

AA Victoria Central Service Office

Quarterly Delegates Meeting AGENDA

DATE: Sunday 11th August 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:
 - Mal Y. – (Rowville JFT)
 - Phil R. – (Hurtsbridge)
4. Read Objects of Plan of Procedure – Chairperson
5. Read Twelve Traditions – Delegates
6. Table Minutes of Delegates Meeting 12th May 2024
7. Business Arising
8. Adoption of Minutes 12th May 2024
9. General Secretary's Report.
10. Treasurer's Report.
11. State Trustee's Report.
12. CSC Reports.
13. Correspondence.
14. General Business.
 - Casual Vacancy – Delegates to decide whether to fill this position.
 - November Delegates Meeting – Delegates to decide if face-to-face or online.
15. Observe 7th Tradition. **BSB: 063165 Account: 1006 4750.**
16. Vales
 - Darren, - 10 years sober - (Coburg, Essendon)
 - Gerard S, - 39 years sober (Berwick Monday Morning)
 - Mick C, - 56 years sober (Williamstown)
 - Marilynne T - 25 years sober (Rosebud)
 - Sandra B - 15 years sober (Courage to Change)
 - Marilyn R - deceased September 2023 (Geelong)
17. Serenity Prayer.

9. General Secretary's Report.

I thank all of our delegates who have given up their time to attend today's meeting.

Our office hosted its annual Founder's Day Event at the Glen Waverley Community Centre and over 100 members attended. From the feedback I received, I'm expecting this event to be even bigger next year.

We listed an auction for a rare copy of the Big Book which was partially donated by a member. The auction raised \$200 for the Prisons Literature Fund. We thank everyone who contributed to this fundraiser.

Rissa B. has resigned as Help Line co-ordinator, and has also resigned from the CSC. Our office is grateful to Rissa for giving up their time to service our office. Robz. Mc. has taken up the role of Help Line co-ordinator.

Our helpline telephone diversion automation has been improved even further and is now working fine. We have also automated our SMS messaging schedules for helpline volunteers. These two changes have reduced the helpline co-ordinators workload immensely.

Our office received a bequest for \$20,095.34 from the estate of M.P. Robinson from the Geelong area.

We are making ongoing progress with our draft website. Last week we went live with our new "Meetings Finder" and "Events" listing. We have been receiving positive feedback. We are currently measuring and weighing all our inventory so that our draft bookshop can integrate with Australia Post to calculate accurate shipping costs. The new bookshop will communicate with Xero every 5 minutes to update inventory and create invoices and purchase orders. It will also accept online payments and make literature ordering for affiliated groups more streamlined. We need volunteer input to populate the information pages for our website. We are also in the early stages of developing a simple mobile App that will find meetings in Victoria and list upcoming events.

I urge all Delegates to help spread the word to use our new meetings finder on our website – aavictoria.org.au

With the guidance of Mannie D. I have sent a letter to the Nexgen Managing Director to review the Equipment Lease Contract.

I spoke with GSO Australia who suggested that we invite Area D, Area C, and Inner City District to our Delegates Meetings.

A big thank you to Wendy, Gail, and all our volunteers who give up their time for service.

AA Victoria May 2024 Financial Report

Overview of Financials

	As at 31.05.2024	
CSO Trading Account	\$9,200.74	Taken from Statement Balance on 31 st May.
Prudent Reserve	\$50,017.96	
Events Fund	\$3,001.93	
2520 – Term Deposit	\$10,678.00	
CSOV Ltd – Term Deposit	\$165.08	
	\$73,063.71	Total cash on hand

Aged Payables Summary at 31st May – taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$ 8,503.31	\$8,503.31	\$-83.50	\$0.00	\$0.00

Aged Receivables Summary at 31st May – taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$ 4,044.23	\$4,158.67	\$168.90	\$78.90	\$-362.24

AA Victoria June 2024 Financial Report

Overview of Financials

	As at 30.06.2024	
CSO Trading Account	\$11,610.45	Taken from Statement Balance on 30 th June.
Prudent Reserve	\$50,033.17	
Events Fund	\$3,002.57	
2520 – Term Deposit	\$10,678.00	
CSOV Ltd – Term Deposit	\$165.08	
	\$73,063.71	Total cash on hand

Aged Payables Summary at 30th June – taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$5,717.27	\$5,784.27		-67.00 (credit)	

Aged Receivables Summary at 30th June – taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$3715.49	\$3,502.81	\$555.72	-20.00 (credit)	-\$323.04 (credit)

AA Victoria July 2024 Financial Report

Overview of Financials

	As at 31.07.2024	
CSO Trading Account	\$12,021.51	Taken from Statement Balance on 31 st July.
Prudent Reserve	\$70,053.73	
Events Fund	\$3,003.19	
2520 – Term Deposit	\$10,678.00	
CSOV Ltd – Term Deposit	\$165.08	
	\$95,921.51	Total cash on hand

Aged Payables Summary at 31st July – taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$7,839.07	\$7,923.30	-\$33.73 (credit)	-\$50.50 (credit)	

Aged Receivables Summary at 31st July – taken from Xero

Total outstanding	0-30 days	31-60 days	61-90 days	90+days
\$2,717.19	\$3,031.80	\$4.36	\$5.47	-\$324.44 (credit)

Treasurer's Comment on Financial Position

Hi All,

As is the trend, coming into the Quarterly delegates meeting, we have seen our figures drop off. We did receive a bequest this month which has certainly helped the bottom line, however without it, we operated at a loss of \$281.34.

