– SUMMARY –

EVERYONE EVERYWHERE

New Zealand Al-Anon General Service Conference
8th – 11th June 2017

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The Serenity Prayer

GOD
grant me the
SERENITY
to accept the things I cannot change,
COURAGE
to change the things I can, and
WISDOM
to know the difference.

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Board Chair – Welcome to our 47th Conference

Everyone Everywhere

On behalf of the New Zealand Al-Anon General Service Board it is my great honour to welcome each of you to the New Zealand Al-Anon General Service Conference 2017.

Our role is to ensure that the group conscience is available and effective for Al-Anon through the Conference. These rooms are where the group conscience can speak - because this Conference is the voice of NZ Al-Anon and is our guarantee that our national services shall continue to carry on under all conditions. Although this Conference represents the Al-Anon membership, we should remind ourselves that it does not rule it.

We are but trusted servants serving the members as the true leaders of our fellowship. We have been entrusted with the authority and power to make decisions for our fellowship guided by the spiritual power that is present in our thoughts and in our actions. As humble Al-Anon servants we do not govern, we lead by example. This is where we see in action the spiritual power that makes our Conference a success.

Before we begin, let us remember those who founded this life changing fellowship and ensured its survival through their service so that each of us could find the help and hope we have received. Let us also reflect on those who are yet to find their way to recovery. May God guide them here soon.

My experience of Conference is that once I attended my first Conference I was transformed, as I know you will be too. Your minds will expand to such an extent that you will never be the same again. You will understand how your personal recovery growth is vital to the future of our fellowship. Unity, and harmony will have a deeper meaning and you will feel connected to the entire fellowship through this evolution of service. The next time you read the Concepts at your home group meeting you will also hear them echo in your heart. For this is where the Concepts come to life.

When you arrive each day at Conference, and before you come in to this room please join me in asking for God's ease, balance and grace as we attend to the business of Al-Anon. To achieve the best for Al-Anon we can ask that God helps us bring into this room the very best of us: tolerant, flexible, responsible, constructive, helpful, loving and understanding. It is in these rooms that our years of spiritual discipline becomes apparent in the moments when we observe those very attributes in action both in ourselves and in others.

I am sure that I speak for all past Conference members when I remind you that you belong, you are welcome, you have something to contribute and that is enough.

I now formally open the New Zealand Al-Anon General Service Conference 2017.
With love in service,
Sally-ann

Conference Voting 2017 (p 54 NZ Manual)

9 Delegates present - 9 Board members present (8 can vote)
4 Board members voting, drawn by ballot.

Robyn M, Melda T, Arnold H, Joan G

Exec Budget Chair – voice and no vote
Conference Host – no voice and no vote
- Can make announcements and comments related to the position held

Observers – voice and no vote

Conference Goal 2017 and Convention Theme 2018

- Board Chair asking for PO committee servants – explaining conference theme "everyone, everywhere".

- Deciding on a new goal for the next Al-Anon Conference in 12 months, reflecting on future intentions. Brain storming for this; write ideas on white board.

- AA Convention theme: has its own committee that comes up with its own theme, it's not done at Al-Anon Conference.

  Convention Chair for the Al-Anon section is the Regional Board Member of the geographical setting. AA convention theme "Are these extravagant promises, we think not" from pg. 82 of the Big Book. Reading of the Al-Anon promises from Survival to Recovery (pg. 267-270) - Sally-ann explaining the hope from this reading and how the Convention committee are putting this theme together.

  Committee is starting to organise logistics of meetings including a Sunday combined AA/Al-Anon spiritual meeting. There is going to be a dance. Convention is a celebration of our recovery.

Spiritual Goals for Conference – Arnold H

Spiritual Goal 1: **"*That the spiritual tone of the Conference will prevail through mutual respect and acceptable conduct of its members*".**

Spiritual Goal 2: ***"Conference members will understand the purpose of Conference, the relationships within Conference and be able to articulate Conference decisions".***

Spiritual Goal 3: ***"Knowing that our Higher Power is present in the expression of our group conscience and will presume goodwill".***

I remember the time when I first was accepted as a Delegate and represented my Area, Area One here at the annual Conference of Al-Anon Family Groups. I was excited and equally a little afraid of what was going to happen over the few days we were together. Would I be found out as a fraud, I didn't know what the Traditions were, never had looked at the Concepts. I had been in the fellowship for several years but really hadn't picked up the Steps yet. I was in service as it got me out of the house where at that time I didn't want to be. There were lots of people running round and they seemed to be telling others what to do and equally I heard several comment about others when they were speaking, "they shouldn't do that", "that isn't right". I was afraid of conflict and I glued a smile on my face and laughed and joked to get through the first day.

I noticed that personalities seemed to be prevalent and divisions were apparent. Everyone in their own mind appeared to think they were right! Well that sort of fitted with my thinking at that time also.

In all of this the business of Conference was carried out, there was laughter, great sharing between members outside of the Conference sessions, great food and best of all I found myself a sponsor.

I finished my term as Delegate, had a few years off and then joined the Board carrying out several roles over the years. When I came onto the Board I sensed division and conflict between some members, again I was afraid to speak openly in that forum. The Board members changed and some at their own expense travelled to the World Service Conference in America.

We as Board members generally have all been Delegates and the desire for change to have this forum run openly, transparently, with the love, laughter and mutual respect we are all entitled to was a common goal. Of course we have to do some work as well.

Our WSC attendees came back sharing our senior Conference was also facing issues similar to those I have mentioned.

They bought back the Spiritual Goals that had been trialled and were adopted by the WSC. We also adopted them. We often say and hear this is a spiritual programme and no doubt each of us interpret this in differing ways.

The preamble on Page 13 of our brochure fairly says what we hope to achieve as a Conference and how that might happen.

Spiritual Goal 1: **"*That the spiritual tone of the Conference will prevail through mutual respect and acceptable conduct of its members*".**

For me this says we all have our own sense of something greater than ourselves, that as a group we are bound together by our membership of this worldwide fellowship Al-Anon Family Groups where we have learnt that we are loved without judgment and that we will be our best in our individual behaviours so as a collective group we can work in harmony.

Spiritual Goal 2: ***"Conference members will understand the purpose of Conference, the relationships within Conference and be able to articulate Conference decisions".***

For me I see that collectively we come together, that we in our own way understand Conference is the traditional aspect of Al-Anon Family Groups where the voice of the members are heard through their Representatives, you the Delegates. That as Delegates you are able to hold the Board to account and will always have the majority voice on any decision made within Conference. I hope that when new information is shared we all can leave here and relay that information to the membership in a united voice.

Spiritual Goal 3: ***"Knowing that our Higher Power is present in the expression of our group conscience and will presume goodwill".***

For me if I on a daily basis hand over my life and will to my HP then I don't have to get in the way of the process of conference, that if we have all handed over to our respective HPs then goodwill, tolerance, good manners will prevail on the Conference floor.

Summary of Delegates' Meeting

The Area One Delegate, Karen B, chaired the Delegates' meeting.

A summary of the points raised and discussed in the meeting follow:

The Delegates meeting was held on the Thursday night, the first night of the conference. We introduced ourselves, and talked about the Areas we came from, the positions filled and some of our service history.

We started off by talking about our issues and our highlights, taking turns around the circle. Some of the issues as above concerned our GRs not attending our GRs meetings, which was of real concern as that is ultimately our chain of communication. We discussed how our service structure is so important to keep lines of communication open for people carrying on the positions after our time.

Another common thread through out the Areas was dominance and rotation of leadership. We learned that in our Areas that draw on larger populations this was less of an issue than in smaller communities. A suggestion to step down to allow the vacancy was made, but others shared that often someone stepping down means the position would be unfilled, and the message is lost. This was discussed at length and ideas shared, and we had different opinions.

An issue facing our Auckland groups was an increasing cost of rent for our rooms. While membership was aware of this, it remains an issue that could see some meetings struggle in future.

Another issue was raised concerning people in service at committee level who had not had much experience in Al-Anon. One Area shared how there were a few guidelines that they had always used that people in service have a current sponsor, a service sponsor and have worked the steps. This bought about much discussion and a bit of disagreement. The issue was how the GRs voted in a person to a committee role, who had not had experience and it caused some issues that had big consequences. The Area talked at great length and had some beautiful learning about the experience and members were able to nurture the person it affected and also gain a positive group experience for everyone. The Area felt like this was a real God-led experience and felt more united after having some hard conversation. Other groups felt like the guidelines were somewhat judgmental and critical. This was also discussed at length.

A wonderful initiative was shown by Anne, from their Public Outreach officer, she had personalised an A5 folder with tools for each group in the area to use for their Public Outreach. The tools came from our KN-17. It was a real boost to the Area's outreach planning. Another Area had had some amazing Public Outreach with the New Zealand Police, again all ears pricked up and we shared how some of these initiatives came to be, and how we can take these back to our Areas. We shared about what worked and didn't and where our initiatives are best received. We talked about working in conjunction with AA more.

Area 3 made some suggestions about how they manage their rotation of leadership, by keeping a roster that is updated at each committee meeting with the role and when the role is about to end so that succession planning takes place in advance. They also shared how there is an Area calendar also updated at committee and available to everyone so they can plan events, participate in AA Assemblies when invited and to keep a track of important dates like birthday meetings and conventions so that the members are informed and plans are made in a timely manner by committees. Other Areas thought they may benefit from this also.

One Delegate shared how she had all her GRs attend a meeting at once and the rest of us were in awe! Others shared some disappointment in how other people in service lack some enthusiasm, and how that affects outcomes in our service.

The acronym F.R.O.G. Fully Rely On God was shared, and how it had helped in letting go of expectations about how people do service. It was a reminder that God is in our meetings and with us through our service and in our group conscience.
Liz A-S

Annual Accounts, Budget and Reserve Fund – Chris H

Financial year (to 31 January 2017)

Our financial year runs from 1st April in each year until the following 31st March. Because this report has to be completed in February 2017, the only available full financial information are the reports through to 31 January 2017 – with limited information available for February 2017. Full financial reports to 31 March 2017 will be produced for the 2017 New Zealand Al-Anon Service Conference (NZASC).

Audit

The audit of the financial accounts for the 2016 year was completed prior to the NZASC in 2016 and reported to that conference. We hope that the accounts to be presented to NZASC in 2017 will have been audited.

Membership numbers and distribution

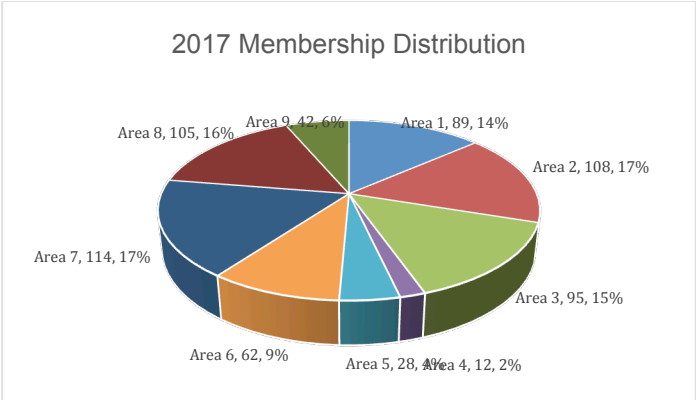
In many instances we have only "best guess" information. Some groups fail to complete and return NZAGSO group registration information while other groups provide less than full useful information. Some members are counted more than once because they attend more than one meeting and group numbers fluctuate from week to week.

The best information currently available to me suggests that we now have 85 groups with a total of 655 members and a rounded average of 8 members per group. I have assumed that groups which provided no membership information have a membership equivalent to the average for other groups in the Area.

The groups appear to break down as:

Area 1	11 groups	total 89 members	average approx. 8 members per group;
Area 2	14 groups	total 108 members	average approx. 8 members per group;
Area 3	12 groups	total 95 members	average approx. 8 members per group;
Area 4	2 groups	total 12 members	average approx. 6 members per group;
Area 5	5 groups	total 28 members	average approx. 5 members per group;
Area 6	11 groups	total 62 members	average approx. 5 members per group;
Area 7	11 groups	total 114 members	average approx. 10 members per group;
Area 8	13 groups	total 105 members	average approx. 8 members each group and
Area 9	6 groups	total 42 members	average 7 members each group.

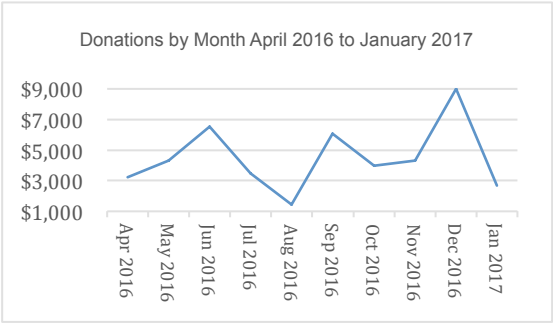
The smallest groups have 2 members and the largest has up to 25.



Members' donations

Tradition 7 requires us to be fully self-supporting declining outside contributions. That leaves us totally dependent (financially) upon contributions from our members through donations. Members donate through their groups, through their fundraising efforts, through their personal donations directly to NZAGSO (NZ Al-Anon General Service Office) and through profits on buying our literature.

NZASC 2016 approved a budget for the 2016/17 year based on donations income at a level of $53,272. The budget represented the amount required to meet anticipated expenses for the year with a small "buffer". In our budget for the 2017/2018 year we are asking all members to donate to NZAGSO at an average level of $1.60 per week – in addition to the amount required to be donated to the group to meet group expenses and Area expenses. As in past years the budget is allocated between Areas in proportion to our understanding of the numbers of members in each Area despite the hugely differing historically financial performance of the Areas. There is an ongoing conscious effort to encourage and challenge Areas which perform less well in terms of Tradition Seven to "lift their game" while having faith that the Areas which do perform well will continue to do so.



To monitor financial performance against the annual budget on an ongoing basis the required annual contributions are averaged to a monthly basis.

At the time of writing this report the latest available information is to 31st January 2017. To that date donations are running at $3,290 above budget.

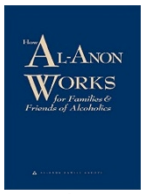
It is, however, of concern that despite outstanding performances in June, September and December (in each case due primarily to personal donations from 1 or 2 generous members) contributions, especially in August, were disappointing and would have been insufficient to enable us to meet our financial commitments. Unless the general fellowship lifts the level of donations we will remain totally dependent upon very few generous members and vulnerable to financial disaster if those individuals cease to support us.

The performance of the various Areas against budget for the year to date range from a disappointing 23% of budget to an encouraging 163% of budget. This seems to demonstrate that we need to continue our efforts to encourage and challenge all members in all Areas to be financially fully self-supporting.

Areas fund an equalised contribution to the cost of having their Area Delegate attend the annual NZASC. This is, and has always been, an additional drain on the members' donations through their groups, particularly in the smaller Areas.

"The Ultimate Responsibility and Authority for AI-Anon World Services Belongs to the AI-Anon Groups" (Concept 1). We need our groups and members to understand the necessity for donations to fund the service structure through to the World Service Office level.

Literature sales



We sell Conference Approved Literature (CAL) to provide a service to our members and for public outreach rather than to produce income.

The "literature profit" we speak of does not include any calculation for the "hidden costs" being rent (our rent is greater because we need larger premises to enable us to continue to sell CAL), the cost of the time our Office Manager spends administering CAL sales and the value of the significant time our volunteers spend assisting to provide CAL sales. If our calculations included a realistic "value" for those hidden costs then the outcome would certainly be that CAL sales is a net cost (or loss) to the fellowship. That cost/loss is worthwhile in terms of our spiritual purpose.

We buy CAL from the Al-Anon World Service Office (WSO) in US dollars and pay freight in US dollars. The exchange rate between US and NZ dollars is volatile and fluctuates on a minute by minute basis. In the 12 months from 20 February 2016 to 19 February 2017 the rate has varied from a low of $0.65947 on 28 February 2016 to a high of $0.74547 on 7 September 2016, a new low of $0.68779 on 23 December 2016 and an average of $0.7125 for the month of January 2017.

Our current pricing assumes a rate in the $0.65 to $0.70 range. It is consequently arguable that our prices may be "high" to the extent of approximately 2% - which would probably "round up" to $1.00 on each of our most expensive books. For the small amounts that would be involved the time cost of recalculating the price of all 133 of the items on our literature list and individually updating the NZAFG website for each of those items simply isn't justified – apart from the risk of human error and particularly since the volatility suggests that the exercise might at any time need to be repeated if any major movement in the rate should occur. We do monitor the rate on a daily basis to ensure that the fellowship does not incur a loss through CAL sales even before allowance for the hidden costs.

Other income

A small amount of income is derived each year from interest on deposits and Messenger sales. The

effect of those items is negligible. There is also often a contribution arising from our participation in the annual Convention of Alcoholics Anonymous. Historically the experience has been so erratic that it had previously been considered unwise to rely upon anything for budget purposes. I disagree with that approach and believe that it is appropriate to include a realistic likely estimate - like all budget provisions.

Expenses

The fellowship continues to financially benefit from the transformation of the NZAGSO in the 2013

year. Expenses are inevitably increasing and will inevitably increase in the future. The latest information available at the time of writing this report is that to 31st January 2017 expenses are running at 11% greater than for the same period last year, 9% greater than for the same period in the 2015 year and 19% more than for the same period in the 2014 year.

The NZ Al-Anon General Service Board (NZAGSB) and the Executive Committee continue working to minimise expenditure where possible despite that every cost reduction inevitably involves a reduction in the service available to and for the fellowship.

Expenses for the current year are running at 5% less than the budget amount for the period as approved by the NZASC 2015.

Balancing the budget for the fellowship continues to be challenging. We continue to plan for abundance by maintaining essential services but we constantly need the fellowship to increase donations to avoid losses and drastic cuts in services.

Following the transformation of the NZAGSO in 2013 there were some complaints from the fellowship that the NZAGSO is not open between Thursdays and Tuesdays or for longer hours on the three available days. Future cost cutting must inevitably result in further reduction of our staff days and hours and further complaints from the fellowship.

Suggestions to reduce the cost of holding our NZASC each year have been mooted as have suggestions that we reduce our country's contribution to the International Al-Anon General Service Meeting (IAGSM). The consequential reduction of participation by and for the groups in our country has led our trusted servant thus far to resist those reductions.

Similarly, suggestions that reductions of the service involvement at NZAGSB level of members who are resident out of Auckland would reduce costs have been strongly resisted on the basis that our service structure should involve democratic representation from throughout the entire country despite the level of Board Members' expenses consequently involved.

NZAGSO Expenses

The NZAGSO lease expires on 30th June 2018. We currently enjoy rent at a very favourable rate. Significant increase in the future is likely.

Our current rent includes rates and electricity at $958.33 plus GST per month. This is less than the $1,041.67 which provided in the budget in 2014 based on then market rentals.

NZAGSB Expenses

Board Members' expenses include the travel cost of getting the five NZAGSB members from out of Auckland to the four quarterly meetings (including the meeting around NZASC), the costs of the three Regional Board Members to travel around the Areas within their respective Regions and the cost of provision of lunch to NZAGSB during the three quarterly meetings away from NZASC. For the three quarterly meetings away from NZASC the NZAGSB members from out of Auckland are billeted by the Auckland NZAGSB members or by their family members in Auckland to avoid incurring accommodation costs.

Ample Reserve

At NZASC in 2013 it was resolved "That NZ Al-Anon members aim to increase the NZ Al-Anon reserve to $25,000 by June 2014 and to $35,000 by June 2015." That resolution arose because the fellowship was undoubtedly in serious financial trouble at the time.

The fellowship responded to the extent that by 31st May 2014 there was cash in the bank to the extent of $44,301.98 and by 31st May 2015 that figure had grown to $61,378.93. As at 31st January 2017 the figure was $77,763. We have continued to rebuild our ample reserve. Given that the budget for total expenditure for the 2016/2017 financial year is $66,530.00 our ample reserve is currently substantially more than expenses for a year. In the WSO pamphlet Reserve Fund Guideline (G-41) it is recorded "In keeping with the accepted norm of not-for-profit organizations, the goal was to have one year's operating expense be the ample reserve of Al-Anon Family Group Headquarters, Inc." We are ahead of that happy position.

Our expenses for the current year will include the cost of sending a World Service Conference Delegate to the World Service Conference as approved by NZASC 2016 – a cost not included in the current budget which had previously been incurred. The cost of NZASC and travel to NZASC will also be substantially in excess of budget as a consequence of the unexpected necessity to move NZASC 2017 to Christchurch. Those additional costs will somewhat lessen the picture as it currently appears.

It must be remembered that our ample reserve has been rebuilt out of the severe cutting of our services to the fellowship and the generosity of a relatively small number of our members rather than out of the generosity of all of our members. We need to continue to work to encourage all of our member to contribute generously to enable us to maintain our ample reserve and to expand the services we are able to provide

Conclusion
We are currently in a healthy financial position. Tradition 7 requires us to be self supporting by our own voluntary contributions declining outside contributions. It is clear that the groups throughout the country need to understand and apply that principle and that our trusted servants get that understanding through the groups to all of our members.

