

MINUTES
9th August 2021, 5.30pm
CSO Committee Meeting - AA Service Council of WA

1. Opening – Reading of 12 Traditions

1.1 Attendees:

Brad, H (Chair), Tamika W(Treasurer), Jill R (Secretary), Michael D (Vice-Chair), Ange D (Literature Rep),

1.2 Apologies: Jeremy (Trustee), Gabbie (Serenity Editor), Rebecca M (Trustee)

2. Approval of Minutes

<p>Motion: That the minutes of meeting held 19th July 2021, be accepted as true and correct.</p>
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<p>Moved: Ange Seconded: Michael</p>

3. Matters arising from Minutes.

4. Correspondence.

4.1 Incoming- none

4.2 Outgoing

Approved minutes of meeting held Monday 14th June, 2021, sent to Sue to be posted on AA Perth Website.

Draft AGM 2021 minutes sent to Sue to be posted on AA Perth Website.

5. Reports

5.1 Secretary/CSO Report

There have been a few minor issues mainly due to having five different office workers filling in over the weeks roster. The CSO staff are planning a meeting in the near future to help solve these issues so that we are all working more in unison with each other.

The office staff are now needing to know how to deal with the literature orders when they arrive from GSO. This will also be discussed at our upcoming staff meeting. Our previous Literature Rep usual handled this but isn't able to come into the office as regularly. It is important that the literature gets unpacked so it can be added to our supply.

We now have the NBN working very well and it is very speedy. The phones are also working well. We are now able to transfer calls to the Helpline remotely via the iiNet platform. We have two new phones arriving which will also give us more options via the online platform to make call diversions and also to program these in in advance, especially helpful in times of office closure such as over the Christmas period. This system is used by AA Adelaide with very good reliable performance.

There have had some more members offering service for the helpline.

The number of help calls is generally the same most months as well as visitors to the office etc so unless the committee decides it's important to give the actual statistics, I will not include that in the report. If the CSO staff notice any major changes the committee will be advised accordingly.

Jane has also asked for bookings for the meeting room for next year so we will need to confirm some dates such as the AGM as well as all committee meetings for 2022.

5.1.1 Matters arising from Secretary Report.

It was agreed that a 3 monthly report is to be provided, detailing statistics: Help Calls After-hours calls received, emails for assistance, as well as number of visitors to the CSO. This report will be presented in October 2021 and every 3 months thereafter.

5.2 Literature Report

Ange gave an update regarding the stock levels and orders placed to GSO as well as those received, including a n order which came as a result of misunderstanding due to COVID delays from Australia Post.

5.3 Treasurer's Report

Treasurer tabled the July Balance Sheet and Profit & Loss Statement Introduced use of accounts receivable and accounts payable, CBA update to account signatories is underway. All signatories required to re-sign the authority document with the CBA. Sue left to sign, due to attend this Wednesday.

5.4 Serenity Editor Report

A matter was raised at the last meeting about publishing important AA phone numbers to be on the inside cover. This will be done as from the next issue. The September issue is coming together nicely and there is a good supply for articles for the future issues as well.

Motion: That the reports (including copy of the financial report provided to the committee members) be accepted as true and correct.

Moved: Ange **Seconded:** Michael

6. General Business

6.1 Approved Literature order proposal

An order to be placed at Recovery.com was drafted, based on Ange's recommendations. Ange will liaise with Tamika to finalise this order. The total amount agreed for this was \$3500.00

6.2 State Anniversary

Brad will organise a notice for the Serenity Magazine.

Jill to send invite to Al-anon.

Committee members asked to consider and suggest suitable guest speakers.

6.3 Changes to Signatories Authority

The CommBank account is requiring Sue B to add her signature.

P & N Bank, not updated as yet.

6.4 CSO Office Procedures - deferred

6.5 Help Line Guidelines

The committee approved the Helpline Guidelines. These are targeted to those members new to doing this type of service and any member asking for extra suggestions to assist with the role of Helpline volunteer.

7. **Next Meeting:** Monday 5.30pm September 13th, 2021

8. Close with Serenity Prayer. 8.05pm

Signed: _____

Date: _____

Brad H, Chairperson