Interestingly, our sales were up this month. And have actually been trending upwards over the past 3 months. Our Individual (anonymous) donations seem to have fallen short this month along with increased postage costs these seem to have contributed to our loss.

I am in the process of wrapping up financial year required reporting for our accountant alongside our book keeper. I can report however that our Sales have gone back up to pre covid levels and that overall the CSO made a profit for the financial year.

I am making it a priority to look into alternative postage solutions and pricing mainly to get out stock from Sydney to Melbourne, along with wrapping up the end of financial year reporting by our next meeting and will report back accordingly.

Jess

AA CENTRAL SERVICE OFFICE - TRADING ACCOUNT REPORT

JULY 2024

Opening balance 01/07/2024

\$11,610.45

Incoming:

\$ 42,509.26 Total Income

Large Transactions for the month

- \$8,350.28 Group contributions
- \$10,435.35 Literature sales
- \$2,317.00 Members Contributions Club
- \$764.14 Anonymous Donations
- \$20,095.34 Bequest

Expenses:

\$ 21,648.88 Total Expenses

Large Transactions for the month

- \$3,666.10 Rent
- \$20,000.00 Investment Account

Closing balance 31/07/2024

\$12,021.51

AA CENTRAL SERVICE OFFICE – PRUDENT RESERVE ACCOUNT REPORT

Opening balance 01/07/2024

\$50,033.17

Incoming:

\$ 15.21 Total Income

Large Transactions for the month

- \$20.56 Interest
- \$20,000.00 CSO deposit

Expenses:

\$ 0.00 Total Expenses

Large Transactions for the month

- No expenses

Closing balance 31/07/2024

\$70,053.73

AA CENTRAL SERVICE OFFICE – EVENTS ACCOUNT REPORT

JULY 2024

Opening balance 01/07/2024

\$3002.57

Incoming:

\$0.62	Total Income
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Expenses:

\$0.00	Total Expenses
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Closing balance 31/07/2023

\$3,003.19

11. State Trustees Report

Last Saturday I attended a 35th anniversary meeting in Corowa. It was a terrific day with over 50 in attendance. They came from far and wide, Harrierville in the South-East and Berigan in the North-West. Lots of happy older sober members reliving days of old, and newcomers hopefully getting a good dose of Unity.

Heading towards the back end of the year it is sometimes a good idea to have an action plan to guard against the demon that lurks in our deepest being. Older sober members have shown me that by keeping my head where my hands are, planning my meetings and making sure I ask myself action questions like "will this affect my sobriety".

Another good way is to pop into the Central Service Office and lend a hand for an hour or two. See how our meetings are supported by caring people.

Thank you to Adnan, Gail, Wendy and all the volunteers.

12. CSC Reports

Rehabs Portfolio Report

Windana St. Kilda East

Currently we have 3 groups of 6 people going in every Monday night for 1 hour.

So far this is going well, however due to a combination of people going on leave or illness, there has been a shortfall of enough people to cover these roles.

To find a solution to this problem, we decided to advertise on the new CSO website to ask if people would be interested to offer their services to go on a “casual bank” for these roles, and to mention this at the Delegates meeting on Sunday 11th.

As the current roster is every 21 days, we will revise this in the New Year to look at going for every 28 days (due to members preferring this option).

Robz Mc.

Innovation & Technology

Comparison of Square to similar card readers

type	features	cost	Transaction fee
Square	easy to use and customisable for every business (even ones that do a little of everything), this POS software lets you sell in person, online or wherever your customers are	buy at \$65	1.6%
SumUp Air	SumUp Air is compatible with iOS and Android devices, connects via Bluetooth, and supports contactless and chip payments. It also offers features like payment links and digital receipts	buy at \$49	1.6%
Zeller	Zeller provides a complete POS system with features like next-business-day settlements, a free business account, and a comprehensive app for managing transactions and reports	buy at \$299	1.4%
Tyro	Tyro offers dynamic surcharging and next-day settlements, making it a robust option for businesses with higher transaction volumes	rent only at \$29/month	1.1%
PayPal Zettle	PayPal Zettle supports various payment methods, including Visa, Mastercard, Amex, and contactless payments via Apple Pay, Google Pay, and Samsung Pay. It integrates with PayPal accounts for quick fund transfers	buy at \$29	1.7%

Prisons Portfolio Report

I'm not sure if the Prison Portfolio normally provides a certain style of report, but by way of a brief update I have the following info for circulation:

Victoria currently operates 18 prisons or related institutions (often in rural and remote areas—with a couple of more central locations).

AA is currently running meetings in 12 of those institutions, with three others open to discussing our return, but currently without dedicated members to coordinate them.

We will see two institutions close permanently to fill a new prison (one in a month or two, and another before the end of 2025).