Proposed Budget 2017/18 – Chris H

Budget Expenses General
The financial performance for the fellowship to 31 January 2017 – which is the latest result currently available – suggests that in most cases and with few exceptions expenses for this financial year will run at about, or below, budget. This suggests that in most cases the budget for the 2017/18 year (from 1 April 2017 to 31 March 2018) can be repeated for the 2016/17 – with some exceptions.

Board Members Expenses
The 2016/17 budget for Board Members Expenses of $5,500 is expected to be inadequate for the 2017/18 year because:

a) The move of NZASC to Christchurch will involve airfare travel costs for all of the Board Members except only one – whereas if NZASC was held in Auckland air fare travel costs could be avoided for four Board Members and
b) An anticipated increase by two of Board Members resident out of Auckland will lead to increased airfare travel costs for the three Board quarterly meetings away from NZASC.

For those reasons I have considered it prudent to increase the budget for Board Members Expenses for the 2017/18 year to $7,000.00 and I recognise that this might be insufficient.

Conference Payments
The 2016/17 budget for Conference Payments of $8,000.00 is expected to be inadequate for the 2017/18 year because the move of NZASC to Christchurch will involve a cost estimated to be more approximately $10,600. I have optimistically budgeted the more conservative $10,000.

Conference Travel
The 2016/17 budget for Conference Travel of $1,500.00 is expected to be inadequate for the 2017/18 year because the move of NZASC to Christchurch will involve air fare travel costs for all of the Area Delegates except only one – whereas if NZASC was held in Auckland air fare travel costs could be avoided for two Area Delegates with a third Area Delegate in reasonably close proximity. I have considered a budget of $2,000 to be conservative.

New Zealand Al-Anon Family Groups
Draft budget 1 April 2017 to 31 March 2018

	Draft budget 2018	Budget 2017		Budget 2018	Budget 2017
Income			**Expenses**		
Donations Income			**ACC Levy**	$75	$75
Donations Area One	$7,405	$4,284	Audit/Accounting Fees	$200	$200
Donations Personal Area		$1,071	Archives	$30	$30
One Donations Area Two	$8,986	$7,812	Assets < $500	$150	$150
Donations Personal Area		$1,953	Bank Charges	$10	$10
Two Donations Area Three	$7,900	$7,056	Board Members Expenses	$7,000	$5,500
Donations Personal Area		$1,764	NRBM - Regional travel	$300	$300
Three Donations Area Four	$998	$2,205	CRBM - Regional travel	$600	$600
Donations Personal Area		$554	SRBM - Regional travel	$1,160	$1,160
Four Donations Area Five	$2,330	$1,096	Computer/Office Equip		
Donations Personal Area		$277	Donations WSO	$500	$500
Five Donations Area Six	$5,188	$2,646	Accum Depreciation	$750	$750
Donations Personal Area		$655	Conference Payments	$10,000	$8,000
Six Donations Area Seven	$9,485	$7,938	Conference Travel	$2,000	$1,500
Donations Personal Area		$2,016	Convention Expenses		
Seven Donations Area Eight	$8,736	$6,867	Electricity		
Donations Personal Area		$1,714	IAGSM - Paid expenses	$3,000	$3,000
Eight Donations Area Nine	$3,494	$2,192	Postage	$1,000	$1,000
Donations Personal Area		$542	Charities Commission Fee	$45	$55
Donations - Birthday Club	$600	$630	Printing & Stationery	$3,500	$3,500
Total Donations	**$55,122**	**$53,272**	Public Outreach exp	$2,000	$2,000
Other Income			Rent & Rates	$11,500	$11,500
Interest/Dividend Received	$1,450	$2,200	Repairs & Maintenance	$300	$300
Term Deposit Interest			TEAM expenses	$800	$800
Conference Contributions	$5,400	$5,400	Staff Amenities	$100	$100
Convention Donation	$2,000	$2,000	Telephone/Internet	$2,100	$2,100
Messenger Donations	$1,800	$1,800	Volunteer Travel Fund	$400	$400
Total other donations	**$10,650**	**$11,400**	Office Administration	$23,000	$23,000
Gross profit from Literature	$8,000	$7,929	**Total Expenses**	**$70,520**	**$66,530**
Sale redundant equipment			**Net Profit/(Loss)**	**$3,252**	**$6,071**
Total other income	**$8,000**	**$7,929**			
Total all income	**$73,772**	**$72,601**			

Treasurer's Report - Summary

The Board Treasurer held up money bag which was full. We were reminded that our money bag might not always be full and that Al-Anon depends on voluntary contributions.

Pg 62-63 Brochure

- The report shows that funds are erratic and that in some months NZAGSO barely meets fixed costs which are monthly rent and office manager's pay.
- The Treasurer urged groups to aim for **MONTHLY** donations if possible.
- An ample reserve is the prudent financial principle for NZAGSO and is being maintained currently.
- There is money for Public Outreach which can be spent now.

Motion: (pg 42) "That the NZAGSO 2016/2017 annual financial accounts be accepted." **Carried**.

Budget: The donations budget is allocated on the basis of the numbers of members in each Area. Some groups don't complete the annual registration forms so it is very hard to track group member numbers. An average number of members for other groups in that area is calculated and that calculation is used to allocate donation budgets.

The Board members expenses account will increase. There are more Board members located outside of Auckland so accommodation will be needed for out of town Board members. Billets will be requested to reduce costs.

The budget for public outreach was discussed. $2,000 has been budgeted for the previous 3 years but not spent. This year only just over $400 was spent on public outreach. An increase to $4000 was suggested.

Motion: "The budget allocation for PO for the coming year to be raised to $4,000." **Carried**.

Comments:

- If you ask the fellowship they will give - but they want to see what they are giving for, such as a project or goal.
- A plan put forward was to advertise on toilet doors, a rollout around the country. It wasn't fair as not all areas were covered.
- Commitment to PO means asking the fellowship what we want to do. 85 groups— 650 members.
- Event costs around $1,500 for a stand. $590 - $680 cost of sending a delegate.
- Budgets are an estimate and juggling can be done to go over budget if needed. The budget is not carved in stone.
- There has been work on name recognition for free rather than buying media space.
- Ask for $4k and spend $5k?
- Perhaps try Cutting Edge - it could become an annual event.

New motion: "To increase the WSO donation from $500 to $1,000."

- Another suggestions for expenditure was raised - does the AA Convention need seed funding? Personal funds have been used to seed the Convention.
- It was clarified that the float for Convention had been increased.
- Fundraising activities can risk getting into "commercialism" contrary to guidelines. Fundraising originally required no prior cost outlay. Then members decided to fund prior costs from their own resources.

- NZAGSO cannot fundraise. Pages 97 & 98 of the Al-Anon Alateen Service Manual 2014-2017 outline what we can and cannot do. At Conventions we provide a $200 float. The $200 is not seed money but literally a change float for the day.
- The WSO donation issue was discussed. Literature purchases are not relevant in this issue. Self-supporting regards donations not literature profits. We ask members to fund us. We have a responsibility to support WSO.
- NZ Al-Anon is funded almost entirely by members whereas the Al-Anon WSO relies heavily on literature sales and needs more and more to be funded by donations as eBooks are becoming a reality.
- Fellowship, recovery, and wholly spiritual which doesn't always run on fact—it is spiritual. Some groups give huge amounts and are not wealthy. Giving versus getting. If we don't give to WSO, how can we expect our members to give to us? Do the right thing in faith, it always works out okay and it may be unexpected.

The motion to increase the WSO donation from $500 to $1,000 was not opposed in discussion. **Carried**.

Amended budget discussion

- Historically we budget for donations from all members then break down the budget by Area. Personal donations by areas is tracked (e.g. personal donations from members from Area 15 are noted as from that Area) and this will not be changed but budgeting for personal donations from an Area is not separated from overall budget for donations from the Area.

Motion: "That the NZAGSO annual 2017/2018 budget as amended be accepted." **Carried**.

Auditor's report

NEW ZEALAND AL-ANON FAMILY GROUPS

Balance Sheet

FY2016				FY2017		
			Assets			
			Cash at Bank			
$ 2,781.01			ANZ-00 Cheque Account	$ 3,247.14		
$ 1,018.88			ANZ-02 IAGSM eSaver	$ 4,082.53		
$ 3,390.51			ANZ-01 Online On Call	$ 12,055.83		
$ 63,678.07			ANZ-Ample Reserve Account	$ 58,596.78		
	$ 70,868.47		Total Cash at Bank		$ 77,982.28	
			Other Assets			
-$ 88.20			Sundry Debtors	$ 3.50		
$ 3,527.54			Literature On hand	$ 3,995.50		
	$ 3,439.34		Total Other Assets		$ 3,999.00	
		$ 74,307.81	Total Current Assets			$ 81,981.28
			Fixed Assets			
$ 797.53			Office Equipment over $500	$ 151.53		
	$ 797.53		Total Fixed Assets		$ 151.53	
		$ 75,105.34	**Total Assets**			$ 82,132.81
			Liabilities			
$ 665.84			Sundry Creditors	$ 1,140.65		
			GST			
-$ 674.28			GST on Purchases	-$ 905.12		
			GST to/From IRD			
	-$ 674.28		Total GST		-$ 905.12	
		-$ 8.44	**Total Liabilities**			$ 235.53
		$ 75,113.78	**Net Assets**			$ 81,897.28

Auditors Report to the Members of the Al-Anon Family Groups Fellowship

I hereby report that I have examined the Books, Accounts and Vouchers of the Fellowship of the NZ Al-Anon General Services. In my opinion the Income and Expenditure Account presents a correct record of the year's transaction and the Balance Sheet is properly drawn up so as to show a true and fair view of the affairs of NZ Al-Anon General Services as at 31st March 2017 as far as verification is available in a society of this type

Auditor – Murray Hunter FCPA FCIS

Date 29/5/17.

NEW ZEALAND AL-ANON FAMILY GROUPS
AUDIT FINANCIAL POSITION FY 2017

Profit and Loss

FY2016 Actuals					FY2017 Actuals		
				Income			
				Donations			
				Area/Personal Donations			
$	2,460			Donations Area One	$	4,061	
$	178			Donations Area One Personal	$	94	
$	2,884			Donations Area Two	$	2,775	
$	42			Donations Area Two Personal	$	64	
$	6,646			Donations Area Three	$	6,608	
$	5,046			Donations Area Three Personal	$	6,212	
$	879			Donations Area Four	$	789	
$	200			Donations Area Four Personal	$	200	
$	2,125			Donations Area Five	$	2,790	
$	1,518			Donations Area Five Personal	$	521	
$	803			Donations Area Six	$	500	
$	31			Donations Area Six Personal	$	196	
$	12,759			Donations Area Seven	$	11,754	
$	1,350			Donations Area Seven Personal	$	4,933	
$	10,469			Donations Area Eight	$	8,164	
$	2,657			Donations Area Eight Personal	$	2,671	
$	2,542			Donations Area Nine	$	2,970	
$	720			Donations Area Nine Personal	$	636	
$	1,053			Donations - Birthday Club (ex Personal)	$	583	
		$ 54,361		Total Area/Personal Donations		$ 56,519	
				Other Donation Income			
$	6,382			Equalised Conference Contribution	$	6,050	
$	1,601			Convention Donations	$	2,152	
$	1,792			Messenger Donations	$	1,514	
		$ 9,775		Total Other Donation Income		$ 9,716	
				Other Income			
				Total Donations			
				Other Income			
$	40			Other Income	$	-	
$	6,054			Literature Profit	$	6,619	
$	1,932			Interest/Dividend Received	$	1,513	
$	279			Received Interest - Term Deposit	$	-	
		$ 8,304		Total Other Income		$ 8,132	
			$ 72,441	Total Income			$ 74,367

NEW ZEALAND AL-ANON FAMILY GROUPS
AUDIT FINANCIAL POSITION FY 2017

Profit and Loss

FY2016 Actuals					FY2017 Actuals			
				Expenses				
$	75			ACC Levy	$	40	Income postage recovered	$1,165
$	200			Audit/Accounting Fees	$	174	Postage Expenditure	$1,206
$	148			Assests<$500	$	243	Postage less recovered	$40
$	-			Archives	$	-		
$	10			Bank Charges	$	5		
$	7,950			Board Member Expenses	$	9,101		
				NRBM Expenses	$	335		
				CRBM Expenses				
				SRBM Expenses	$	494		
$	71			Computer/Office Equipment	$	726		
$	471			Donation to WSO	$	483		
$	818			Accum Depreciation	$	646		
$	44			Charities Commission Fee	$	44		
$	7,316			Conference Payments	$	6,995		
$	1,270			Conference Travel Delegates	$	2,160		
$	-			Convention Expenses	$	203		
$	2,796			IAGSM Paid Expenses	$	3,101		
$	-			General Expenses	$	32		
$	294			Insurance	$	-		
$	803			Postage (less recovered)	$	40		
$	3,420			Printing & Stationery	$	3,242		
$	9			Public Outreach Expenses	$	469		
$	11,500			Rent & Rates	$	11,500		
				Repairs & Maintenance				
$	71			Staff Amenities (ex Petty Cash)	$	48		
$	1,980			Telephone/Internet	$	2,093		
$	300			Volunteer Travel Fun	$	300		
$	21,050			Office Administration	$	23,455		
$	884			TEAM Expenses	$	994		
$	32			Stock Adjustment	$	192		
		$ 61,512		**Total Expenses**			$ 67,117	
			$ 10,928	**Net Profit/(Loss)**				**$ 7,251**
				Literature Income Account				
FY 2016					**FY 2017**			
		$ 21,020		Literature Sales			$ 18,407	
$	4,083			Opening Stock	$	3,528		
$	10,842			Purchases	$	9,095		
$	3,568	$ 18,493		Freight	$	3,161	$ 15,784	
$	3,528			Closing Stock	$	3,996		
		14,966		Cost of Sales			11,788	
			6,054	Profit on Sales				6,619
			28.8%					36.0%

Monthly Donation Breakdown

FY 2017	April	May	June	July	August	September	October	November	December	January	February	March	Total
Income													
Donations													
Area/Personal Donations													
Donations Area One	$100.00	$312.70	$125.00	$446.50	$833.00	$0.00	$502.20	$30.00	$1,486.28	$200.50	$25.00	$0.00	$4,061.18
Donations Personal Area One	$53.00	$0.00	$0.00	$0.00	$11.00	$30.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$94.00
Donations Area Two	$70.58	$70.10	$300.12	$27.34	$678.07	$327.18	$81.69	$489.94	$110.00	$45.42	$0.00	$574.12	$2,774.56
Donations Personal Area Two	$0.00	$0.00	$0.00	$0.00	$0.00	$60.00	$0.00	$0.00	$0.00	$0.00	$4.00	$0.00	$64.00
Donations Area Three	$427.80	$409.06	$1,737.00	$840.00	$875.00	$239.00	$110.00	$866.00	$130.00	$400.00	$477.00	$97.00	$6,607.86
Donations Personal Area Three	$182.00	$45.00	$45.00	$55.00	$50.00	$75.00	$100.00	$160.00	$5,125.00	$100.00	$70.00	$205.00	$6,212.00
Donations Area Five	$496.80	$280.08	$70.00	$252.79	$70.00	$470.00	$270.00	$270.00	$100.00	$70.00	$70.00	$370.00	$2,789.67
Donations Personal Area Five	$45.00	$45.00	$45.00	$45.90	$45.00	$55.00	$25.00	$115.00	$25.00	$25.00	$25.00	$25.00	$520.90
Donation Area Four	$100.00	$189.06	$100.00	$25.00	$0.00	$200.00	$0.00	$0.00	$0.00	$0.00	$75.00	$100.00	$789.06
Donations Personal Area Four	$100.00	$20.00	$0.00	$0.00	$0.00	$30.00	$50.00	$0.00	$0.00	$0.00	$0.00	$0.00	$200.00
Donations Area Six	$80.00	$45.00	$0.00	$20.00	$145.00	$92.00	$25.00	$75.00	$30.00	$15.00	($42.00)	$15.00	$500.00
Donations Personal Area Six	$5.00	$5.00	$5.00	$5.00	$5.00	$35.00	$5.00	$5.00	$35.00	$10.00	$30.00	$51.00	$196.00
Donations Area Seven	$760.00	$1,015.00	$1,502.32	$480.00	$585.50	$1,362.30	$1,101.00	$886.20	$783.10	$787.00	$1,712.00	$780.00	$11,754.42
Donations Personal Area Seven	$54.00	$76.00	$2,054.00	$54.00	$84.00	$649.00	$219.00	$146.00	$59.00	$89.90	$159.00	$1,289.00	$4,932.90
Donations Area Eight	$484.20	$805.00	$380.00	$947.50	$405.00	$920.00	$666.00	$450.00	$630.00	$780.00	$485.00	$1,211.00	$8,163.70
Donations Personal Area Eight	$105.00	$155.00	$105.00	$215.50	$130.00	$965.00	$160.00	$225.00	$195.00	$105.00	$105.00	$205.00	$2,670.50
Donations Area Nine	$150.00	$750.00	$50.00	$50.00	$120.00	$300.00	$650.00	$370.00	$180.00	$50.00	$50.00	$250.00	$2,970.00
Donations Personal Area Nine	$0.00	$0.00	$0.00	$0.00	$26.00	$200.00	$0.00	$200.00	$0.00	$0.00	$10.00	$200.00	$636.00
Donations - Birthday Club	$0.00	$92.00	$15.00	$0.00	$80.00	$16.00	$31.00	$39.50	$100.00	$0.00	$189.00	$20.00	$582.50
Total Donations	**$ 3,213.38**	**$ 4,314.00**	**$ 6,533.44**	**$ 3,464.53**	**$ 4,142.57**	**$ 6,025.48**	**$ 3,995.89**	**$ 4,327.64**	**$ 8,988.38**	**$ 2,677.82**	**$ 3,444.00**	**$ 5,392.12**	**$56,519.25**
Other Donation Income													
Equalised Conferernce Contribution	$200.00	$0.00	$150.00	$350.00	$0.00	$700.00	$150.00	$1,650.00	$1,650.00	$650.00	$350.00	$200.00	$6,050.00
Convention Donation	$1,793.98	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$247.85	$110.00	$2,151.83
Messenger Donations	$60.00	$108.00	$84.00	$132.00	$216.00	$116.00	$36.00	$180.00	$24.00	$72.00	$144.00	$342.00	$1,514.00
Other Donation Income													
Total Other Donation Income	**$ 2,053.98**	**$ 108.00**	**$ 234.00**	**$ 482.00**	**$ 216.00**	**$ 816.00**	**$ 186.00**	**$ 1,830.00**	**$ 1,674.00**	**$ 722.00**	**$ 741.85**	**$ 652.00**	**$ 9,715.83**
Total Donations	**$ 5,267.36**	**$ 4,422.00**	**$ 6,767.44**	**$ 3,946.53**	**$ 4,358.57**	**$ 6,841.48**	**$ 4,181.89**	**$ 6,157.64**	**$ 10,662.38**	**$ 3,399.82**	**$ 4,185.85**	**$ 6,044.12**	**$ 66,235.08**

NZ AL-ANON GENERAL SERVICES
STATEMENT OF ASSETS
AS AT 31 MARCH 2017

Funds at Bank	**2017**	**2016**	**2015**	**2014**
ANZ-00 Cheque Account	$2,781	$2,781	$4,985	$7,545
ANZ-02 IAGSM eSaver Account	$1,019	$1,019	$750	$4,970
ANZ Term Depost			$23,750	$10,321
ANZ -01 Online Call account	$3,391	$3,391	$2,453	$22,565
ANZ eSaver Ample Reserve Acc	$63,678	$63,678	$25,987	
undeposited cheques/cash				$0
	$70,869	$70,869	$57,925	$45,401

Schedule of Fixed Assets and Depreciation
For the Year Ended 31 March 2017

ASSET	**Date**	**Cost**	**Depr 16 Accum**	**Book Value 31-Mar-2016**	**Additions/ (Disposals)**	**Rate**	**Acc Depr 17**	**Book Value 31-Mar-2017**
Office Equipment								
Binding Machine	1996	501	501	-		15.50% SL	-	-
Projector	Apr-12	1,128.00	779	349		17.50% SL	197	151
Brother Printer/Copier	May-13	599	517	82		30.00% SL	82	0
Computer (Pryon)	Aug-14	477	318	159		40.00% SL	159	0
MS Office	Aug-14	624	416	208		40.00% SL	208	0
		3,329	2,531	798			646	151
Office Furniture								
Furniture	1988	2,791	2,791	-		10.00% SL	-	-
Shelving	1990	241	241	-		10.00% SL	-	-
Furniture	1991	344	344	-		10.00% SL	-	-
Moveable Shelving	1996	872	872	-		12.50% SL	-	-
Office Chair	1996	240	240	-		10.00% SL	-	-
Refrigerator	1996	199	179	-		15.50% SL	-	-
		4,687	4,667	-	-		-	-
Total Assets			7,198				646	151

LITERATURE STOCK on Hand	**31/03/2017**	**31/03/2016**	**31/03/2015**	**31/03/2014**	**31/03/2013**
at US dollars before freight	2,799	2,434	3,050	2,674	3,871
Exchange rate at 31 March	0.70	0.69	0.75	0.86	0.84
at NZ $ Cost Price excluding GST	3,995.50	3,527.54	4,082.76	3,110	4,609

Notes to and forming part of the financial statements for the year ended 31 March 2017

General Secretary's Update – Arnold H

World Service Conference 2017 - Virginia Beach – April 24th/28th, at the Wyndham Beach Front Hotel – Arnold H, N.Z. representative.

