 12th Step Register & this should be completed very shortly & then will be forwarded out to the Helpline team.

I have had some ongoing issues with the technical side of the Helpline (Excel, Message Media & Broadcloud) & believe this is now resolved.

At this time there is only one overnight shift on a Monday that is uncovered & the Helpline team have been wonderful in filling these gaps temporarily. There are a few members doing more than one shift every 28 days & so continue to seek AA members of 12 months minimum sobriety to fill these shifts (all of which are overnight).

I would like to put a request out to the current serving members of the AA Helpline for someone to be a backup Helpline Coordinator for the times I may be unavailable due to illness etc. Broadcloud is much easier & less time consuming to manage the phone diversions & I am happy to teach someone the role in their own capacity/time frame. I seek the CSC's blessing to request a member of the Helpline Team to take on the role of Backup Coordinator.

Rissa Bell

13. CORRESPONDENCE

Serial #	Date	Document name
1.	14/02/24	Nexgen Re: Clarification of Equipment Lease terms.
2.	15/02/24	Gray Johnson Re: Transfer of Lease from RUSVIC to CSOV Ltd.
3.	15/02/24	Kingswood College Re: Volunteer AA speakers
4.	19/02/24	ACNC Re: Change of Charity sub-type – further information request.
5.	20/02/24	Comm. Bank Re: New Term Deposit account & Bank Guarantee for 3 months rental Bond.
6.	22/02/24	James B.Re: Complaint - Croydon Thursday Morning meeting.
7.	22/02/24	Email from Tom M.: Letter of Resignation as Director of CSOV Ltd.
8.	23/02/24	Comm. Bank Re: Additional Director needed for Bank Guarantee.
9.	24/02/24	VPI Re: Invitation to attend quarterly meeting
10.	26/02/24	VPI Re: Report & Minutes for quarterly meeting.
11.	28/02/24	Lodgement of ASIC Form 484: Change of Details – Tom M.
12.	28/02/24	Memorandum emailed to Delegates Re: Two arms of service and the CSOV - General Service Board Reconciliation
13.	04/03/24	Telephone call from James. Re: Complaint about bad treatment from AA members.
14.	07/03/24	Richard H. Re: Plans on updating AA history in Victoria since 2007
15.	08/03/24	St. John of God. Re: AA Speakers at their facility.
16.	10/03/24	Area C Secretary Re: Invitation to Assembly
17.	11/03/24	ATO Telephone call Re: Private Ruling for GST-free sales
18.	12/03/24	Email from CSC Chairman Re: Circles of Love – Area C Assembly
19.	13/03/24	Carollo Horton Insurance: Voluntary Workers Insurance Policy Schedule.
20.	17/03/24	GSO Australia: Invitation to Service Office Sharing Session
21.	18/03/24	Windana St. Kilda Detox Facility: Request for AA speakers.
22.	22/03/24	AA Inner City District. Re: VPI - Call to Action
23.	27/03/24	Carollo Horton Insurance: Management Liability Insurance Policy Schedule
24.	01/04/24	Email from Debbie Davis Re: Rights v Responsibilities.
25.	05/04/24	Mannie D: Invitation to join April CSC meeting.

26.	09/04/24	Carly Costello (CSO South Australia) Re: Email enquiry regarding Conference Approved literature pricing.
27.	12/04/24	AA Inner City District Re: Update on VPI discussions with CSO Victoria.
28.	12/04/24	Engagement of specialist N-F-P Chartered Accountant - assistance for Charity PBI sub-type application.
29.	15/04/24	Group Registration Form received from Frankston Friday Night Beginners meeting.
30.	15/04/24	Original of Bank Guarantee for premises Security Bond handed over to landlord's agent.
31.	16/04/24	Received executed lease transfer document from landlord's agent.
32.	17/04/24	Vincent Wan email explaining RUSVIC cannot be deregistered until CSO Victoria has PBI and GST-free sales status.
33.	19/04/24	BAS Statements for March quarter lodged.
34.	19/04/24	Confirmation to attend GSO sharing meeting with CSO's
35.	22/04/20	Request from Collingwood Sobering Up Facility to provide pamphlets/poster/PI.
36.	26/04/24	Mannie D. (VPI) email update on VPI/CSO discussions.
37.	30/04/24	Liquor Control Victoria – Invitation to Community Stakeholder Forum - 22/05/2024.
38.	30/04/24	Area C SR Secretary email with update on VPI discussions.
39.	05/05/24	ICD email Agenda for their May 6 meeting.
40.	08/05/24	Landlord Agent: Return of RUSVIC security bond finalised.