The new 1200 bed facility is slated to open early 2025 near Lara (Geelong) and we are hoping to facilitate meetings at that location also.

The CSC Prison Portfolio has recently begun running monthly Prison Service and Information online meetings on the last Sunday of each month, and welcomes any interested members who would like to hear from an active prison roster coordinator about what prison service has meant to their recovery.

Contributions to our literature fund are always greatly appreciated and can be forwarded to us via the Central Service Office.

Involvement in onsite prison meetings is often contingent on the ability to commit to long-term service (one–two years) and it is suggested that members have completed the twelve steps, have an active sponsor in their lives, and be consciously working the program of recovery.

Warm regards

Mannie D.

24-Hour Help Line Report

I am happy to say that after requesting a member be of service to back up the coordinator role, Anthony S, the former coordinator has gladly accepted to fill in whenever needed.

Anthony S looked at a new schedule format & believed it could be even further improved to make it simpler again which results in less time consuming work. Adnan & Anthony have worked together to action this plan & Adnan has put in a remarkable amount of work to create the new scheduling format.

The current roster is almost full, there is only one overnight shift that requires cover. A flyer has been created for this service to advertise on the website & I have sent an email out to the current team members on the Helpline to inquire if they are interested. There are also a few members doing more than one shift every 28 days to fill the overnight shifts. We continue to seek AA members of 12 months minimum sobriety to fill these shifts.

Warm regards

Rissa B.

After taking over from Rissa & Adnan (who has implemented a new and easy format), this so far has been going well.

I check on the Helpline sms system to see if anyone responds back with a N and notify Adnan, so this can be advertised to other people. We advertise the time slot, and it seems to get snapped up pretty quickly, when this gets taken up we make an announcement detailing that the advertised hours have been filled.

If people are not able to fulfill their roles, permanently we advertise this as well.

Robz Mc.

Public Information

In causing the resurgence of the Public Information effort of the Victorian Central Service Office an extensive, persistent and consistent effort is required, with simple and effective training. This will empower members with materials that emphasise the disease concept and the effectiveness of the CSO in providing support in materials as well as a 24-hour service for the sick and recovering alcoholic.

To this end the renewed and united in PI will be successful by defining our communications within the fellowship and in Public Information express the intent of the Alcoholics Anonymous Toronto Convention, 1965

"I am Responsible. When anyone, anywhere, reaches out for help, I want the hand of A.A. always to be there. And for that: I am responsible."

We will reestablish the required links to encourage the sick and suffering alcoholic to find the age-old answer to recovery within the structure of the Victorian Central Office since its inception in 1947.

Times change and we must adapt to the challenges and opportunities that are now available I communications technology that give us ease of communication but threaten to fractionate individuals who shy away from face to face meetings which to some degree they will deprive themselves of PI and 12 step work, the bread and butter of recovery.

Our Steps and associated Traditions if worked and mentored into people in early recovery can only emphasise the specialist nature of the work we do and allow us to stand firm in recovery so we can pass the recovery baton on in the same way it was generously bequeathed to us. Really it is the only object that matters and of this baton we only want the best.

In saying this I ask the fellowship to join me in this endeavour of PI so we can fashion the best fellowship and PI possible for those who are yet to come so that they can experience the best brand of freedom they can and call the Richmond CSO their own and their spiritual home.

Yours in service

Brendan

13. Correspondence

No.	DATE	DETAILS
1.	20/05/24	Practical Action - Subject: The argument that AA should maintain its focus on alcohol-related issues
2.	24/05/24	Cloudulous Re: New PC for GenSec
3.	30/05/24	Renewal of Voluntary Workers Insurance policy
4.	04/06/24	AA Inner City District – Minutes of June Meeting.
5.	28/06/24	Vincent Wan: email regarding ACNC sub-type application
6.	04/07/24	Telephone discussions with GSO re: Literature Pricing 24 hour telephone system.
7.	06/07/24	Email invitation to attend the AA NSW Service Council Executive Committee - Special General Meeting.
8.	11/07/24	Rissa B. Email Re: Resignation as Help Line Co-ordinator
9.	15/07/24	Roger O'Halloran & Co. Solicitors. Re: Bequest from the estate of M.P. Robinson
10.	16/07/24	John M. (Brighton) Re: Ongoing donation to CSO (letter attached)
11.	17/07/24	Cloudulous Re: Feedback on draft website
12.	17/07/24	ASIC Re: RUSVIC Annual Company Statement
13.	22/07/24	TIO Re: Update on Nexgen complaint
14.	25/07/24	Liquor Control Victoria Re: Invitation to Community Stakeholder Forum
15.	29/07/24	City of Port Philip Re: Confirmation of venue hire for November Delegates meeting.
16.	30/07/24	Email to estate agent Re: Faulty elevator
17.	31/07/24	J. Alistair McDonald: Request for CSO Annual Accounts
18.	31/07/24	Email to Nexgen: Re: Letter to Nexgen Managing Director.
19.	06/08/24	Email from Nexgen Operations Manager requesting meeting.
20.	09/08/24	Text message from Rissa B: Resignation from Central Service Committee effective immediately.