I was privileged to represent the New Zealand Al-Anon Family Groups at what we often call our "senior conference". Previously Board members had attended at their own cost and valuable information had been gained and bought back to us here. Conference 2016 authorised the Board to send a representative in 2017 and I got the nod to go.

The opening statement the conference folder said, and I feel it is opportune to repeat:
Our groups have given us the permission to have thoughtful deliberation on important matters, to give guidance, and guard our Traditions. The purpose of the World Service Conference (WSC) is the business of Al-Anon Family Groups. At the WSC, we practice our spiritual recovery through our group conscience process in making decisions for that unity and growth of
Al-Anon that are in keeping with our Traditions and Concepts of Service.

The descriptive text of Concept Two also tells us "*The many Al-Anon groups scattered all over the world hold in their hands of the group conscience."* These groups, including your group back home, have delegated complete administrative and operational authority to this Conference and its service arms.

The descriptive text of Concept Two goes on to say: "The World Service Conference is the active voice and the effective group conscience of our society in the world affairs." Again it refers to us, this World Service Conference body - each and every one of us, taking actual and spiritual responsibility for our world services.

Our work is to ensure that our groups are strong, our message is clear and a hand is extended in love to everyone who walks into a meeting unaware that they too will have the opportunity to respond to a spiritual call. Our fellowship's unity and survival depends on our discussions and our leadership.

So to those of us here in Christchurch attending our New Zealand AFG Conference the sentiments expressed reflect the same responsibilities we have to our members.

Each day ran from 8.00 am to 8.30pm.

Monday 24/04/2017

Thought and Task forces that had previously been established at prior Conferences met in various rooms within the venue. As a new member attending the Conference, I along with other international delegates and Panel 57 members attended an orientation session, this was timetabled for three hours we were done in two. Everyone introduced themselves, we met the Conference Leadership Team, the Board Chair and interim executive director of the WSO.

In the afternoon the Conference held sessions on:

- Presentation on the roles of the various members of selected committees, task/though forces and work groups
- Selected committees /task forces then met – I was an observer of the literature committee. They were discussing presenting / preparing literature in the language of the culture the literature was aimed at rather than just translating it from American English.

- Panel 55 members outgoing sharing's.
- Sharing Area highlights – a session run by Panel 55 members, we sat in table groups and were asked to answer prepared questions, then one person spoke giving feedback from each group.
- We had the formal opening dinner where Panel 57 members were "pinned". As international delegates we were also pinned by Kerri Kindelan the WSO associate director international. Mary Gregory the interim executive director of WSO was the speaker.

(Comment - from this day, historically we as a Board looked at translating some pieces of free literature into Maori, this process got lost between the person who said they could do it through a previous Board member and ultimately as a Board it was dropped as a "must do today" type job as there never has been a direct request to do so.)

Tuesday 25/04/2017

Organised Al-Anon meeting 6.00am.

It was formal opening of the Conference today. I was allowed to be seated with voice and no vote, as were the two other international visitors, Maria from Mexico and Kim from the UK & Eire. Voting procedures were explained. The Conference practiced electronic voting. There were a few technical issues but in the end it worked. Each session was opened with the serenity prayer and it was a member of Panel 57 who did this, maybe getting practice at the microphone.

- WSC Agenda thought force presentation. This was about Delegates having more input.
- Chosen agenda item #14, I get the impression conference items/subject matters can be sent to the Conference Leadership Team (CLT) by delegate and then a number a drawn by ballot for discussion at each Conference. The result of the discussion on the Conference floor may lead to a thought or task force being created to further explore whatever the subject matter is. The questions are presented as received but if similar in content as in this case they are lumped together by the CLT. Generally these questions were – what are barriers to young people attending meetings – barriers to newcomers attending meeting – places where meetings held – our opening - how do we get newcomers to become long time comers – how do members care for the wellbeing of Al-Anon meetings after individual recovery.
- After lunch we visited the WSO. The WSO staff, executive committee, board of trustees all headed off in cars, we panel members were bussed. As we pulled into the car park they all were standing out from cheering and waving to us, as we alighted the buses we were "welcomed home" with hugs by them all. This filled up the bulk of the afternoon. I learnt the WSC in a three year period is held in New York and then Virginia Beach twice so it allows all delegates in their three year term to visit WSO and Stepping Stones, Lois and Bill W's home.
- Outgoing sharing's from Panel 55 members.
- Approval of the annual report
- International speaker – Arnold
- International Al-Anon General Services meeting – the ICC and attending WSO staff spoke of their experiences in Rome.
- Chosen agenda item recap #14 – panel 55 member
- Motions of the day were dealt with.
- Unanswered questions reflections – a period of time when anyone who hadn't got the opportunity to speak could (for 2 minutes) , thanks people, express their thoughts or frustrations
- Organised Al-Anon meeting 9.00pm.

(Comment - We (Board through the conference committee) have tried to engage with current and new delegates over the years to promote a more transparent conference hoping for input as to material/subject matter for upcoming Conferences.

Historically we had a push to get our members to prepare for young people in the rooms of Al-Anon F.G., I wonder how that sits today with our members? Child minders are paid for out of group funds to allow members to participate.

You will hear from our IAGSM delegates visit to Rome, certainly the WSO staff, ICC and IAGSM delegates raved about the experience.)

Wednesday 26/04/2017
Organised Al-Anon meeting 6.00am.

Conference chair recapped on previous day, indicated changes or where opportunities would arise for others to speak, or if subjects listed would be moved. Twelve Steps read out by two panel 57 members.

- Outgoing sharing's Panel 55 members.
- Approval of 2016 Auditors Report.
- Approval of the 2017 finance committee report.
- Overview of the Regional Trustee plan process – here chairs and co-chairs were selected from ballot for the respective regions where trustees were being selected. This was a session where Trustee at large, Regional trustee, and property trustee were affirmed by traditional approval
- Task force presentation Spirituality in **Group Money** discussions.
- Prayer for today – on one day at a time cards – on going discussion about removing it or removing the religious wording.
- By-laws
- AFG the fellowship and AFG Inc. the organisation.
- BOT – the big question – "How can we empower our members in the use of our Legacies and policies when seeking solutions to issues within Area, District and Group?" - we moved into breakout rooms in smaller groups and a trustee lead the session.
- Report back on these sessions.
- International speaker Maria (Mexico)
- Motions from the day.
- Unanswered Questions/Reflections
- Open BOT meeting.

(Comment – the same the world over MONEY how do we get it – so this session was run by a task force who lead discussions and had prepared a meeting format. We had a session a day on different levels of the fellowship.

Prayer for Today – lead by a trustee Judy and Tom Coffey WSO literature person. A continuing conversation about removing the religious words towards the end… no consensus from Delegates who claimed no consensus from members.

Spiritual Legacies session result of thought /task force work, document has been produced, to me it is similar to KBDM process, a step by step process to deal with issues.)

Thursday 27/04/2017
Organised Al-Anon meeting 6.00am.

The Chair got us started, announcements and agenda highlights. Twelve Concepts read by two Panel 57 members.

- Outgoing sharing's Panel 55.
- World Service Handbook – changes made over time presented to the Conference, wording, moving some stuff about.
- Policy discussion – financial matters – three financial spiritual guidelines have been added.
- Breakout sessions on chosen agenda items, I had question #5, "how can we cooperate with AA better?" People shared their ESH. Someone recorded answers. I believe a summary of these discussions gets posted of AFG Connects for Conference attendees.
- Lunch today was outside, it was the first day the weather cooperated, we got extra time and wandered on the beach paddling in the water.
- Chosen agenda items again after lunch, mine #16 - "Welcoming and supporting newcomers to Al-Anon dealing with addiction while staying true to our steps "? An interesting discussion about "who qualifies" to be in our meetings and the different responses by groups. The ESH of this group thought we should accommodate anyone who comes into the rooms and wait to see if they relate to the programme offered. Autonomy is the answer to most issues.
- General session
- Policy discussion – open/closed meetings – looking at wording – evidence suggests newcomers feel they can't attend a closed meeting. Matter left with policy group after members spoke to the subject.
- Task force presentation "Spirituality **in District Money** Discussions." Was led by Panel 55 member, workshop documents handed out, where we sat we worked on the process and shared when the microphone was handed to us.
- Open policy meeting.
- International speaker, Kim from UK.
- Motions from the day
- Unanswered Questions/Reflections
- Road Trip! You and your Board connect. The Board had been to Canada last year and this year announced times and date for a visit to Colorado.
- 2018 Al-Anon International Convention update. Baltimore July 2018.

(Comment - Spiritual principles – I saw them on the big screen, we didn't have copies. At the time of finalising this document I hadn't been able to access AFG Connects – WSC documents.

#5 - Cooperating with AA sessions, Conference broke into groups, we all got different questions, my group really as mentioned shared ESH on our own experiences.

#16 – as above was about how we welcome anyone into rooms of Al-Anon.

Policy discussion – how do you think people interpret open and closed meetings if you're reading that as an enquiring / prospective new comer?

Three finalists for 2023 World conventions are: Seattle, Washington; Denver, Colorado; and Albuquerque, New Mexico

Friday 28/04/2017
Organised Al-Anon meeting 6.00am.

Chair recapped on events so far, catch up for today's agenda. Panel 57 member read the General Warranties of Conference.

- Outgoing sharing's panel 55 members.
- Policy discussion – announcing events – subject had been worked on for several years – delegates had viewed changes via AFG Connects.
- Task Force presentation "Spiritual Principles of serving as a Trustee" – again the current Board is always looking at ways of retaining outgoing Delegates so they may put their names forward when eligible for the role of trustee.
- Task force presentation – "Spirituality **in Area** money discussions". This group did a skit on a Area committee preparing a budget, one lot were a glum lot, no money no hope. Then the Conference worked on a worksheet provided. Then we had the half do a budget with abundant thinking.
- Finance presentation by treasurer.
- Into breakout sessions in regard how to deliver financial type information back to the Area's.
- Conference shared some of the discussions from the break out groups.
- Outgoing sharing's panel 55 members.
- General session – catch up time.
- Unanswered Questions/Reflections. Motions from the day.
- 2018 WSC site announcement.
- Final summing up – Board and Conference Chairs.
- Closing dinner – two spiritual speakers from Panel 55 chosen by that panel.

Panel 55 then did a farewell skit / song / presentation after the meal. Time to pack or most depart the next day.

(Comment - Panels – NZ Conference disbanded them after a trial period, the voluntary system we replaced it with doesn't seem to work either. We should revisit this in my view. Currently Board positions vacant and the workload on individuals are challenging.

Should we have a drop box for Delegates throughout the year to access and be part of wider discussions)

Saturday 29/04/2017.
Open AGM of the Board – took 45 minutes for them to have three formal meetings. That was the end. 13 Areas had prepared bids for the 2023 Al-Anon World Convention they remained and for the rest of Saturday and into Sunday, an executive group heard these. The executive group will now do site visits and make their final decision. All presenting delegates had tourism people from their region/area to actually present the bid. I presume that getting 5000 odd extra people at your place for a weekend brings good business to that place.

Throughout the week it was pointed out occasionally that there was a box on the podium with a raft of envelopes so people could donate to the WSO. In any event on the last afternoon it was announced $8,683 (US obviously) had been donated.

Highlights:

- Being selected to go
- Representing New Zealand
- Reaffirming we are part of the worldwide fellowship
- We have similar issues
- Face to face connections
- Really noticed attendees intertwining traditions and concepts in their sharing, workshops.
- Chat room – essentially told to wait until a more interactive up-to-date system is created which can run off apps on mobile phones. Still thinking of an app for locating meetings.
- Thinking of size – California North Area has 800 meetings, their delegate told me she gets two thirds plus attending the assemblies.

Workshop 1: NZAFG Handbook update & RBM guidelines review – Chris H

NEW ZEALAND AL-ANON – ALATEEN SERVICE HANDBOOK
PROPOSED CHANGES 2017 FROM 2014 EDITION

The proposed changes to the New Zealand Al-Anon – Alateen Service Handbook submitted for NZASC approval involve two major policy changes and numerous lesser text amendments. The changes are identifies and discussed as follows:

POLICY CHANGE 1. Proposed amendment to NZASC Charter.

NB.! "Wording in the NZ Charter may be changed by the vote of three-quarters (3/4) of NZASC members …" – see Article 3(e) of the NZASC Charter.

PROPOSED AMENDMENT - REMOVAL OF ARTICLE 8 OF THE NZASC CHARTER

Article 8 of the NZASC Charter provides "Panels' and Area Delegates' Term of Office A third of the Area Delegates, called a panel, are elected every three years for a three-year term. The election of each of the three panels is held on each of three consecutive years. This staggered election and tenure of office is provided so that any NZASC shall always include a panel of Area Delegates with two years NZASC experience."

Article 8 of the NZASC Charter is an adapted copy of Article 8 of the Al-Anon World Service Conference Charter (see page 173 Al-Anon Alateen Service Manual 2014-2017).

NZASC 2010 considered a presentation on "Panels – what are they and what do we know" as a consequence of which Conference asked NZAGSB to examine the archives to learn about the historic place of Panels in New Zealand and to look at how Panels can work more effectively.

NZASC 2011 considered a further presentation on "Panels in New Zealand", learned that NZAFG had then had Panels for over 20 years but that Panels were not really working and delegates had no real understanding why Panels existed. It was suggested that Panels be disbanded and that delegates volunteer to go on panels best suited to their interests rather than be allocated to Panels in which they have no interest. Conference decided to adopt the "volunteer" process as a trial for one year and bring the issue back to NZASC 2012.

NZASC 2012 considered a further presentation on "Panels in New Zealand" and decided to extend the trial for another two years.

NZASC 2014 considered a further presentation on "Panels in New Zealand" and decided "That Delegates are able to volunteer for various Select committees at Conference that may interest them in an ongoing way."

Given the disbanding of Panels in NZ it is clearly inappropriate that Article 8 of the NZASC Charter should continue to provide for Panels.

Motion: That NZASC 2017 approve amendment of the NZASC Charter by deleting Article 8 – and all reference to Panels – and consequentially renumbering the subsequent Articles of the Charter.
CARRIED.

NB. the vote of three-quarters (3/4) of NZASC members is required.

POLICY CHANGE 2. Substitution of "Executive Budget Committee" for "Budget Committee", "Executive Committee" and "Budget/Executive Committee".

The current policy provides for a "Budget Committee" as a selected committee, an "Executive Committee" (not a selected committee) and a "Budget/Executive Committee" (where the "Budget Committee" and "Executive Committee" are combined and the Treasurer chooses to chair the combined committee). The Treasurer is entitled ex officio to chair the "Budget Committee" but if that entitlement is not exercised the chairperson of the "Budget Committee" is a member of the NZAGSB. The "Executive Committee" is not considered one of the selected committees and the chairperson is consequently not a member of the NZAGSB.

Historically the General Secretary was an employee managing the NZAGSO and a member of NZAGSB. It was considered that if the "Executive Committee" chairperson was also a NZAGSB member then NZAGSO would have undue control at NZAGSB level.

In recent years there has been no "Budget Committee", NZAGSO has been transformed, the employee office manager is no longer either the General Secretary or a NZGSB member, the General Secretary role has been redefined and the "Executive Committee" chairperson has become entitled to attend NZAGSB meetings and NZASC – in both cases with voice but no vote.

Although in recent years the NZAGSB Chairperson, the Treasurer and the General Secretary have all exercised their ex officio entitlements to attend Executive Committee meetings there is no obligation for them to continue to do so and their attendance in each case is in terms of their own roles. The "Executive Committee" chairperson serves as the communication link between the "Executive Committee" and NZAGSB.

I suggest that there is now no good reason why the "Executive Committee" and "Budget Committee" should not be combined as the "Executive Budget Committee" as a selected committee with the chairperson a full member of NZAGSB alongside all other selected committee chairpersons.

The proposed New Zealand Al-Anon – Alateen Service Handbook 2017 has been drawn on that basis.

ITEMISED PROPOSED TEXT CHANGES

Cover page

Substitute "2017" for "2014"

Inner cover page

Amend email to "office@al-anon.org.nz"

Insert "Revised 2017"

Page 4

Substitute "NZAFG" for "NZ Al-Anon Family Groups"

"NZAFG" abbreviation inserted (for consistency).

Page 5

Substitute "Executive Budget Committee" for "Executive Committee" (consequential amendment)

substitute "NZAFG" for "Al-Anon Family Groups NZ" (for consistency).

Page 6

Substitute "appointed by NZAGSB subject to the approval of NZASC" for "elected by NZASC and approved by NZAGSB". This is the practical reality as to how IAGSM Delegates have been appointed.

Page 7

All reference to “Panels” has been deleted (consequential).
Reference to “Regional Information Office” has been deleted (the term is defined but never referred to anywhere in the Handbook).
In the RBM definition “but brings to NZAGSB an overall viewpoint from the membership within the region” has been substituted for “but brings an overall viewpoint from the membership” for clarification.
Reference to “Budget” deleted from Selected Committees (consequential upon adoption of “Executive Budget” as a Selected Committee).
Reference to “Executive Budget” inserted into Selected Committees (consequential upon adoption of “Executive Budget” in lieu of Budget” as a Selected Committee).

Page 16

“Groups are encouraged to have a budget that includes regular contributions to Area and NZAGSO.” Added to description of Group Treasurer role.

Page 18

“AIS” abbreviation substituted for “Information Service” (two places – for consistency) in the Alternate GR description.
Cross-reference updated.
Public Outreach Coordinator description is extensively amended.

Page 21

“ISR” abbreviation for “Information Service Representative” adopted for consistency.

Page 24

“AIS” abbreviation substituted for “Information Services” and singular adopted (for consistency) in two places.
“Rotation gives all members the privilege of serving. Ideally the rotation of the Area Committee members should be staggered and an officer should not hold any role for more than two consecutive terms” has been substituted for “Ideally the rotation of the Area Committee members should be staggered” to record the encouragement of rotation of service.

Page 26

“Areas are encouraged to have a budget that includes regular contributions to NZAGSO.” added to description of Group Treasurer Role.
Area Public Outreach Coordinator description is extensively amended.

Page 27

“AIS” abbreviation substituted for “Information Service” (two places – for consistency) in the Area Literature Officer description.

Page 30

“Invited to choose which selected committee best matches their interests, are seconded to those selected committees” is substituted for “appointed to them as Panel members” consequent upon policy change and NZASC decision.
“Conference Committee” substituted for “Conference committee” (for consistency).

Page 32

“AIS” abbreviation substituted for “Al-Anon Information Service” (for consistency) (2 places).

Page 35/36/37

“AIS” abbreviation substituted for “Information Service” (six places for consistency).

Page 38

“NZAFG” abbreviation substituted for “Al-Anon Family Groups” and “NZ Al-Anon Family Groups” (for consistency).

Page 39

“NZAFG” abbreviation substituted for “the Al-Anon Family Groups in NZ”.
“Executive Budget Committee” substituted for “Executive Committee” (in two places - consequent upon policy change).
“Any AIS” substituted for “information services” (for consistency).

"Executive Budget Committee" substituted for "Executive Committee" (consequent upon policy change).
"NZAGSO" substituted for "GSO" for consistency.

Page 40

"Executive Budget Committee" substituted for "Executive Committee" (consequent upon policy change).

Page 42/43

The NZAGSB Treasurer role redrafted. Insert clarifying responsibilities "shall be primarily responsible to see that NZAGSO operation is always solvent and that it stays that way in good times and bad" and "Accounts for the past year and a proposed budget for the coming year shall be presented annually to NZASC for approval." Reference to "the Chairperson of the Budget Committee" is removed and "Executive Budget Committee" is substituted for "Executive Committee" (consequent upon policy change).

Page 43

NZAFG substituted for "Al-Anon Family Groups NZ" (two places- for consistency").
"And (as is the case for all NZAGSB members) actual and reasonable costs will be reimbursed" is deleted because the General Secretary role is not unique in that regards – whether within the NZAGSB or anywhere else within the service structure.
"All NZAGSB members" substituted for "all members" to ensure no confusion that "all Al-Anon members" might have been intended.
"Or by email sent at least three days prior" inserted to recognise and legitimise modern practice.
"If all NZAGSB members then, or subsequently, sign" substituted for "and all NZAGSB members then, or subsequently, shall sign" (to remove any suggestion of compulsion of dissenting NZAGSB members to waive proper notice).

Page 44

•Approval of minutes of interim meetings of the Executive Budget Committee" substituted for •Approval of interim meetings of the Executive Committee" (for consistency).
"Consideration and approval of NZAGSB Treasurer's report and financial statement" substituted for "NZAGSB Treasurer's report and consideration of financial statement" (syntax).
"Executive Budget Committee" substituted for "Executive Committee" (two places) – for consistency)
"Whenever payments by on-line banking are enabled NZAGSB must be satisfied that adequate financial controls and checks are in place at all times." Added to recognise modern banking practice.

Page 45

Reference to "Conference Panel" deleted.
"Executive Budget" substituted for "Budget".
"Budget Committee" description deleted.
"Conference Committee Host" substituted for "Conference Committee Secretary" (recognise practice).

Page 46

"With no voice and no vote to provide administrative support for Conference members" added (to clarify the role of the Conference Host).
"The Conference Committee brings to NZASC applications for potential New Areas" substituted for "The Conference Committee is responsible to bring to NZASC the applications from potential Areas" for clarity.
"Executive Budget Committee" paragraph inserted.
"Executive Committee" paragraph deleted (policy change – Executive Budget Committee a selected committee).

Page 47

"Public Outreach Committee description is extensively amended.

Page 48

"By 30 April in each year" substituted for "Each year" (adopted existing requirement at page 29 for Area Delegate responsibilities).

Insert "through the Area Delegate" (adopted existing requirement at page 29 for Area Delegate responsibilities).

Substitute "forward to the General Secretary nominations with a completed RBM profile for each candidate" for "forward nominations to the NZAGSB" (The General Secretary is the appropriate contact point and it is clarified that for knowledge based purposes candidates should prepare and submit a profile to be made available to GRs at the Area Assembly to properly inform the voting GRs.

Page 48/49

Insert "provide a completed RBM profile form to the Area for distribution of a copy to all GRs at the Area Assembly" (see above).

Page 49

Delete "Each nominee should promptly provide NZAGSB with a completed profile form." (A completed profile is to be provided to the Area at the earlier stage).

Substitute "names and profiles or may hold" for "names or hold" (consequential amendment).

Insert "and profile" (consequential amendment).

Page 50

Substitute "appointed by NZAGSB subject to the approval of NZASC" for "elected by NZASC subject to the approval of NZAGSB". This is the practical reality as to how IAGSM Delegates have been appointed. See identical page 6 amendment.

"The elected" deleted (for consistency).

"Two years" substituted for "three years" (the actual IAGSM Delegate term).

Page 51

"Any of the Areas but subject to approval by" has been deleted. NZAGSB puts any nomination forward to NZASC.

Paragraph relating to Panel has been deleted.

Page 54

"Equalised Conference Contribution" substituted for "Conference Fee" (to resolve ongoing confusion as to the nature of the contribution).

Page 56

Cross reference in Article 3.f) is updated from 12 to 11 consequent upon deletion of Article 8.

Page 57

Article 8 "Panels" is deleted

Subsequent Articles consequentially renumbered.

Page 64

2016 History updated.

Motion: That NZASC 2017 approve the proposed New Zealand Al-Anon – Alateen Service Handbook 2017 as presented in draft form to NZASC 2017.

CARRIED.

NZ AL-ANON REGIONAL BOARD MEMBERS GUIDELINES

These guidelines define the qualifications, function and responsibilities of the Regional Board Member (RBM) of New Zealand Al-Anon General Services.

Background: The RBM must currently be an active Al-Anon member with at least five years continuous membership, special skills and experience to be able to perform effectively as a member of the NZ Al-Anon General Service Board (NZAGSB). The skills and experience could include management, finance, business experience and Al-Anon service. Al-Anon service requires specific involvement at the area level. Qualifying Al-Anon service includes the following:

- Area Delegate;
- Area Committee participation;
- Convention Committee participation;
- NZAGSO Committee participation.

A thorough understanding of the Twelve Traditions, the Twelve Concepts of Service and a broad view of the policies of Al-Anon are essential. The candidate should have demonstrated leadership qualities, the ability and willingness to make decisions which concern both the business operations and the policies of Al-Anon/ Alateen in NZ. Although experience in accounting, law and or business administration is highly desirable, it is not obligatory. The candidate should have creative and assertive abilities to originate ideas, proposals, plans and policies for improving the fellowship now and for the future. The candidate should be able to accept criticism and have the ability to modify their ideas to reach co-operative solutions for the good of Al-Anon in NZ.

Composition of the Regions:
There are three regions:
Northern (North Island above and including Taupo)
Central (North Island below but excluding Taupo)
Southern (South Island)
Each Region has an RBM.

Nominations:
Each year the Areas within the Regions due for a new RBM shall forward their nominations to the General Secretary of the NZAGSB. A nominee should be nominated by a group from within the Area and should have received a two thirds majority vote of approval at an Area Assembly. If an Area has approved more than one suitably experienced candidate it may:

- Forward all names, or
- Hold a ballot and if one of the nominees receives a two third majority of the vote, forward that name only.

(It is within the autonomy of the Area to make the choice).

Election:
Each year at the annual NZ Al-Anon Service Conference a Regional Board Member Nominating Committee shall vote and nominate a single candidate for election to the NZAGSB.

The Regional Board Member Nominating Committee will be:

- The Area Delegates from the Region concerned.
- Two Area Delegates from outside the Region, drawn by lot from the first and second year Area Delegates at the previous Conference.
- Chairperson of the NZAGSB.
- One other NZAGSB member, drawn by lot.

All members of this Regional Board Member Nominating Committee will be sent profiles of the nominees in advance of Conference. After selection by this Nominating Committee, the whole Conference then approves the nominee and the name is put forward to the NZAGSB for appointment at their next meeting.

All RBMs are eligible to serve two terms which may be consecutive. Due to the complexity of selecting and nominating RBM candidates a RBM who desires to serve a second term must repeat the process of submitting a profile to the Area and follow the same procedure as the other candidates in the Region.
If a member is appointed to the role of RBM after half the current term of that role has passed, then their first term is deemed to begin at the end of the term they have completed in a vacant position. If the RBM is appointed during the first half of a term in a vacant role, their part-term is considered to be a full term.

After the election, a RBM's concern as that of other NZAGSB members is with the fellowship as a whole. The RBM does not represent a Region, but brings an overall viewpoint from the membership of the Region. The RBM should not hold office in Area or Service Centres while serving as an NZAGSB member but may serve in any office of an Al-Anon group except that of Group Representative.

Travel within a Region:
A travel allowance is budgeted each year for RBMs to use for attendance at various services related Conferences, Conventions, and Area Assemblies within their Region to aid in communication and understanding of service related matters. This is a discretionary fund and arrangements for expenditure from this fund are to be made with the NZAGSB Treasurer.
Co-operation and communication may also be enhanced by use of telephone, e-mail, etc.

Responsibilities:

NZAGSB	Attend and participate at all NZAGSB Meetings. Submit a comprehensive written report of all RBM activities.
Conference	Attend the annual NZ Al-Anon Service Conference Share service experience for future growth of Al-Anon in NZ.
Areas	Co-operate with Area Delegates by helping them to know their duties. Ask to be put on Area mailing list to receive notices and minutes. Have the option to attend Area Assemblies, when able to attend, request a time slot to offer encouragement and help.
TEAM Events	Encourage Areas within the Region to bid for TEAM events, actively liaise between NZAGSB and Area Delegates to encourage successful bids for TEAM events within the Region; actively support TEAM events allocated within the Region and participate in TEAM events in other Regions when requested by the NZAGS.
AA Convention	Take responsibility for Al-Anon/Alateen participation at the AA Convention in the Region, using the Al-Anon Convention Guideline (GN-03).
AA Area Assemblies	Take responsibility for Al-Anon/Alateen participation, using Assembly Guidelines (GN-03a) and involving the Delegate and groups in the area where the assembly is being held.

These guidelines are to be used in conjunction with the NZAGSB Guidelines in the New Zealand Al-Anon Alateen Service Handbook (PN-27, pg 48).

Compiled and distributed by
New Zealand Al-Anon General Services
PO Box 68124
Auckland

CN04

Adapted from WSO Guidelines C12
Updated June 2017

NZ Al-Anon Family Groups Handbook update and Regional Board Member Guideline

The current 2014 edition of the NZ Al-Anon Family Groups Handbook has been revised - adapting it to the current processes. The Regional Board Member Guideline has also been updated. The question was asked whether anyone had any issues relating to either of these. No issues were raised. The Chairperson thanked the board as a whole for taking on this role and said that it was clear and concise.

Motion (noted on page 30): "The NZASC 2017 approve amendment of the NZASC Charter by deleting Article 8 – and all reference to Panels – and consequently renumbering the subsequent articles of the Charter." Carried.

Motion (noted on page 34): "That the NZASC 2017 approves the proposed NZAFG RBM guidelines as presented in draft form to the NZASC 2017." Carried.

Question: When first taking on my role as delegate/area I was wondering if I would be contacted about what my actual role is? Does this usually happen?
Answer: The Conference Chair is supposed to contact you.

Policy change 2. Page 17, Conference brochure.

Motion: "To make the Executive Budget Chair a full Board role." Carried.

Comment: Pictures would help to make sense of it, to save confusion.
Answer: The service arms board on page 3 explains it a bit better.

We were given an explanation of what the Executive Budget does, their role and the NZAGSO role as a clearing house (NZAGSO has 1 employee).
Comment: That WSO information was transported into the NZ Al-Anon Family Groups Handbook after cutting out a lot of stuff which is not relevant to NZ.

General Amendments to Handbook:

A motion was proposed: "That NZASC 2017 approves the proposed NZ Al-Anon – Alateen Service Handbook 2017 as presented in draft form to NZASC 2017." Carried.

Question: Please outline the changes to public outreach and the rationale behind that?
Answer: The previous basic guidelines were not helpful or comprehensive. There are amazing resources not being utilised that could be placed into handbook and have now been. This was brought to the initial committee to discuss.

A discussion took place with Board members explaining the history of previously operating information centres.

Workshop 2: KBDM Paper – NZ Al-Anon Toll Free Numbers and Answering Twelve Step Calls Guidelines – Rana S

Knowledge-Based Decision Making Paper: NZ Al-Anon Toll Free Numbers
Introduction

NZ Al-Anon General Service Office (NZAGSO) has had one toll free number (0508 4ALANON). This has been established for more than a decade. The calls on this number include Twelve Step phone calls but also include calls from the fellowship to NZAGSO on fellowship business (e.g. literature orders, groups' updates etc). These calls are currently only answered in NZAGSO by either the Office Manager or by volunteers (depending on availability) when NZAGSO is open (10am-3:30pm Tuesday to Thursday).

The importance of removing Twelve Step calls from NZAGSO has been well understood (there is a direct conflict with Tradition Eight as NZAGSO is a sole charge office with only one paid employee and only intermittently has volunteers available). Many efforts over the years have been implemented to reduce these calls, somewhat unsuccessfully. This paper looks at a possible solution to this problem.

Background

On the NZ Al-Anon Family Groups (NZAFG) website the toll free number is shown as a contact (for NZAGSO) and people requiring Twelve Step help are directed to a different page containing a list of phone numbers of different members around the country that are willing to take phone calls from potential newcomers. This was established approximately four years ago, in an effort to direct potential newcomers to fellow members and remove Twelve Step calls from NZAGSO. There is little (or no) evidence to suggest that this is working well. The Office Manager (who is a member) advises there are Twelve Step calls every week (highest on a Tuesday) and they are time consuming. This service costs $35 per month we receive 30-60 calls a month and about 10% are being answered by a person.

Over the last two to three years Area Eight (in consultation with Area Seven) has been looking at trying to improve ways the fellowship can connect with potential new members. Originally Areas Seven and Eight shared a phone number (not a toll free number) which members of the public could ring to connect with members of the fellowship. On phoning this number the caller listened to a pre-recorded message instructing them to call different numbers of members who were willing to take Twelve Step calls. Area Eight identified that, while there were a number of calls being made to the phone number, only a very small number ever successfully went on to phone any of the members listed. Area Eight then identified that it is possible to have a free toll number established (which for them also reduced their telecommunication costs) which would divert callers to members willing to take Twelve Step calls.

Area Eight have stalled in the process of fully implementing this - partially due to a Phone Co-ordinator vacancy and partially due to a lack of skills to draft the necessary guidelines for answering Twelve Step calls.

Discussion

A possible solution to NZAGSO's difficulties is to provide an alternative toll free number to be used for Public Outreach (PO) countrywide. Toll free technology has improved dramatically and there

are a number of different options available. As many telephony service providers have this ability, for the purposes of this paper we have considered:

Spark (ex Telecom) – as NZAGSO's broadband and landline provider;
Vodafone - as it is Spark's major competitor;
Compass – as NZAGSO current toll free number is provided by them and
2Talk – as this is the provider selected by Area Eight.

The following is a brief comparative analysis of their services:

Provider	Pricing	Detail	Comments
Spark (0800 Freephone)	**24 Month Contract** **Setup Cost:** $50 **Basic Cost:** $5 per month **Change Costs:** $25 Alternatively $35 (one off) plus $5 per month for "follow me" **Call Costs:** $0.25 per minute (Tier 1) $0.20 per minute (Tier 2) $0.15 per minute (Tier 3) **Minimum Usage:** $25 (Tier 1) $50 (Tier 2) $75 (Tier 3)	Busy/No Answer Call advance Time of Day Diversion Confidential Pin Reporting	
Vodafone	**Setup Cost:** Free **Basic Cost:** $5 or $35 per month **Change Costs:** $35 or $70 per change **Call Costs:** Unable to determine **Minimum Usage:** $39.35	Busy/No Answer Call advance Confidential Pin Three levels of Geographic Routing (basic, complex & customised) which Vodafone cannot describe	Several attempts were made to clarify issues with them, they were slow to respond, did not know their own products and played merry-go-round and NEVER provided the answer.
Compass	**Setup Cost:** $0 if there is a 12 month contract (otherwise $50) Plus $10 for Geographic Routing **Basic Cost:** $5 for Geographic Routing per month **Change Costs:** $0 **Call Costs (per minute):** Landline to Landline (Local): $0.03 Landline to Landline (National): $0.06 Mobile to Landline: $0.17 Landline to Mobile: $0.12 Mobile to Mobile: $0.25 (these rates are for payment made by DD they increase otherwise) **Minimum Usage:** $25 per month	Geographic Routing Time of Day Diversion Reporting	Current provider and to the writers knowledge has never caused any difficulties. Currently the plan is for $35 a month and we are <u>not</u> meeting the minimum usage (analysis suggests this may need to be reviewed).
2Talk (Go800)	**Setup Cost:** Free **Basic Cost:** $5 per month **Change Costs:** $0 **Call Costs (per minute):** Landline to Landline (Local): $0.06 Landline to Landline (National): $0.06 Mobile to Landline: $0.21 Landline to Mobile: $0.12 Mobile to Mobile: $0.27 **Minimum Usage:** $0	Geographic Routing Simultaneously ring several numbers Portal for maintenance Reporting	

Analysis

By reviewing the above and from contact with each company the following became clear:

1) Spark are the most expensive, primarily as everything (setup, monthly, minimum, changes) all incur a separate charge
2) Vodafone were the second most expensive, they were impossible to deal with, did not know their own products, could not answer questions and made promises which they did not deliver on (never followed up with emails)
3) Compass call centre is excellent to deal with, 2Talk is best communicated with via email.
4) Compass appears to be slightly more expensive than 2Talk.
5) 2Talk has the excellent feature of being able to change the geographic routing via a portal
6) 2Talk have the ability to route calls to several different numbers at once (it has not been confirmed if this is possible with Compass)

<u>Lessons Learned from Alcoholics Anonymous</u>

NZ Alcoholics Anonymous General Service Office (NZAAGSO) run a country wide toll free number (0800 AA WORKS). This cost approximately $400-500 per month for an average of 1000 calls. Calls are diverted all over NZ based on a geographic routing to about 30 volunteers (different numbers). The service is provided by a Callnet. NZAAGSO make a policy of ensuring calls are only ever diverted to a landline (so they exclude all costs of members answering potentially long Twelve Step calls on a mobile, but they do incur the cost of the public phoning from a mobile phone.

While NZAAGSO reports being very happy with this service they do recognise its pitfalls. The prominent of these is how this works in Auckland. In Auckland they seem unable to arrange a roster of volunteers (and therefore phone numbers to answer the phone), they now effectively bypass the NZAAGSO 0800 number taking all calls from it and diverting these through another provider that routes the calls to a roster (possibly a case of double headed management?). The reason for this is that it clearly is important to maintain an active roster of people that will take calls and manage this roster to ensure that it works effectively.

KBDM Analysis

The following questions are answered with a view to establishing if there is any further action required in relation to the NZAFG Toll free numbers.

1. What is known about our members' wants, needs, and preferences that is relevant to this decision?
   The entire fellowship is aware we are in a membership crisis, so any action to improve PO while removing any conflicts within the 36 legacies is an important action.
   Having a single inexpensive toll free number for PO would be ideal and these calls need to be answered by members outside of NZAGSO to get people to a meeting.
   Similarly access to NZAGSO by a toll free service is important and ideally should be maintained.
   There are at least three areas which have local numbers which are for PO purposes, these phone numbers would likely be superseded by the national toll free number providing a saving for the area.

2. What is known about the capacity and strategic position of the organisation that is relevant to this decision?
   Again there is a membership crisis and action to improve PO is strategically crucial.
   However capacity to support the geographic routing appears to be low. Management of the members prepared to take calls would be essential (potentially through the General Secretary role doing a quarterly check) and a guideline on how to answer a call would be required.

It should be noted that a "helpful" volunteer phoned the first 10 numbers listed on the website and did not manage to speak to a single member (what if that had been a distressed person needing a meeting?)

3. What is known about the current reality that is relevant to this decision?
   The existing toll free number is not serving the purpose of PO and there is no evidence to suggest that the "phone list" on the website is doing so either.

4. What are the ethical implications of these choices?
   The only ethical implication is that Twelve Step calls need to be answered by members (to prevent conflict with Tradition Eight). Because NZAGSO is primarily "manned" by an employee Twelve Step calls need to be answered elsewhere.

5. Do we need more information; has something come up that we would benefit from knowing before a decision can be made?
   There are two outstanding questions to be resolved:
   a) Can Compass communications provide the feature where several numbers are phoned simultaneously (so the first available member gets the call)? This would increase the likelihood of a call being answered in the major cities.
   b) If 2Talk were selected what are the implications of having two toll free numbers with them (the G0800) is typically only meant for one number.
   c) What the cost will be, as it is volume of calls and the initiation and termination points that determines this.
   d) There will be some additional unforeseen costs involved in establishing another number (e.g. the potential need for porting), how much will these be?

Recommendation

1) The General Secretary contact each of the members on the current website phone list and see if they are willing to participate in being a recipient of toll free calls, and if there are any constraints they might have (like no calls after 10 pm). Also put a request in the Board Newsletter to look for other members who will be willing to participate.
2) The Executive/Budget Committee is given the mandate and discretion to establish another toll free number (with either provider). The existing number will be used for PO with geographic routing (because for many years the existing 0508 number has been extensively advertised on PO literature) for a two year trial and a new number established for NZAGSO for a one year trial.
3) Guidelines will be prepared on how to answer Twelve Step calls using the guidelines already prepared by Areas which have local phone numbers established.

Motion: That the Conference approves the creation and adoption of a national toll free number for Twelve Step calls.
CARRIED.

MEMBERS ANSWERING TWELVE STEP PHONES CALLS GUIDELINE

When Al-Anon Family Group members answer Twelve Step calls, it is easy to panic and to feel like you have to know or fix everything, but there are just a few simple principles to follow, in fact it is not much different from welcoming a newcomer at a meeting.

The Key Messages to Convey

- Ask them their name and give your first name.
- Give the location and time of the nearest meeting to them, if helpful the meeting contact for that meeting.
- Recommend that the caller attend at least six meetings before deciding if the Al-Anon Family Groups is for them
- Explain that we are a spiritual program not a religious program, so they will hear the word "God" in meetings but it is the "God" of their understanding
- Explain we are a Twelve Step fellowship, which means that we follow the Twelve Steps of Alcoholics Anonymous, but for ourselves.
- The Al-Anon Family Groups is are an anonymous fellowship
- At the meeting they will be greeted, mostly likely given some literature and there will be someone to answer any questions they may have, at the end of the meeting.

General Information

Twelve Step callers often have a lot of questions. Some of these you may feel willing to answer others you may feel are better answered by attending a meeting. Here are some common ones:

- **How will Al-Anon help me?** In Al-Anon members share their own experience, strength, and hope with each other. You will meet others who share your feelings and frustrations, if not your exact situation. We come together to learn a better way of life, to find happiness whether the alcoholic is still drinking or not.
- **Do I have to say anything at a meeting?** It is your choice to speak or not during the meetings. Newcomers are welcomed to meetings, usually provided with literature and a local meeting list, and invited to listen and learn. Members are available to answer questions before or after the meetings.
- **What is Al-Anon and what can I expect at a meeting?** Give an idea of what a typical meeting format is like.
- **What is the cost?** There are no dues or fees in Al-Anon meetings, most groups ask for voluntary contributions to cover expenses and support the service structure.

Traps to Avoid

If someone wants help with other problems, ask if there is also a problem with alcohol in their family – parents, grandparents, or other relatives. If there is, suggest coming to meetings, else be helpful and suggest other agencies they might like to contact (you are not expected to even have these details available). Your role is not to "fix" their problems or convince them Al-Anon is for them. Some callers may be in the middle of a difficult situation and asking for advice, we do not give advice. They may hold you or Al-Anon responsible for the outcome. You can refer them to other agencies if they want advice about alcoholism or other problems (including suicidal thoughts). One exception is when people are threatened with violence. We all deserve to be safe. Encourage them to make choices to ensure their immediate safety, and the safety of their families.

Interventions and Counselling - When asked about intervention or counselling etc, we have no opinion, instead, suggest coming to Al-Anon for a while. Avoid giving counselling over the phone. Besides the costs of the call, this might encourage them to continue to ring back for phone support and divert them from attending a meeting.

Remember you are here to give people information about Al-Anon, not to decide for them whether they belong. When you tell them what Al-Anon is about, they can decide if they want to come. If they are in doubt, suggest coming to six meetings as a way of finding out.

Please try to stay on the phone less than 5 minutes as you are there to direct them to a meeting for help (talking too long enables the caller to avoid getting to a meeting). The caller may need to talk for a bit, but then say something similar to 'It sounds like you could use Al-Anon, but come to the meeting to hear other people's points of view'.

Protect your personal anonymity and politely decline to answer any personal questions from callers. Do not give out any home addresses or identifying details. You can meet the callers at a particular meeting, but your safety must always be protected when dealing with people you do not know.

How Does the Toll Free Number Work?

NZ Al-Anon General Services provides one toll free number for people to call regarding meeting information etc. When the call is received based on where the caller is phoning from the call is routed to a volunteer closest to them (geographically). This volunteer will have the detail of the local meetings and be able to answer any questions the caller might have and direct them to the nearest meetings.

Calls between 9 pm and 8am are sent directly to a message asking they call back after 8am.

Motion: That the Conference adopts the new Members Answering Twelve Step Phone Calls Guideline (PN-10).
CARRIED.

All Delegates were presented with a limited edition of beautiful sketch of an artist's impression of Lois' shoe, the title being: "Lois' Missile". These were a gift for the Delegates to keep or use as they wish.

Workshop 2 Knowledge Based Decision Making- NZAFG Toll Free Phone Number:

There was a short exercise getting Conference members to line up along in a continuum of how many calls they have taken from newcomers needing a meeting. Only one person at the extreme end of taking quite a few calls (who was the NZAGSO volunteer), then a cluster of people in the middle fielding 1 call approx per week, then some once a month. A question was asked "Who knows if their number is on the website?" generally there was a lack of knowledge of this area from all.

A presentation took place:

- Where are we now? - There is only one toll free number 0508 number. This is to provide public outreach which leads to NZAGSO which is currently only manned for 15 hours per week.
- The idea trial
- National public outreach toll free number

Question: Please clarify the trial periods and the costs.
Answer: It was 2 year trial for National toll free number and a 1 year trial for second number for NZAGSO. The costs of providers vary this has been investigated, and cannot be exactly determined until a provider is selected and then call volumes established.

Question: What about a 24/7 availability?
Answer: The trial proposes operation only from 8am to 9pm. This recognises that taking 12 step calls are very difficult and even harder when you have just been woken up! Our goal here is to direct people to meetings; we are not providing a mental health service or trying to fix their problems.

Question: What about people who have a friend or relative with a drug or other substance problems, not specifically alcohol related?
Answer: We cannot turn them away as this is a self-qualifying programme – the same applies encourage them to come to (suggested) six meetings to see if they belong. If drugs are involved chances are that alcoholism will be present somewhere their family.

It is important too to remember our declaration, 'Let It Begin with Me. When anyone, anywhere, reaches out for help, let the hand of Al-Anon and Alateen always be there, and - **let it begin with me**.'

Additional Information:
1. Currently the website phone numbers (Names/numbers of members) are not working, callers are not getting to actually connect with us, we need to fix this. It takes a lot of courage to make the first call.
2. Delegates quoted costs of $35 per month and $275 per year. Some of these numbers have been discontinued due to cost and lack of success.

To complete the presentation, we then discussed:

What do we need?
- Support from members to answer calls from newcomers
- Approval to proceed for National number (2 year trial) and second NZAGSO number (1 year trial).
- Approval of Answering Twelve Step Calls Guidelines.

Question: Can callers see on their phones the call is coming from the 0508 number?
Answer: We are aware of this requirement and hope to meet it, but are unsure (provider and setup dependent).

Motion (noted on page 41): "That the Conference approves the creation and adoption of a national toll free number for Twelve Step calls." Carried.

Motion (noted on page 43): "That the Conference adopts the new Members Answering Twelve Step Phone Calls guideline (PN-10)." Carried.

Presentation 2: IAGSM Report – Joan G (year 2), Sally-ann (year 1)

2016 I.A.G.S.M Report
- Joan G

A holiday before Conference was my idea. I took a 7 day bus tour around Italy which was wonderful. I did think we were on the Harry Potter night bus at times, as we careered through the Italian countryside to yet another beautiful destination and yet another wonderful four course Italian meal. I learned some things on that trip. I was worried, as only us Al-Anons can be, that where there was wine served at a meal people would get drunk and loud and maybe violent. This didn't happen. People were maybe a bit chattier but they were incredibly well behaved. I could see my worry as part of my old programming. I was grateful not to have my fears realised. It was re-energising to be among a group of people who were on holiday and out to enjoy themselves. This was a change from holidays I had experienced with the alcoholic. Those holidays were filled with tension and anxiety. It showed me that it is possible among a group of strangers to have fun. It also showed me people who were courteous and kind. This was a wonderfully healing time for me.

The Harry Potter night bus was running late on our last day and I arrived at Conference late.

When I arrived at Conference they were at dinner and as I entered the Dining room 3 people were waving at me. They were delegates from 2014 who remembered me. It gave me the most wonderful feeling of belonging.

The outstanding thing at Conference was the dignity and respect of all Delegates for each other. People were courteous and kind. This reminded me just how loving people can be.

The gifts you see in the slide show were brought by a lot of countries that were there. There was also the wonderful surprise of coming down each morning to find another gift on your table for you to take home. Some of the gifts will have taken a long time and a lot of loving effort to make.

Saturday night dinner & sightseeing
Our meal on Saturday evening was advertised as TBA (to be advised) and we were told to meet in the hotel lobby at 6pm. When we were all assembled, we were taken across the road to a bus. We then had an hour's sightseeing drive around Rome. For me it was great to see some of the things I'd seen earlier, and to discover new things about this amazing city. We then were dropped off and had an interesting walk in the rain to a local Italian restaurant. We were served a fantastic 4 course meal and were all well and truly full up when we left. It made for a nice ending to the Conference.

Sunday night Al-Anon meeting
Sunday people were departing during the day to go home or go on a holiday. Those of us that were left decided we would go to the English Speaking Al-Anon meeting.

Fortunately 2 of the family who were accompanying our IAGSM Delegates had been going to AA Meetings in the same building. So we walked to the Metro station and our tour guides, helped us get tickets and got us onto the first train. We changed trains and went one more stop, and then we had to walk. We passed a wonderful theatre building. They were having a movie premier complete with spotlights in the sky, red carpet and lots of beautiful people coming and going. We eventually found the correct place to go to and took ourselves into the Al-Anon room to wait. One lady came in, looked at everyone and asked "is this the Al-Anon meeting", she was surprised to see 12 visitors in

the room! A second lady arrived and the same thing happened again. About 10 minutes into the meeting a man arrived and the same scenario was repeated. We all laughed (even him), and went on with our meeting which by now was filled with laughter. I'm guessing those three people will talk about being invaded by out-of-towners for some time to come. We then went for dinner; I mention this because it was at an Irish Pub in Rome no less. We all found that really amusing, the food was great too. After that our tour guides took us safely back on trains to our hotel. It was a night I won't forget in a hurry as there was so much laughter and companionship that night.

What I gained from this experience
I met new friends and reconnected with people who were at Conference last time and who remembered me. We are not alone – others have problems too. After I presented the paper on "Transforming GSO," three delegates came and told me that their structures were having similar problems.

It was incredible to attend an Al-Anon Conference where everyone cooperated, helped each other and generally modelled mature behaviour. One Delegate acted as translator for 3 other delegates who had next to no English. She did this with grace and dignity.

I travelled on my own – 2 long haul flights each way and managed well. My basic self-taught Italian helped me out a number of times. I have grown in myself and my confidence has improved markedly. I now know I can go almost anywhere in the world with confidence. If someone had said to me when I joined Al-Anon that I might get to go overseas, I wouldn't have believed them.

Who knows, it could happen for you.

I.A.G.S.M Conference – Rome Italy 5 – 8 October 2016
Attending: 33 delegates from 23 Countries.

Keynote speaker – Laura C - Italy
Sharing World Wide Diversity – strengthening our growth.

During the last Service Conference the whole Board of Trustees and most of the coordinators resigned and suddenly there were no trusted servants. Their statute says that at least two legal representatives must be elected, so Laura and another person was elected until an Extraordinary Conference was held in June 2016. This kept the services to the groups and others going. During the Extraordinary Conference a new Board of Trustees was elected. Had they been able to discuss the matters that brought them to crisis point the problem may not occurred.

The word Diversity has several meanings, and when situations allow the comparison with the other, and then the mutual enrichment becomes a "Resource".

When does diversity become a resource?
- When we treat others as we would like to be treated.
- Participating giving our ability
- Encouragement to join in
- Understanding others.

It allows us to have respect for our needs and to be ourselves, without any confirmation from others; it enriches the groups we attend giving them unity.

How structures are developing and implementing strategic plans
Debbie, USA and Canada

- Strategic plans are a blueprint for the future.
- We need to be visionaries not problem solvers.
- Long-range planning – is developed from the strategic plan.
- Structures should perform an annual review of their strategic plan.
- You can use the strategic plan to explain the role of the Board.
- It gives a clear eye and focus on the future. 80/20 = 80% vision and 20% work.
- You can illustrate how current work fits in with the strategic plan.
- It's a live document and like a road map it needs updating.
- Australia has a special Board meeting to discuss the strategic plan.
- France – does a SWOT analysis for the Board.
- Concept 9 – we need planning and vision and if needs be we start again.
- Iceland has Board meetings by Skype.
- South Africa uses Zoom https://zoom.us/ for their Executive & Biannual Committee meetings. It saved them quite a lot of time and money 'it's the little things" that help.

Purpose and Responsibilities of GSO
Finland

The GSO purpose and responsibility is to provide services to the fellowship and public.

Conference is over 2 days – visitors are welcome. There is a service meeting at the Conference which is for members only.

99% of people find us on the internet. Anyone can order a book off our website.
Our yearly budget is always a problem. There has been poor office procedure and documentation.

Discussion:

- Denmark has no GSO office, the office is for emails only, and 2 people perform that work. They have their Board meetings on line. They have a conference yearly.
- WSO – has had a restructure and now had 48 staff.
- Belgium has reduced their GSO hours. Disbanded committees as there are not enough members. They still have Conference, the General Service committee is still operating.
- Australia has taken on more Volunteers.
- Mexico – has 16 employees and a General Service Director. 37 Areas, a National Convention 4 yearly. The Board meets monthly as does the Exec/Budget committee.
- South America – has 11 trustees, 55 groups and 7 Alateen groups. There are 4 districts. They have a Chair of the Board, someone to do accounting, and archives. They print 7 books, and on-sell them to Salvador, Paraguay, Costa Rica, at cost price plus shipping.
- USA has a Board Handbook. The Board members can have a 3+3 term. Delegates have to wait 2 years before they can join the board. A member can be on the Board even if they have not been a delegate.

Service and Recovery – how to encourage group members into service
Jenny P, South Africa

How not to: - speak negatively about service (it's tiring, lots of work, too hard)
Speaking negatively is like saying you shouldn't have blue eyes.
Attraction not promotion – be enthusiastic.

Bring strength and understanding to the group – enthusiastically
Road Trip – you and your Board. TEAM events
Trustee Visits – when someone asks you will
Take a workshop on service – one topic a month on service
Say I'll help you.
Discussion:

- France had conflicts in this area
- Sweden – removed a lot of positions as they are no longer needed and no new people are coming along.
- Australia – Many groups have no GR, and get no info. We need an information carrier. Send 2 people to Area meetings. Get 1 – 5 points to bring back to the group. Encourage the idea that maybe I could wear that hat.

Carrying the Al-Anon message to the General Public in the most effective but spiritual way
Nilce, Brazil

YouTube clips - https://www.youtube.com/watch?v=9eOlhuhwATQ there is a video about literature and some videos by professionals.
Brazil Website http://www.al-anon.org.br/ has the road sign on it.
They send literature to anyone in Brazil.
They have a Facebook page. No photos and short messages only.
What's App – is fast but not reliable, takes people away from meetings. Does not support Tradition 7, Groups have been written to and told to stop.
Our Traditions must not serve as walls to isolate us from the world (Ric B)
Tanzania has a What's App group and have issues around anonymity and copyright.
Question: - can you use a paragraph from the literature with credits?
WSO has copyright protection and Brazil must apply once a year to get ongoing copyright.
Groups on Facebook – this is not a closed meeting. Groups need to be private.
What's App is also not a closed meeting – we write to these groups and educate them on what is appropriate.

Pricing of Literature in Maintaining Self-Support
Gillian, Australia

We can donate books to other structures e.g. Fiji
Print orders are based on cost (Aus/GSO) and then 25% mark up is added.
2000 copies of Sharing from the heart cost $10 each and sold for $20.
Area distribution – there is a discount of 10% if you order 5 books or more.
Pamphlets 10% mark up for 50 or more.
Members buy only from the local Distribution at Area meetings.
Orders of more than $400 get free shipping – by courier.
Translating and printing and re-printing forms – WSO owns the copyright for literature.
Selling books to other countries without WSO gave approval for South Africa to do this.
The Book Sharing from the Heart took a long time to compile (around 3 years).
5 – 6 volunteers helped to compile and edit it. 1 full time volunteer did the desktop publishing.
Copies of leaflets in Mandarin are given to people to read and recommend changes.
French and Spanish literature is produced by WSO only. You can buy at cost from GSO.
WSO – send their books in a free pdf after the license is granted.
Finland - 50% of their income comes from sales of literature.
Alcoholism is a family disease is the latest book to print. Printing costs are very competitive.

Australia - paid $12,000 for printing ODAT and had it printed in China and shipped to Australia. It took up to 6 months to get them. They are now using Australian printers – it's a little dearer but more reliable. Mark-up is dependent on the budget for income.
India –Translating permission was given and WSO holds the copyright in Audio recordings.
Other languages, volunteers in USA will translate which is why it takes up to 6 months. They check to see if the translation is 'in the spirit'.
Note – we can buy in Australia if we go there. Luxembourg can visit France and buy books.
E literature is through a vendor – this was a WSO decision – people can have braille copies at their own cost – only one copy. E book – How Al-Anon Works is not selling – possibly it's the cost?

Inspiring and Supporting Group members to participate in Public Outreach
Maureen, UK & Eire

The UK is a registered Charity/company. The GSO holds the mortgage which is similar to the old office rent. They have 3 staff there are 67 million people over 6 regions – 22 Areas. The service manual is on the website. There is a public information desk at GSO. We have Podcasts and a guide booklet. The newsletter is quarterly. There is PO information on the website. Work in progress – (a) member survey (b) task force for developing social media.

They were invited to a medical professional's conference to have a stand there. Carry the message this is service. Sponsorship – we need a unified message at the public level without dilution or distortion. We have the spiritual principles of patience, understanding, enthusiasm and commitment.

Discussion:

- India – have had problems with sex workers in Goa. No one wanted to help, they did talk to them but did not want to go into the jails and talk to women prisoners. It was very difficult to talk to them. They approached a local NGO to contact the sex workers. The book the best of Public Outreach guidelines is also available. The professional section is Public In reach.
- Notice the key 4 symptoms in people (fear, anxiety, pain, suffering and insomnia) – tell your story. Train people in PI.
- Australia – spread the word with a pamphlet and the PO yearly calendar. www.al-anon.org.au/members (user name Member – password AFG)
- Poland – Cooperate with AA in giving information talks and passing out information. Written questions are anonymous and answered by a panel.
- South Africa – Al-Anon faces Alcoholism is given out to medical students.
- WSO - links to the website – there is a message that says ' you are now leaving our website – we are not affiliated to the website you are going to. Twitter and Facebook have the same statement.
- Australia – information for professions – newsletter on the website in pdf format – they can subscribe.

Keeping Al-Anon, Al-Anon – dealing with outside influences
Susanne, Germany

German GSO opened in 1967.
Belgium – the website was made by a professional with his name on it.
Researchers wanting to survey members about Co-dependency were told no by WSO.

Tell people they can come to meetings and if it works for them then they are welcome to stay.
Reassure them that Alcoholism is what we talk about. Australia cooperates with researchers

provided they can view the results be for publishing. People come to us as Nar-Anon and it does not work for them. People also come as they missed bits growing up.

Dual membership. Al-Anon teaches me how to live.
Religious cliques formed in South Africa – members have the right to stay safe.
Pamphlets – The Al-Anon focus P45, and Al-Anon spoken here P53.
Tradition 3 and 5 – reminds us of our primary purpose – we need compassion.
Love compassion and understanding is what works.
Use 20 questions with difficult members.

Understanding of Spiritual Principles – through Service as an IAGSM Delegate
Malgosia, Poland

Poland has 360 groups – 12 Alateen. Our Conference was partially organised with lots of emotion. That is changing now. The Finances are being looked at more carefully. Used the workshop from IAGSM back home. We did a workshop on Anonymity, Sponsorship in Al-Anon. Reaching maturity and emotional and mental spiritual balance in service.

Discussion and General question time

- Insurance for people driving Alateens is not available. Needs to be set up in your own country.
- India – wanting partial resources – were told no due to copyright issues.
- Iceland – translated CAL which was allowed. Advertising emails were sent for a November meeting.
- Birthday meeting – share in meetings. Manual P 109-111 members carry the message, attraction is promotion.
- Finland – process of literature printing – contact WSO for the pdf. When translating for the first time see the pdf attachment.
- South Africa – no ACOA meetings but will check. All groups encourage others.
- Switzerland. We protect the AFG name. E-book version is coming for smartphones. This will cover a lot of areas, check with WSO regarding E-books and selling.
- Daily reader – WSO always needs more sharings.
- Belgium - had a special meeting Al-Anon talks for Alateen meetings.
- France – groups how to welcome Alateens. From 5 – 6yr old onward. They get a pencil and paper.
- NZ Al-Anon – Alateen – babies are welcome in meetings as are children.
- UK – young people in Alateen P94 UK Handbook – recommendations and website.
- WSO – contact the to print or sell literature (esp Paraguay), they organise bulk printing with other countries
- WSO sent Spain safety guidelines for Facebook. Is it worth the trouble? WSO Facebook page – you can like it, this does not make you a member – you cannot comment. See Manual P 109 there is a new section about on-line things.
- What's App is not used – WSO have a messaging system.
- What's App in South Africa – a group set up and the trustee group was set up also a group for members. Facebook meetings must be private

Words of inspiration heard at the IAGSM

- Better than / less than – use your sponsor
- You could be right (stop the argument)
- No one dies from conflict.
- Most problems can wait
- The worst is not the most likely
- Wait nothing, hope for everything
- Let go of others issues, step back.
- Don't run with your emotions
- When someone asks, you tell.
- You can do this (service) and I'll help you.
- Focus on facts
- Trustees and International Delegates do not appear out of the ground, they are nurtured and watered.
- Give people a sense of belonging, ask them to help with things, say they can do it.
- Did you carry to Al-Anon message today?
- Speaking negatively about service is like saying you shouldn't have blue (brown) eyes.
- There is no extra bling-bling (mark up on sale of books).
- Public information = PI = **P**ersonal **I**nvolvement
- We do not get a second chance at making a first impression.
- We are not perfect, we are excellent.
- Spiritual principles: patience, understanding, enthusiasm, commitment.
- Sooner or later everyone comes to Al-Anon.
- The group looks after the group it's not the GR's job.
- Use 20 questions with very difficult members to help them work out if they belong.
- Al-Anon, anon, anon, anon
- 12 Steps = willingness
- My best is good enough.

Participation in the International Al-Anon General Services Meeting Sally-ann M

Sharing Worldwide Diversity Strengthening our Growth

05 – 08 Oct 2016 Rome, Italy

Through my attendance at the IAGSM I experienced spiritual growth. I gained knowledge to help me, both as a member, and also as a member in service in AFG.

This report breaks the many workshops and general sessions of the IAGSM event into growth areas. Starting with personal growth then moving to opportunities for growth in service at group, at area, and at national level.

I have written the report in this way because depending on the individual AFG member reading the report there will be different parts of the IAGSM that are more or less relevant to that particular member. I want to show each member the 'what's in it for me?' of IAGSM and of service in order to better assist our members to see the value of IAGSM participation.

I want to be able to demonstrate at a glance the benefits and the relevance of attending and participating in the IAGSM. This report is not just for me, it is for us, the members who sent me and who may in the future question the value of our participation.

At the end of this report I have also listed the beginnings of an action plan full of ideas and recommendations that I learnt about, heard or saw at the IAGSM that I'd like to suggest and or achieve that we implement here in NZ. It is a long list, bear with me as I work through it one idea at a time, one day at a time. Some of these ideas will get support, some not. That doesn't matter. What does matter is that we are learning, growing and strengthening as a fellowship in New Zealand. A fellowship that is contributing to, and is part of a greater worldwide fellowship of hope.

Personal Growth

This was my first international AFG event. I was nervous and excited. I knew no one there. It was a bit daunting walking into the registration and not recognising a single face. It was a bit like walking into my first meeting.

The committee held an orientation meeting for all first time delegates. This was the time where the newbies could ask questions and hear Experience, Strength & Hope (ES&H) from those who had been there/done that before.

I felt supported, felt less alone and I saw that everyone present wanted the event to be a success.

I reminded myself to let the understanding, love and peace of the program be my focus & my guide at the IAGSM.

An experienced delegate from Australia shared her ES&H – telling us newbies what to expect over the four days. She shared her memories of being the newbie.

The delegate from the UK spoke of the tremendous courage it takes to come to the IAGSM – this set the scene for us all to recognise our bravery (even if we were not feeling that brave in that moment).

Imagine presenting and participating in your 2nd language at the IAGSM = now that's courage. This awareness stopped me from being so nervous because I might be new at this but at least English is my 1st language.

Attending the IAGSM helped me face fear, shyness, lack, less-than issues, it helped me break isolation. It helped encourage me to be brave, to reach out, to try new things, meet new people. I was inspired by the serenity and gentleness of the leaders of the event. They were very understanding and gentle, patient and kind.

I arrived early to the orientation, sat in the very front row, paid attention and for the most part I shut up. Shutting up is a very under-rated and very important tool in service.

My first time on the mic.
When I did eventually feel the shove from my HP to share from the Kiwi perspective the topic was:
Encouraging Members into Service

I spoke about sponsorship. Sharing my ES&H about how my sponsor told me to do service. She was clear, it was not 'optional'. So I do the same with my sponsees.

I encourage sponsees to practice the 3 legacies. I approach members directly to shoulder tap them for service work. I spoke about encouragement and role-modelling: I showed the IAGSM delegates the example my current sponsor taught me: I said: "Raise your hand if you are thinking of going to the AFG convention in Baltimore, Maryland in 2018…and lots of enthusiastic hands went up! Then I said: If you are not going have a talk to the people who are going to find out why, maybe you can travel with them. I'll see you there!" It was an exciting moment and broke the ice for me - as now I'll know lots of people at that event.

I shared about what we talked about at our 2016 conference: how it takes courage, compassion, connectedness and vulnerability to become a trusted servant. I can only be vulnerable when I feel safe.

Our meetings need to be well, people need to have sponsors and be working their steps. I got into service after my spiritual awakening.

Service Growth

The IAGSM Delegates are members like me, who also happen to: serve their GSO, be trustees, be very active in national level service, have many many many ODATS of recovery. They know what the three legacies are, they can talk to them and they also live them. This was very clear. There were no newcomers here. These long-time members have served their groups, their areas and their structures. Because of this they all had an incredible amount of experience in service related matters. This meant their ideas and knowledge of service in AFG was second to none. They were truly 'Living the Legacies'.

I felt privileged to be part of this delegation in Rome.

GROUP LEVEL:

Making Al-Anon Attractive
Call all churches and community support groups near your group and ask if they'd like a pamphlet about AFG

In India each year the whole of India selects one place/facility to approach eg: navy, police, hospitals, courts, - then the whole country unites and approaches the local branches of those organisations as their PO effort.

Make sure your group is healthy. Have a group inventory on the birthday of the group. Have it every year – this way – it will happen. No need to rush it through, it takes as long as it takes.

If someone asks how you and another al-anon met you can say 'family friend' or 'at a family reunion' (LOL).

Carrying The Message In A Spiritual Way
Authority must be achieved by knowledge and not imposed by power.
Yet we must never forget that authority is necessary.
Ask yourself "Did I carry the Al-Anon message of hope today."
Facebook groups are not really closed or hidden. You can still see the group name and the people. A 'Private' page is different.
The media is changing so quickly. It's our job to protect the AFG name.
When doing PO we are "inviting people to have a conversation with us."
In their PO WSO are going back to using the term 'Alcoholic' not 'Problem Drinker' after recognising that people don't search for solutions to 'problem drinking'.

Keeping AFG – AFG
Co-operation (as mentioned in the Traditions) means working together for mutual benefit.
We are very clear in that within our meetings our topic is about Alcoholism in a family or a friend, the 'other' things are outside issues.
Eg: drugs: you are welcome to be in our meetings and listen, because perhaps you'll identify.
"This is what we talk about."
"Be prepared that the discussions are about alcoholism in a relative or friend.
"Come and listen."

Ask dual members to look at the 20 questions, then tell them that is what you talk about. Come to six meetings, focus on this in your sharing. (Pinky from India)
Read 'diversity' in WSC booklet.
Acceptance and tolerance is key.
Focus on love, compassion and understanding.
Use pamphlets: The Al-Anon Focus (P45) – Al-Anon spoken here (P53).

How to Encourage Group Members into Service
Attract them: make it fun and exciting!
Live the 3 legacies
It starts with good Sponsorship
Service is part of working the steps. – It's not separate.
Challenge people to face their issues in their life through service.
Service touches your wounds
Don't be a sitting member = someone who just sits in meetings. Be an active member.
Volun-tell people into service. (I was volun-told to be Board Chairperson) LOL
Share roles for fun and for succession planning.
Say "come with me, I'll show you how."

Inspiring and supporting Group Members to Participate in Public Outreach
In the UK their PO is mostly from AA. (up to 2015)
Now – (2016) it's from the internet.
In the UK they have a full time employee who deals with PO. They also work with the PO committee.
They have a PO newsletter that goes out quarterly.
Every two months they have a PO suggestion.
They make their own PO magazine – it includes testimonials from professionals.
They hold an information day for professionals at their GSO.
They participate in conferences during 'Alcohol Awareness Week'.
They have had members of Parliament say 'I'm ACOA" so AFG springboards off that.
They have PO stands at medical conferences.
Leading by example – let it begin with me.
We need to encourage and support members who share in PO.
Create a business card for AFG to keep in your wallet and handout to people.
The UK members website is for anyone – just click 'yes'.
Give a PO pack to each group.
Use the pamphlet 'understanding ourselves and alcoholism'.
Tell speakers to talk from the checklist in the pamphlet.
Train your PO people.
Use the 20 questions as a key resource when dealing with the public.

AREA LEVEL:

Encouraging Members into Service
A member shared that as a Trustee she gives the Area Delegates a guide of what is super important to take back to the GR's.
Another member shared that they work alongside people coming into Area service to simplify the description of the role so that it doesn't look so scary.
Be sure not to talk negatively about service. Don't pass on negative stories about Groups and Areas because this is the opposite of encouraging.
Detach from any emotions that may come up in difficult moments.
Sleep on it.
Attract people – make it exciting and fun.

Have TEAM events for Area members to participate in = this sees a growth in people in service. It also strengthens and invigorates those already in service.
Ask the Trustees to share in the messenger.
Remind your sponsees to 'give back' through gratitude.
Members in service don't appear out of nowhere. We are nurtured. It's like gardening. Little and often… we get encouraged.
Think about how you can nurture a member into service.
Another delegate shared that in working the steps we learn how to look at our feelings, but in service we learn how to look at the facts.
Share the benefits that I received from doing service. Otherwise members don't get the whole picture. Eg: Service is healing.
The last meeting at a Convention is a panel of GSO/Trustees sharing about service.

NATIONAL LEVEL:

Strategic Plan
Get strategic plan goals up on the wall where you can see them.
Lead an evaluation to assess the performance to planned outcomes.
Strategic Plan priorities:

1) Increase visibility
2) Empower our fellowship to be vibrant, inclusive, flexible.
3) Achieve viable future.

Have an alternate/deputy General Secretary for succession planning.
At Conference lead a gallery walk for Delegates on the Strategic Plan.

Purpose/responsibilities of a GSO
Some structures have only virtual offices with no physical office.
They have no phone but use email.
They store their literature at a warehouse at each end of the country.
Others store literature at the printers.
One member has a small amount of literature at her home to fulfil orders.
The WSO has a Digital Strategy Manager (it is a new role) This person looks after websites and ebooks etc.
The WSO has 48 paid staff.
Members in Spain are busy digitising their archive at the Madrid GSO.

Pricing of Literature in maintaining self-support
In Australia 25% of AFG revenue is from literature.
The bottom line is that a GSO needs a certain amount of income. So focus on that.
What is the total amount we need… how do we price our literature to help us achieve this goal.

Practicing Sound AFG Service Using our Principles
Get an email address for each group in NZ – the GR looks after it (for their 3 year term).
The USA looks at succession as 'the needs of the office'.
Evaluation of jobs…made new job descriptions to evolve with the times, new interview process also.
USA use Not-for-profit consultants.
USE stopped sending free Forum subs to groups. They saved 100K and increased sales by 43%.
USA create easily digestible presentations on things like finances.
USA: we focus on 'education' by explaining to members what our services are. What our 'service arms are'.
Then they have an overwhelming response.

Talk about and explain what it costs to provide services to groups.
Make it visual. Eg: where does your donation $$ go? It goes here: show them.
South Africa also educate the membership on exactly where the $$ goes.

Worldwide Diversity/Strengthening Our Growth
I found this workshop in particular really inspiring.
These are my thoughts:

- "We don't speak the same, but we share the language of the heart."
- "Before AFG I was alone in my head – then in AFG I thought I was alone in service, it turns out me head is still telling me the same old lies. IAGSM has shown me that I am never alone in any corner of the globe."
- "Meetings opened my heart and service opened my mind."
- "The alcoholic puts me down, al-anon lifts me up."
- "My disease says *no I can't!* – but my recovery says *yes I can!*"

Understanding of Spiritual Principles Through Service as an IAGSM Delegate
Courage is a spiritual principle.
Trust your Higher Power.
Share your spiritual principles with other members.
Let go of perfectionism: "My best is good enough."
Start out with fear…I don't have to have all the answers, or know everything… then grow from there.
Get out of my comfort zone.
Ships were not built to stay in the harbour.
Ask is it impossible or possible? Am I willing?

POST IAGSM ACTION PLAN *(updated as at October 2017)*
Write Messenger sharing on IAGSM event from Rome - Done
Write the Board report on IAGSM - Done
Write the IAGSM brochure for Delegates/Areas - Done
Deliver/present IAGSM presentations/workshops to interested Areas – Done x 2
Discuss and implement Strategic Plan - Done
Get Strategic Plan up on the wall at Board Meetings - Done
Suggest an Alternate General Secretary as a role to the Trustees - Done
Ask for our Messenger to be sent to Australia again - Done
Email Debbie to get a WSO Presentation sent through - Done
Write sharing on IAGSM for Italian magazine - Done
Suggest GSO/Trustee panel to speak at future Conventions - Done
Suggest Trustees each read an IAGSM paper for Board meeting – Done
Suggest Delegates Gallery walk on SP at Conference – progressing
Implement National PO plan with sole national focus eg: Convention/AA or Doctors & hospitals - progressing

Thanks for reading my IAGSM report. I hope it sparked some ideas or new awareness for you.

If you have any questions or want to know more about what you have read here you can email me on sallyannnz@gmail.com

Workshop 3: Public Outreach Workshop, Conference 2017 – Sally-ann M

Interim National Public Outreach co-coordinator Sally-ann M ran this workshop.

We looked at and discussed the results of the Public Outreach Survey answered by the Area Delegates. We learnt that more people are engaging in using the PO tools than previous years.

Credibility & Name Recognition

Our goal as a fellowship is not only to carry the message, but to ensure credibility and name recognition for AFG NZ. We need to work together to do this. For example: Our name is AL-ANON FAMILY GROUPS not AL-ANON. Al-Anon Family Groups is our full and correct name and the name we need to be using for all external conversations about ourselves. In writing I use AFG as they are our initials. Just like AA are the initials of Alcoholics Anonymous.

Making it easier to find Al-Anon Meetings using identifiable and easy for the public to recognise signage is important. We are happy to finally have and be using a consistent visual identity that helps us with name recognition and credibility.

A meeting in Auckland has the 'directions sign' (or the "When you don't know where to turn poster") permanently fixed to the wall with the meeting times. This is a fantastic initiative. The meeting sign being used in this way becomes a piece of public outreach as it is there 24/7 for everyone passing by to see:

Ideas and inspiration

We reviewed the ideas generated from the Delegates at Conference 2016 and received a progress update and looked at what the national PO focus is next.

We looked at what is happening with PO in America as an example of ideas for the future:

We shared an Area 3 experience about PO and radio. THE BREEZE also THE SOUND have FREE community notices spaces on air. This is not for profit community notice can be used by AFG for free. The radio station records it using their own people and tools, they make the ad at no cost to us. The ads are most effective when they tell the public about an event happening. You can email them your meeting information because a weekly meeting is an event. Each Area needs to email the local radio station. As each local radio station must promote local content. *(there is more information about this in the Area 3 Delegate's report including the script that the radio station in Area 3 used.)*

THE BREEZE website has a template on their website it's easy to fill out. It would be great if every meeting in NZ contacted their local Breeze and told them the date, time and information about attending 'a free, confidential meeting near you.'

Question from the floor:
Can we continue to use the radio in my area?

Answer
Yes of course, it is not double headed management. You can use radio however you like in your Area.

Business Cards
A member has printed and is handing out Al-Anon Family Groups business cards that they have made themselves using the online Al-Anon PO tools. Please feel free to do the same. They have created a "how to" instruction sheet to teach us all to make our own Al-Anon Business Cards. *(this sheet was also given out to Delegates)*

HOW TO MAKE AFG BUSINESS CARDS:

Use your computer, not smart phone or tablet.

1. Go to Al-Anon NZ's website: https://al-anon.org.nz
2. Click on Members links (right side of home page)
3. Type the given password in box, click "Authenticate"
4. Click on "Public Outreach"
5. Click on "Al-Anon Road Signs Posters"
6. Download (by clicking on) "Road Sign Poster 1" / right mouse click to "save as" / save to Downloads folder (or another place where you can find it on your computer)

Now you're ready to Google to find a business card production company.

Without recommending this organisation, I used Vistaprint as they had a special rate (it worked out about 8c per "deluxe" card; or $8 for 100 cards). It was also a very quick turnaround. I've just now ordered a further lot of "standard" business cards for around 4c per card.

To use Vistaprint, I simply followed the online directions and chose "Use your complete design" which underneath said "Already have a design? Upload it and we'll print it". When you're ready to upload the image onto your business card, find the file in your saved folder. The filename is *al_anon_family_groups_road_sign_poster_nz1.jpg* and it's 2.4MB in size – so it is a lovely, clear, high resolution image.

If you'd like to personalise the reverse, you may want to include your first name and phone number

or email address. If you do this, I recommend honouring our 11th Tradition and leaving your surname off this "press" item. See an easy to understand piece on personal anonymity on page 5 in the P790 "The best of public outreach" – a link to this booklet is in AFG NZ website, https://www.al7anon.org.nz/public_outreach. If you have any questions, please feel free to get in touch. Renée / nzkiwirenee@gmail.com Area 3 Member, Al-Anon Family Groups

Survey

Looking again at the results of the NZ Drug Foundation survey (we looked at it in 2016 also) it is clear that most people are going to the medical profession or AA for help therefore it makes sense that we pool our resources (time, energy, money, man power) into these initiatives.

Addiction events

Cutting Edge is an addiction convention that moves around the country- this year it is in Wellington and the theme is: "Addiction is everybody's business". We can be involved by having a stand AA, OA and NA were there we want to be there. It costs $1200 and we have a national budget of $2000. You can also be sponsored to attend as a delegate like a scholarship, where we wouldn't have to pay the fee. We have applied for this as well as paid for a stand in the exhibition space. We will write a report on this event to present at the 2018 conference.

The 2018 Cutting Edge event will be held in Rotorua.

Australasian police event has been sent information but they replied by saying that we would not be appropriate for their event.

AA Convention 2018

National Convention for AA this is a great place for us to have PO. We will have a stand at the open meeting on the Saturday night of the Convention Te Papa with "attractive" posters & banners as well as welcoming Al-Anon members to host it.

NZ poster of a child in a bottle image (has been made like the South African theme that has been gifted to us by South African Fellowship). We have made our own image and will launch this at the upcoming AA Convention. Two models have been paid and the legalities around contracts have been followed with thanks to a trusted servant with legal expertise.

Email sign off for outreach

The Area 3 Public Outreach co-ordinator has created a publicity email sign off for her emails for outreach. It looks very professional and aids in credibility and name recognition. She is using the word 'publicity' as the general public do not understand the phrase "Public outreach" which is essentially jargon. On the email signature there is also a link to the NZ AFG website via the email sign off. I encourage all PO officers to do the same.

Here is the email sign off example:

Kind regards,
Lynne

Publicity Coordinator
Al-Anon Family Groups in the Wellington Region

Al-Anon Family Groups
Help and hope for families and friends of alcoholics

Google AdWords
Right now National PO is focusing on Google AdWords. This is part of your normal Google search function. When you search you can pay to have our AFG website link come to the top of the Google search. We have discovered that we can hook into Google AdWords NOT FOR PROFIT on a scholarship basis.

Free stuff!
Some of you may be concerned about AFG accepting 'free' advertising spaces. I understand.
Free stuff! How do we deal with this? Please read and study Pg 97 of our service manual titled: Discounts and Services." The gist of this being that: "if the discount or free offer is routinely available to other Not For Profit groups then we can accept it, if the discount is solely for Al-Anon then we cannot accept it".

Share your successes and your struggles and with others and the group use the service manual on page 97 if your group needs clarity around free advertising. We are categorised as a NOT FOR PROFIT.

Anonymity
We ran through a helpful group exercise with the aim to address anonymity and public outreach addressing: How do I tell someone about AFG and not breach the traditions?
We paired everyone up and took turns. The first person was asked to turn to their buddy and explain that they do publicity for a NOT FOR PROFIT Group called Al Anon Family Groups. At no time does the person state that they go to meetings themselves, just that AFG exists.

We then work-shopped another way to let the person know that AFG exists but without giving away our personal anonymity:
Acting out the scenario with another person "I got this business card from my Doctor, it's for a support group for people affected by someone else's alcoholism, maybe you can look up their website for more information?"
We all took turns talking about AFG WITHOUT saying we are members.

It is important to remember that we should be carrying the message not just to people we think need a meeting themselves but to "others" as is written in Step 12.

Results of the 2017 Delegates PO survey:
Every area is participating in PO – we scored 9/9!!!
5/9 Areas have a Public Outreach Co-coordinator
1/9 has an Area committee (this is progress from last year)

My favourite PO tool is: Pull up banner x 3, Institution meeting, Road Sign x 2, AA assembly, Area Made PO packs.
Statistics of my area using the NZ Road sign group. Some: 3, None: 1, All: 5, What are these: 0 (big improvement on 2016)

How are members are using these tools?
Pull up banner, making a flag for outside the meeting, community billboard, posters, at meeting venue, at police station, at drug courts and treatment centres.

We talked about the importance of displaying signage on how to get to the meeting at the meeting venue as most meetings are held in the back rooms of churches and can be hard to find. We need to make it easy.

I've read the P90 – the Best of Public Outreach: 6/9
Best PO idea from the P90: members love the consistency of branding, radio broadcasting ad, pull up banner, open speaker meeting, AA assembly, treatment centres. Poster holder found in a gallery shop.
The most successful PO idea I've ever seen was: the Pull-up banner, Open Speaker Meeting, Participation at AA Assemblies, CADS, Treatment centres, Toilet Door campaign.

We also looked at a more achievable list of outreach ideas for Groups and Areas:

Public Outreach CALENDAR
January
The Annual AA Convention participation. AA is our biggest & most effective potential new member source to reach friends and families of alcoholics. Ask how you can support the Convention PO team.

March
4th March is Lois' birthday – leave literature in strategic places in the community: Doctors' offices, women's refuges, waiting rooms, cafes etc…

May
In 1951 Lois & Anne unify the Al-Anon Groups across America. NZ Areas are encouraged to host an OPEN meeting in honour of this anniversary and invite the public, professional, medial institutions, doctors and the media. Lets make this event an annual nationwide event that is attractive and helps raises credibility and name awareness of AFG as a community service.

June
On the 16th of June it is the Anniversary of AFG NZ beginning in Dunedin – this is a big media angle and we can tell our stories to magazines, letters to the editor, on the radio in all kinds of places if we work together.

December
Holiday Season. A first person interview and a poster campaign would be ideal with billboards and posters perhaps in cafes attracting people to our message of hope.

The PO workshop was informative, interesting and sparked great discussion and sharing of PO successes and struggles nationwide. Feel free to invite Sally-ann to your Area to present this workshop to your members at an Assembly or perhaps your Local Area Delegate could run their own version of it?

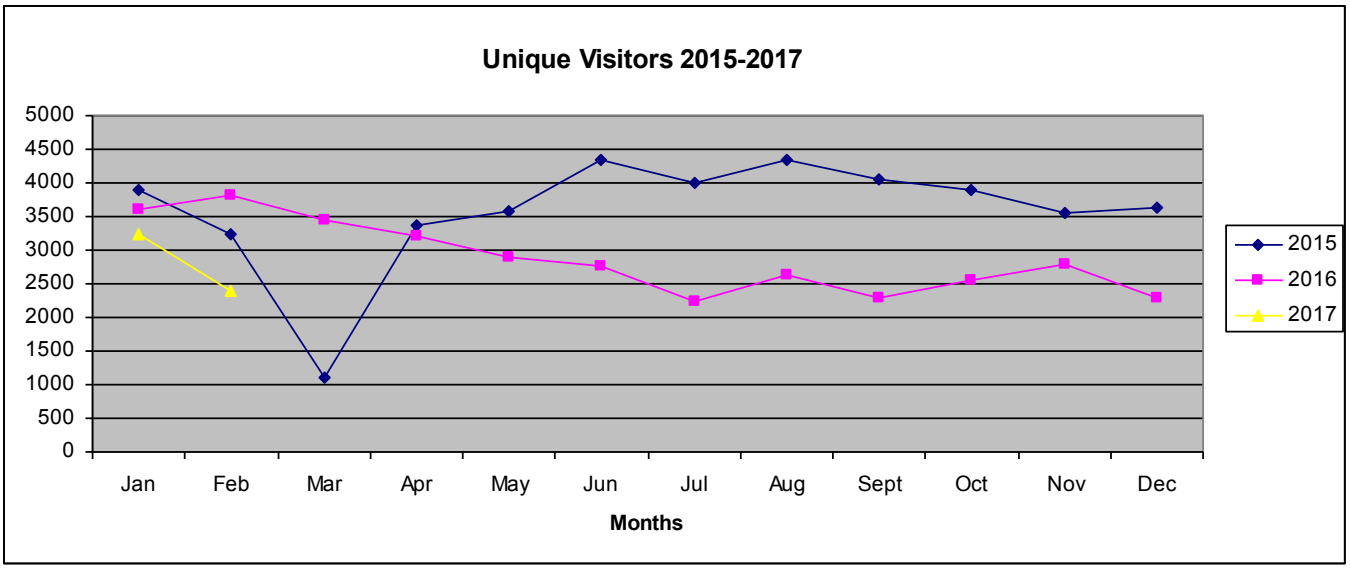
Website Review – Rana S

NZAFG Website Update, March 2017

Statistics

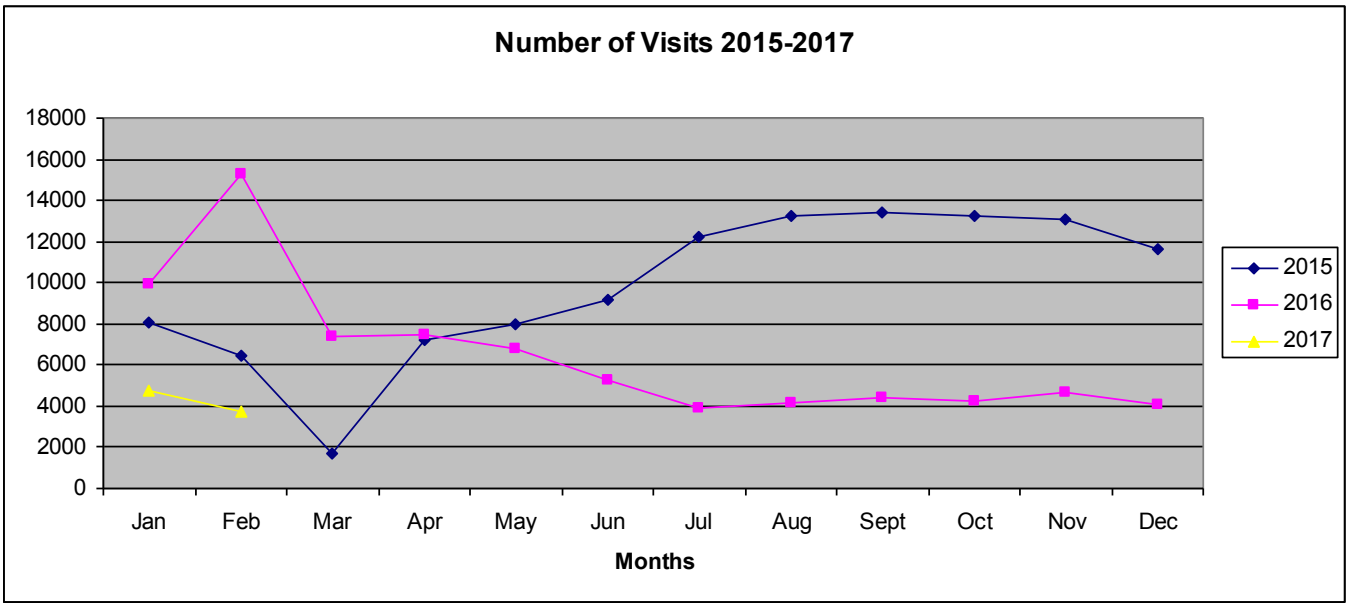
As promised here is a graphical representation of the number website statistics. Please refer to the Appendix for the full data set (retained for historical purposes).

This graph shows the number of people that visited the website, whether that was once or more than once, they are only counted once:



As previously reported there was a decline of unique visitors over 2016, but January/February 2017 is increased from December 2016 but is lower than January/February 2015 and January/February 2016. While this is concerning this is still on average 2800 visitors to the website on a monthly basis.

This graph shows the number of visits for a month, so one person might visit the website five times in the month and that is five visits.



The number of visits here is showing exactly the same as the unique visitors, a decline in 2016 and January/February 2017 is up on December 2016 but lower than January/February 2015 and January/February 2016.

Over the 2016 year there is evidence of a gradual increase in the number of robots, currently this is not impacting the statistics and seems to be causing no harm.

Further detail shows the top four originating visitors by country are New Zealand, China, Russia and the United States, it worth noting that New Zealand is always in the top four.

Content & Maintenance
The content is largely up-to-date; we now have two members maintaining the content which will hopefully also improve its quality.

The inclusion of SSL/HTTPS this has not yet been applied (as reported last meeting). Additionally some changes are now being worked on to change the way the membership section works, primarily to make it easier for the fellowship to access the PO content easily (it will be more inline with the WSO model).

Future Workload
The following are items that represent future possible changes:
1) Long term the potential for a "mobile" version of the website would be good. This would be aimed at those who really only use mobile devices and are looking at trying to find a meeting (now!).
2) Use of other domain names (eg www.al-anon.kiwi)
3) Possibility of a QR Code
4) Consider a donation button on the members' page and the use of something like "PayPal".

Appendix

The website statistics for 2017 to date are as follows:

Month	Unique visitors	Number of visits	**Identified** Robots
Jan 2017	3246	4751	40
Feb 2017	2407	3725	36

The website statistics for 2016 to date are as follows:

Month	Unique visitors	Number of visits	**Identified** Robots
Jan 2016	3604	9942	
Feb 2016	3812	15275	
Mar 2016	3440	7383	
Apr 2016	3199	7435	27
May 2016	2904	6793	31
Jun 2016	2754	5281	32
Jul 2016	2242	3,869	39
Aug 2016	2642	4,181	38
Sep 2016	2284	4,440	36
Oct 2016	2546	4,246	43

Month	Unique visitors	Number of visits	**Identified** Robots
Nov 2016	2785	4,631	45
Dec 2016	2295	4,073	40

The website statistics for 2015 for comparison are as follows:

Month	Unique visitors	Number of visits
Jan 2015	3903	8084
Feb 2015	3243	6451
Mar 2015	1107	1675
Apr-15	3378	7232
May-15	3577	8010
Jun-15	4334	9153
Jul-15	4010	12199
Aug 2015	4349	13279
Sep 2015	4046	13388
Oct 2015	3889	13270
Nov 2015	3541	13103
Dec 2015	3628	11661

On average there are 3000 unique visitors per month to our website. The website is our best Public Outreach tool. The visitors per month include those from other countries and we will look at trying to isolate those from NZ (but this will be a future project).

Sections of the website like the 20 Question Quizzes can be very useful for newcomers, to help them determine if they have been affected by someone's alcoholism.

There are many resources on the website for groups and members to use. If you need a correct copy of the Steps, Traditions and Concepts, you can copy it directly from the website. The NZ Service Handbook is available to download.

Delegates please ask that all groups keep NZAGSO informed of changes to their meeting details (and make sure the groups are annually registered) and NZAGSO will keep the website up to date. It is vital this information is correct so that newcomers and visitors can find your meeting. Area Delegates please push that your groups are responsible for getting this info to NZAGSO – think Concept One: "The ultimate responsibility and authority for Al-Anon world services belongs to the Al-Anon groups".

Similarly there is a calendar of events on the website, please email your Al-Anon event dates to the NZAGSO so they can be put on the website (instead of expecting the Office Manager to find the dates by trawling through each Area's minutes). When communicating with NZAGSO please make sure you are using the correct address office@al-anon.org.nz.

Question: Can we still have local numbers on the website (with the changes to the toll free number coming)? I think people will still want to call a local number not toll free number.
Answer: It is best if you address other telephone numbers at your local level.

Question: Are the downloadable PO files small enough to go on an iPad?
Answer: Yes. However if you have a problem there is no harm in giving your printing agency access to the necessary section of the website.

Workshop 4: Our Members – Our No.1 Resource – Robyn M

Conference Preparation: This is the 4th in the Abundance Series of workshops.

He aha te mea nui?
What is the most important thing?

He tāngata,	He tāngata,	He tāngata.
It is the people,	It is the people,	It is the people.

This workshop looks at our membership. We are working from the Inside Out - a sound spiritual practice in Al-Anon.

These are some questions we will consider:

Please think about them & read the references below.

? 1. What would Abundance of members look like in AFG NZ?

? 2. Are we committed to the vision of AFG NZ we created at Conference 2009?

? 3. What practices could we identify that demonstrate a healthy thriving Group?

? 4. What would we see in an Area that demonstrates thriving healthy Groups?

References:

- AFG NZ Conference 2008 Summary – Pg. 34, 35, 36: Membership Survey 2006
- AFG NZ Conference 2009 Summary –Pg.4 & 5: Future Vision Planning Al-Anon 2034
- AFG NZ Conference 2013 Summary – Pg.5 & 6: Vision Planning Trial Review- Planning for Abundance
- World Service Conference Summary 2015- Pg.63, 64: Practices that demonstrate a Healthy Thriving Group
- World Service Conference Summary – Pg.65, 66, 67: What do you see in your Area that demonstrates thriving healthy Groups?
- M44 Card – Al-Anon Is / Al-Anon Is Not
- Al-Anon Alateen Groups at Work 2014-2017- P24: Group Business Meetings – Pg.51, 52, 53, 54, 55.

Our Members - Our No.1 Resource is the fourth of a series of five Abundance workshops that NZ AFG made the decision to hold at our 2013 Conference.

The first was Abundance - about Fun-draising; the second was Abundant Resources in Al-Anon; the third Communication - Our No.1 Recovery Resource.

Purpose:

1. To discover what an abundance of members might look like in NZ, to create our vision of that.
2. To look deeper to find the spirit that we share in common.
3. To discover the nature of a fellowship that has people come to belong.
4. To discover practices that support the growth of healthy thriving groups.
5. To discover practices in Areas that support the growth of healthy thriving groups.

Top Tips:

#1: Not planning for abundance is planning for scarcity without the choice

Robyn: Growing up in an alcoholic home, scarcity was my automatic default position. If there is no abundance, there is no choice – only scarcity.
Alcoholism (and being affected by alcoholism) is a dis-ease of relationships, and my relationship with money was one of scarcity.
In our home we'd hear words like can't afford, haven't got enough, can't go there, can't do that, need, bills, expenses.
There was no choice on the table – just scarcity and no possibilities. That is how it was.

Then I came into AFG and slowly but surely, bit by bit, denial began to crumble away as I began to work the steps. I built a relationship with my Higher Power & bingo! Something called Faith showed up.

My language began to change.... in my home, my children began to hear things like income, what would we like, what would we like to do, let's plan to, we can, and when shall we – plenty of choice. Instead of expense there was investment. Instead of I don't know there was let's plan it, let's budget for it. Life looked different. I began to l**ook for Abundance**. Then I began to **see Abundance**.

Living in active alcoholism, scarcity takes choices away. After working the steps, denial crumbles away and change began. For example: budgeting and planning which created the desire for, and a focus on, abundance. Scarcity encourages fear and lack of faith. Working the steps helps us come to believe. Faith in a God of our understanding grows and we have gratitude for what we have.

#2: Members - our first things first

This workshop looks at our membership - **our fellowship** - today & tomorrow. Our members are our first thing first – our no.1 resource. In fact, **our members are all we have**. We will work from the Inside Out – a sound spiritual practice in Al-Anon Family Groups.

#3: Al-Anon is a fellowship

Al-Anon/Alateen Is/Is Not Bookmark (M44). AFG is a fellowship, not an organisation. What is the difference? Common purpose, spiritual programme, flat service structure, equal power, authority balanced by responsibility, unity of purpose, single purpose, each has the same reason for belonging. Everything in Al-Anon is intentional. Nothing is random. We guard our principles. They are what we rely on.

We are known to each other. We are not anonymous inside our fellowship. Anonymity is at the level of press, radio, films and TV.

Group goals might include regular business meetings, group positions all filled, rotating service, contact between meetings, social get togethers. Focus on sharing on topic, sharing solutions, providing phone numbers. What about temporary sponsors?

Group culture is important, including around building healthy financial and service Tradition 7 contributions, balancing welcoming the newcomer but not overwhelming them.

Using the Handbook to aid group structure, regular inventory, and quality, loving-focused conscience decisions at the business meetings. It's very healthy to have some dual members (structure is defined so they can't dominate – see "Dual members in service" in members section of AFG NZ website), mixture of old-timers and newer members so the newcomer hears different experiences.

#4: Abundance of means plenty / ample – not just what we see possible

We have no idea what's possible - for ourselves or our fellowship. In 2009 we created a vision where *Everyone Everywhere knows Al-Anon Family Groups*. On the chart – the year is 2034. We looked at What - When - Where - Why - How. In 2009 we had 90 AFG groups and six Alateen groups. Then, by 2034 more than 250 AFG groups & more than 100 Alateen groups. This was created by looking at the future - estimating and making predictions. Note bigger numbers. So more groups = more members.

It's now 2017: we have 91 groups; 88 AFG & three Alateen groups.

Members – we have around 655. This tells us where we are now. Are we willing to commit to the 2034 vision that **WE** created?

The answer will be "no" if we ask is that possible? Why? Because we have no idea what is possible. So we envision first and do the "how to" after.

Are we willing to commit to the 2034 vision that **WE** created?

#5: Questions before answers (how to grow our fellowship)

We answer by envisioning or imagining. A suggested "How To" to grow our fellowship: a three-pronged strategy: Past, Present and Future. Past - we re-attract people back into the fellowship. Present – we practice attraction or be attractive – right now. Future – we attract.

#6: It's all about the gaps (the gaps are where the growth is)

#7: Connecting the dots (e.g. pop up groups where the gaps are)

What connects people? A new AFG!

PopUp Groups:
The concept is to bring an AFG Meeting to the local community and at the same time providing a PopUp TopUp meeting for the fellowship.
Look for meeting location gaps; have a core group of members willing to support it; make a minimum time commitment; ensure good venue and communications / publicity; funds; signage (during the meeting and, if possible, still have up when the meeting isn't on); group kit such as banners, books, tea, coffee and decide on a name and meeting format.

#8: We leave no-one behind

In the alcoholic home someone always gets left behind – left out.

#9: Diversity of people expands our recovery

Consider that it is our differences that expand us – personally, our Groups, our Areas, at our events & across NZ AFGs. This happens when we share with each other. Although we listen for & recognise the similarities, it is the differences that require us to develop tolerance, acceptance & inclusivity. This strengthens & expands our fellowship.

Listening exercise:
Person A outlines a relationship problem. Have a conversation where person B acts as person A while person A acts as the person they have the problem with. Person A tries to resolve or bring harmony to the relationship **without making the person wrong**.

Then swap so that person B has the problem & person A plays their part.

#10: Inside out (before recovery it was all about looking good; now we work from the inside out)

#11: We all need each other in order to recover

If we look for the things that draw us together – common interests, common beliefs, common goals – then we will have a resource for strength. This allows us to place principles above personalities & to find peace within ourselves & within our fellowship.

#12: Abundance can change our minds

Did you change your mind about your 'problem' person when you did the listening exercise? Who saw their person in a different way?

Not living in fear helps decision-making. Changed attitudes aid recovery. Abundance and changed attitudes makes everything look different and changes behaviour.

Spiritual Sharing – Joan

Today I will tell some of my story of who I was and who I've become.

To all intents and purposes, my childhood was normal. I grew up as an only child in a house of adults. With siblings 8, 10, and 13 years older than me. We lived in the middle of suburbia completely isolated from everyone else. No one called in at the house unless invited and that wasn't often.

It wasn't life with the Walton's or the Rafters, we had to behave and if we didn't then we were given a hiding with a leather dog collar. Or if it was really bad my father would pick me up and shake me, apparently he didn't want to hit me, but the effect for me was far worse than being hit.

There was no alcohol in the house my father forbade it; my mother was religious so alcohol was a no go until my brothers were in their early 20's. While alcohol was not our family's drug of choice, work and food was. It was considered great if you worked hard and achieved things by working with your hands. Food wise we could put on a spread that made our huge dining room table groan. Those days were good days.

We all got a similar education, which ended when each of us turned 15 and we were sent out into the work force. Our parents could not afford to keep us at school. Three of us should have gone on to university. My headmistress wanted to try to get me to stay at high school and I was so scared I'd get a hiding I pleaded with her not to phone my mother. So there I was at 15 an average shorthand typist out in the world, and not very streetwise. I had been a very timid child and now in my teens I wasn't too keen to take too many risks either. Fear, anxiety and gloom were things I saw on a daily basis.

It wasn't all bad in those days; there were friends, and some fun, and trips to the movies now and then.

My paternal grandfather used to come and stay with us periodically, and the tension in the house could be cut with knife when he was there. He was always kind to us kids and remembered our birthdays. He was a WWI veteran who had had some shellshock (PTSD) and now had Parkinson's; he was old before his time. I just wanted to go and hug him and make him better, little did I know then that I had just picked up my first alcoholic. Some 30yr later my father disclosed the effects of his father's drinking and the damage that did to him. It helped me to begin to understand just how cunning and baffling the disease was.

I have this little sign on my head that says, sympathy and comfort offered here, which is not a bad thing; I was so desperate for the promise of a crumb of love I chose unwisely out of desperation.

Because I am who I am with my background, I married not one but three alcoholics. My parents insisted on the first marriage – and I jumped at it in order to get out of home. It was out of the frying pay into the fire of an emotionally abusive relationship that I was too frightened to move out of for fifteen years. The second alcoholic was the great love of my life; he was my indecent obsession, my Grand Passion.

I had met him many years earlier and did not have the self-knowing or honesty to be with him then. I was going to save him, make him whole and we would live happily ever after.

We were together for 8 years and I learned a lot from him. I learned I needed to go to Al-Anon that learning took up to four years to sink in. He wasn't violent, or mean, but he was drunk all the time, so much so it was hard to tell when or if he was sober. He used to think the weirdest of things at times too. I got heaps of counselling, after all, I should have been happy in this marriage but I was not. Several counsellors gave up on me entirely; I was so focused on getting someone else to get him sober without telling him, that I could not see the facts. I read a book (not Al-Anon one) and realised that I was enabling him to drink and I did not want to be responsible for that. I phoned the number I'd been holding for a year and asked the lady who answered if Al-Anon was still going, she sighed in a tired way and said yes it is. I was at a meeting the next day. I told my work I would be having a longer lunch hour once a week and why, they were supportive and kind.

So began what was to become a 30-year journey in learning new ways of living and doing things. In the first six weeks of meetings, something changed, I was calmer, I could think better and I felt better. I spent a lot of time trying to figure out, that if I said this or did that, then he would x, y or z. There was a lovely woman in my meeting who talked about the obsessive need to tidy the garage, which was her husband's domain, and I understood her completely, here was someone who told some of my story. She inspired me to keep coming back and I could not wait each week to hear what she had to say.

After a while in meetings I realised I couldn't stay with this man any longer. I adored him but living together was making us both physically sick and I made the hard decision to leave. He was an absolute gentleman about it. It was one of the hardest decisions I have ever made, I will always be grateful to him for all I learned from him and all he gave me. When he died at the age of 67 – 8 years later I was privileged to be able to organise his funeral so my sons and I could grieve and we could have some friends around us.

At the time I left my second husband I'd been in Al-Anon a couple of years and thought, well I'm not living with an alcoholic I didn't need to go to meetings now and didn't go for 18 months. During that time I picked up my 3rd alcoholic. Neither he nor I knew he was an alcoholic at the time, but the signs were there and he got into recovery so it was all going to be okay. He went to a rehabilitation centre in the South Island and I got to come along for Family week. I arrived with an A4 page of his character defects; he had a whole lot of things to change about him to make ME happy. The counsellor looked at me sadly and said, this is going to take quite a long time you know that don't you? Me being me, agreed even though I didn't' really agree.

These events saw me getting a sponsor, and going back to the meetings regularly.

My experience at family week had shown me that alcohol not only kills the alcoholic it kills the family members too. Family members put under extreme stress of living with a drinker often suffer from PTSD, heart attacks at an early age, cancer and a whole lot of other stress related diseases. Despite this head knowledge I still didn't get the programme fully. I was in Al-Anon 7 years before I realised that unless I got my head into my books, and started treating this programme as a way of life I wasn't going anywhere except to an early grave. That's when real changes started to happen.

My home group wanted an alt Group Rep and me being me, wanting to please people said yes. Little did I realise that within a month I would be the Group Rep and not really have an idea of what I was doing.

Like other members I went through what I called the "Halleluiah phase" and drove friends mad by telling them what was wrong with them and that they needed to go to Al-Anon. I tried this on one or two newcomers to the group as well, strangely, they never came back our meeting.

I went to the Area meetings with my group members and before I knew it I was asked to be the Area Chair and the Area Delegate. I said yes – of course. I know you are not supposed to say no to service, but an immediate yes isn't always a good idea either. I think I was a bossy bag as Area Delegate, I had no support or help into the role, and I thought my role was to help other groups, so I'd suggest things, some were polite enough to listen and one other group, who were not too happy in the first place became even less happy.

The Area itself had a lot of problems with dominance and lack of cohesion, so the Area Committee and I set out to mend bridges and get all the groups in Palmerston North, New Plymouth and Wanganui together. It was a rough road, with dominance prevailing at the meetings. It took a couple of years for us get some calm and some laughter happening, and eventually things settled down. The car trips across the island were filled with laughter and camaraderie; no matter what happened at the meeting there was always something that we could laugh at on our 3-hour drive.

We were the original committee that started the Forest Lakes Serenity weekends too. I'm pleased to see they are still going today. In that time I learned a lot about the programme and even more about myself. My home group decided we'd do the steps and it took us about 18 months to get through them all. The Traditions were just becoming fashionable and the Concepts, we knew nothing of. So I was keen to do more work, I was hooked.

I went to my first Conference as a Delegate and was amazed by the people I met. There was conflict within the Board members and it showed through at the Conference table. The following year, thankfully things were a lot better. Each year I was so happy to be there to reacquaint myself with people I'd seen the year before. I got to see Al-Anon on a whole different level. I was asked to go to GSO and couldn't see why I would want to do that, who wants to go and see an office? I went because I had to and came away amazed at the resources that were available. We were only a little group in Palmy and we didn't always get info from GSO, none of us knew about the treasure trove that was GSO. This fuelled my enthusiasm further.

Alcoholic number three was stumbling through his recovery and gave me ample opportunities to practice the steps and the traditions. He did not drink again; instead he went to a couple of other addictions by way of coping with life. His behaviour fluctuated from very good really awful. At which time my behaviour and mood plummeted too. Life was still rather black and white those days.

I learned about keeping silent, about not making a fuss over some things. I learned to be patient. I had not quite let go of resentment in those days. He did things to annoy me as he thought that was funny and I had to learn not to react. I could only go to meetings, read my readings and talk to my sponsor and others. Over a period of years I realised that loving someone did not make them trustworthy and time and again he demonstrated this fact. I had to make some tough decisions. I had decided to stick around at the beginning of his recovery because I'd learn some things about myself. Now I was faced with leave or stay. I chose to stay for the same reason as before. I knew that if I left, even still staying in Al-Anon I could relapse into a horrible mess. It was safer to stay. Our 25 year marriage was not all bad; he could be kind and considerate and had a good sense of humour. We were well matched that way. Every time he relapsed, I had to pull myself up and focus really hard not to get sucked into the vortex of chaos that ensued. My meetings and readings and my sponsor all played a key role in me keeping my sanity. I learned some strengths that I didn't know I had; I also learned to be courteous and considerate and kind to someone who was not behaving well. I prayed daily for detachment.

While this was going on I was asked to be on the Board as Conference Chair, which I did for 6 years. I learned an awful lot about Al-Anon on a National level and an awful lot about myself as well.

When I was diagnosed with breast cancer, my husband said, 'this is not the first time this has happened to me meaning himself' I was stunned, we had had two family members die of cancer in the preceding years and that was difficult for everyone. He could only think of himself, he was incapable of grasping the fact that I needed comforting. Looking back I can see that he did the best that he could at the time. I am grateful that he stepped up and took me to appointments and treatments. I have friends in the fellowship who also stepped up at this time and to them I will always owe a debt of gratitude.

I never really believed I was loved until this happened. This just shows that good stuff can come out of bad.

In all the time I was sick I really only missed one Board meeting – I was having treatment and only made it through half a Board meeting on Skype. Once again being a Board member gave me focus and a sense of doing something worthwhile for the fellowship. It took my mind off the treatment I was having. I had a great team of helpers on the Conference committee and we all got opportunities for personal growth one way or another. Some of these people have become close and dear friends and I consider myself to be blessed.

I was lucky enough to be elected as an International Delegate, my fellow Delegate was great to go overseas with. She had travelled internationally before and I hadn't. It made the journey to the United States easier for me. I was still recovering somewhat from the Chemo treatment and it was only 10 days since my husband literally dropped dead. So I was travelling in a somewhat shattered state. She was patient and kind, and we got to know each other better. This was a bonus for me.

Two years later I was privileged to be with my Year One Delegate in Rome. We arrived separately but made a cohesive team when it came to absorbing and disseminating the information that was shared at this incredible event.

I know that we both came away from this experience over awed at the respect, courtesy and emotional maturity that prevailed at this Conference. It's difficult to describe, but the feelings evoked by the event persist. They encourage me daily to be the best I can be no matter who I deal with.

So now it's time to step down and let others experience the growing process that happens in service.

What I've learned.

Way back then I was a martyr I knew no better and was so happy when someone said, 'oh you poor thing'. I also tolerated bad behaviour towards me; it was what I deserved after all. I got a lot of growth in Al-Anon. I thought that's all life had to offer, that I would suffer and occasionally have the odd little bit of happiness. I now know these feelings have gone and happiness and contentment is the norm.

I know for a fact that if I turn up at a meeting each week I WILL change. Often these changes are so subtle I don't see them for a long time or until I'm confronted with an issue. A lot of things I used to worry about or were fearful of are no longer worrisome.

I know I'll always be as soft as butter and pick up lame ducks but at least I can do that with some discernment now. I think I have enough sense to know when that lame duck needs to go home.

I realise that my parents did their best, it may not have been good enough, it was what they knew.

My relationship with my children has improved, I can relate to them on an adult to adult basis and let them clean up their up their own messes.

The alcoholics did what they did because they could, it wasn't about me. Well maybe some of it was.

I used to be terrified of being abandoned until I realised that I couldn't be abandoned by someone who wasn't emotionally present. That realisation was incredibly freeing.

I no longer work with idiots; my need to be disrespectful to my employers or mistrust authority figures has changed. I can now use a more loving and kind approach, rather than a sullen and discontented worker when I don't agree with management. I've learned that win/win does work and. That it's not about me. I can see that people often show me a mirror of my previous self, or even my recent self. There is much to be learned by watching what is happening and wondering where the lesson is for me

I was anxious and fearful going into service; today that is no longer the case. I know that my efforts no matter how feeble I may think they are, are appreciated. People say thank you and I love that about this programme.

I learned how to do things the Al-Anon way; I learned a gentler, have a more respectful way of dealing with people. I also made plenty of mistakes and no one dished out punishment or criticism, instead I was offered understanding and help to put things right. I also learned that what I had to offer was appreciated. I learned to say 'thank you' and to genuinely appreciate others contributions.

I also learned that Alcoholism is a relapsing disease over which I have no control.

I also learned that private detectives didn't always get the result I wanted. Cutting holes in the hedge so I could see if he was on the bus going to work or not, just made me look & feel silly, in the same way that constantly peering out of the bathroom window to check on the neighbour who he was having a fling with also did me no good. On the upside, forensic examination of my computer paid off with facts. I learned to stop obsessing over 'what if's and stick to the facts.

I've made my programme a lifestyle choice and every day I get to practice the Steps, Traditions and Concepts.

I'm not done with recovery, I've not got the diploma or the T shirt, I'm simply another Al-Anon member using the programme to live one day at a time in the best way I can.

Joan

Karen B's outgoing sharing, Area One Delegate

Hi it is with a mixture of feelings as I say farewell as Area One Delegate. I was very fortunate to have attended the Convention at Wellington, prior to my first conference. This paved the way, allayed any anxiety or fears as I met many of the board members there. It gave me the confidence to look forward to my first conference with excitement and enthusiasm instead of fear and trepidation.

Attending my first board meeting as an observer, helped me to understand the roles of our trusted servants at board level, but more importantly, that they were simply Al-Anon members, showing their passion and gratitude in action in recovery.

I think back on my first conference fondly. I was warmly welcomed, gently guided and shown step by step what was involved in conference, how it worked. I am grateful for the love and encouragement also the hospitality of those who so generously opened their homes and hearts to me. There was much fun and laughter through out conference in fact it had been a very long time, since I had laughed that much and I mean that real belly laugh. I learnt about and saw the spiritual principles and goals, actively working through out the conference, this has given me much hope and strength during my role as Area Delegate, it helped me to keep Principles above personalities, to act with grace and dignity throughout the many challenges I faced as Area One Delegate.

Has my role as Area Delegate always been easy? Definitely not. There have been many painful lessons and challenges to face, all which have added to my personal growth. There were many times I wanted to throw the towel in, where at times, I felt so disillusioned and disheartened with the obstacles and dysfunction I experienced within Area One. I learnt powerlessness over and over again. Steps one two and three were my mantra. I Can't, God Can, I'll let him.

To my service sponsors, our Southern Regional Board member, the past Area One Delegate who patiently and gently guided me in coming to understand my roll as Area Delegate. Thank you for your encouragement, love, tolerance and patience as you listened to me vent my anger, frustration disappointments and sometimes tears, who celebrated with me my, hopes, dreams and aspirations, for sharing your experience strength and hope. Thank you for steering my back on the path whenever I veered off course. To the members and my sponsor who have supported me, who believed in me, when I doubted myself. To those who sent me beautiful cards with words of encouragement.

To past and present Area Delegates I have met through out Conference, thank you for your input, encouragement, honesty, sharing ideas that worked in your Area and those that didn't but most of all your friendship. To the new Area Delegates, welcome! I hope your term will be exciting and awe inspiring. I can assure you it will be character building. I encourage you to network and get to know other area delegates, use your Service sponsors, they have a wealth of experience, strength and hope to share, it is yours for the taking. Don't be afraid to ask questions, no question is too trivial share with them, ideas you may have will help Al-Anon grow and carry the message of hope to family members who have yet to find us.

I look forward to supporting the next up and coming Area One Delegate into the role and hope that it will bring renewed hope, growth and unity within our Area she will be a wonder full asset to conference and you are all in for a treat

Thank you all, for sharing my journey of recovery with me, it has been a privilege and honour to have shared part of your journey and be of service in Al-Anon. I am incredibly blessed for having learnt how important service in recovery really is and that service is one small way I can give back, for what I have been so richly given.

Love in Al-Anon Service Karen B Area One Delegate.

Goodbyes from Area Five Delegate – Anne F

My Good Byes... 9th June 2017, NZ Al-Anon Conference

Area 5 Delegate. Anne Fleming

Home Groups New Plymouth Fitzroy Friday Lunchtime Group and New Plymouth Inglewood Lunchtime AFG.

Summary of 3 years as a delegate…

First of all I've had FUN. Made lifetime friendships all over New Zealand. I've learned to be a servant in the fellowship of Al-Anon Family Groups. And have grown personally, spiritually, and emotionally. Thank you to my personal 12 Step sponsors and my service sponsors.

Best advice I've received...

Remember we are all equal and are ALL in recovery... and PRAY, PRAY, PRAY!

Love in Service of Al-Anon,
Anne

Courage To Change (B-16), page 161

"If my problems have brought me to prayer, then they have served a purpose."
As We Understood… (B-11)

Delegates' Reports: Area One

Area One covers from Oamaru South taking in Oamaru, Dunedin, Balclutha Gore, Mataura, Invercargill, Queenstown and Alexander this incorporates 11 AFG Meetings in total.

Convention:

I had the pleasure of attending the Christchurch Convention along with the SRBM in January 2017. I was also privileged to be asked to Chair a meeting. It was awe inspiring, with much love experience strength and hope shared. I was delighted to see so many people from Area One and a great contingent of past and present board members. There were great sharing meetings on Al-Anon's Steps, Traditions and Concepts, which inspired us to use Al-Anon's Three Legacies for meeting topics at the Southern Area Assembly held in Bluff.

Assemblies:

207th Southern Area AA Assembly with Al-Anon participation held at Ashburton. Who had run great workshops with a lot of thought work and passion put into them.
208th Southern Area AA Assembly with Al-Anon participation held at Bluff. This was very well run. Our Theme for the Assembly was "Practicing the Al-Anon Principles" Topics for the meeting were Al-Anon's Three Legacies which were very informative and well received with positive feedback from many members.

Public Outreach:

This position is currently vacant and being advertised amongst Area One groups. One of our newest and very useful PO tools is, Our Pull up Banner. This has been utilised well. It has been used at AA assemblies with Al-Anon Participation, business meetings and also at the Christchurch Convention, where Area 3 had made enquiries on how and where to purchase one. I have liaised with Southern Institute of Technology (SIT) and made arrangements to have the Banners displayed there for 3 months of the year February, June and November which will reach a wide variety of the Southland Community. I have spoken to the health nurse and counsellor there. I emailed them the details for the Al-Anon website, provided some literature and the literature order form. I also have a number of other options to follow up.

I continue to encourage and welcome contact from GRs, providing them with my phone numbers and email address. Reminding GRs of up and coming events/activities to take back to groups.

Highlights:

I am excited to welcome a new Balclutha Al-Anon Family Group which has been visited and supported by our SRBM and Alternate Area Delegate. This is a small very enthusiastic group which is running their meetings by Al-Anon's suggested guidelines and CAL. They give a warm welcome to newcomers and visitors to their group which I am looking forward to visiting in the near future. The Balclutha group has put their hand up to host the next Al-Anon Assembly in May. It is fantastic to see this new group so active in their recovery.

At the conclusion of the Bluff Assembly the AA Southern Area Chairperson thanked Al-Anon for their participation and also for providing an abundantly delicious supper on the Friday night. There were so many appreciative comments from many other AA members as well.

My term as Area One Delegate finishes at the end of this year and I look forward to welcoming and supporting the up and coming Area One Delegate into their role.

Love In Al-Anon Service,
Karen B, Area One Delegate

Area One Delegate - no addition to report and no questions asked.

Delegates' Reports: Area Two

Area 2 stretches from Kaikoura to Waimate (789km apart). Christchurch has 10 Al-Anon family groups; there is one meeting in Rotherham and one meeting in Timaru. The Waimate meeting has closed.

Highlights
Since Conference one of our groups tagged another group that was struggling with numbers attending the meeting.
We hosted the Convention here in Christchurch in January and enjoyed seeing lots of people from out of town visiting us. The Convention Committee worked really well together to organise a weekend full of inspiring meetings, great fellowship, beautiful flowers and decorations and laughter and smiles shared by all who attended.

AA Assembly with Al-Anon Participation
We had an AA Assembly with Al-Anon participation in Ashburton on 26th November. The theme was Freedom from Fear and we had a member from our area run an Al-anon workshop where we studied and shared on Step 11 which attracted large numbers and was enjoyed by all who attended.

Area Assemblies
We had our first Area Assembly after Conference on 10th September and we were fortunate that Melda was able to come up from Invercargill and attend as the South Island Regional Board Member and as an Area we have agreed to schedule our Area Assemblies so that they no longer held the same weekend as the Board meeting so that our local board member representatives are able to attend.
At the second Area Assembly held after Conference (late November) as Area Delegate I did a workshop to report back some of the topics from Conference that I thought were important to share with the Area being the Website, Public Outreach and Budget.
At our recent March Area Assembly we had a great turnout with all the Group GRs present which was a first for a long while.
We discussed the upcoming Conference which we are hosting this year in Christchurch and the need to put it out to groups that we require help from members. This is in the form of service such as a Hostess, Scribe co-ordination etc so hopefully people will start coming forward for these positions.

Public Outreach
We have started an Al-Anon meeting at the Bridge which is an Alcohol and Drug Rehabilitation programme which is a residential 24/7 programme. The Al-Anon meeting will be on a Thursday evening and we are encouraging our members to support this new meeting.

Concerns
One of our long standing Al-Anon groups was struggling with some group dynamics and there was talk of the group closing.
As Area Delegate I spoke with a concerned member of the group and discovered that the group had no intention of closing but was struggling with some negativity and lack of healthy structure such as meeting starting on time etc. The group also felt isolated and that they weren't receiving important information from Area 2 etc. I indicated that there was an Assembly being held that following weekend and recommended it would be a good idea that someone from the group attend. She was happy with this suggestion. Since then the group has appointed a member as GR and the group seems to be functioning better.

Conclusion
In general the year has gone fairly well with most of the service positions filled at Area level and all the groups except for the Rotherham group have a GR. As an area we are looking forward to hosting the upcoming Conference in June for the first time in Christchurch and hope that it will be a success so that we can maybe have the opportunity to host again in the future.

Sarah R

Summary

Area Two Delegate - Addition: Look into Alternating Secretary and Treasurer roles, 3 year term. Making contacts for the website availability be 24/7-to discuss.

Questions and answers:

1. Why was it that there were a low number attend the Convention in Christchurch? Sarah replied there was a lot of financial difficulty and that maybe people needed to be educated and look for the committee to take a closer look at the budget.

2. How did Area Two get all the GRs to attend regular area meeting? Answer: They knew in advance when Al-Anon other business, Board meetings were scheduled and scheduled their Area meetings in advance with that in mind. Also “That it just happened that way and that miracles did happen”.

Delegates' Reports: Area Three

Area 3 is in the Central region, and covers Wellington, Kapiti and the Wairarapa regions. We have 10 groups, of which two have two meetings a week. We are holding our upcoming Assembly in the Wairarapa with our newest group accommodating us.

Highlights:

Our highlights this year include electing a new Area Chairperson, electing several new Area Committee members working together as the Area committee to ensure our future successions run smoothly, as we have struggled to get a secretary in a permanent capacity. Also we have had another TEAM Event approved, which we are excitedly working behind the scenes to organise, with a great committee. We are having a day event held in the central city, and will host Area 4 and 5 too. Our Information flyer is due to be out in circulation next week. We are looking forward to having Arnold at the event who will be just back from the World Service Conference to share it with us all. We continue to run a Serenity weekend and Birthday month meetings.

Public Outreach:

We have a New Public Outreach Coordinator and look forward to some fantastic attraction initiatives coming up.

Update on Public Outreach in Area 3

In December 2016, the Christmas press release was sent to the Dominion Post and eight regional newspapers in Area 3.

January, we had a meeting of six PO people from the groups in the Area to share ideas. It was amazing how diverse the approach was from the different groups, one had made AFG business cards to hand out, and a lot of the groups are now utilising the downloadable PO material from our website to promote their meetings.

In May, we had an advert in the community section on the radio that played across The Breeze, Radio Live, and The Sound. It was a simple message, but several members said they heard it:

> *Are you troubled by someone's drinking? You might be surprised what you can learn at an Al-Anon Family Group from people just like you. Call 04 389 2103 to find a weekly meeting in the Wellington area nearest you.*

Future planning – AFG is now booked to have an exhibition stand at Cutting Edge, a national conference for Addiction Practitioners in September in Wellington. This is the first time we will have had a presence at a national event.

Area Assemblies:

Are being better attended with about 25-30 attendees, and as the previous Chairperson I asked our GRs to submit their reports earlier than Assembly, as to be included and to share highlights and changes, and concerns as opposed to just reading their reports to the group, which is time consuming. We also encouraged members to come along asking the GR to announce a statement

from Area, personally inviting every member to attend, and having the GR and anyone else going to raise a hand and offer information and support to those "thinking" about attending!

Groups:

We have had some concerns from our GRs at the most recent (my first as Delegate) GR meeting. There was a similar theme of dominance occurring and some trouble with members being tired of all the business messages, and some worries about vacant roles. I shared the Area's modelling of keeping a roster of position rotation, reminding the group your term as GR ends on a date, that you step down and let the group support itself. I reminded them too of our Group Inventory process, and have seen that being put in place. Also I have had a couple of members complain their GR isn't attending and carrying the message. I referred them to the service handbook about not attending two meetings in a row and how groups can make the decision to instate a new GR. I would like in my term to highlight our service structure and let the members know their part in being self supporting as a healthy group. I have set GR meetings for the year on our Area calendar and gently reminded them their attendance is required as per their job description. I also have been to many meetings to introduce myself with the outgoing Delegate and had a lovely reception, and a few interesting and curly questions.

AA Convention with Al-Anon participation:

AA are holding their 55th New Zealand Convention January 19-21, 2018 at Te Papa in Wellington and Al-Anon have been invited to participate, we also have a committee working on this and in the absence of a CRBM, our previous CRBM has stepped in and created a temporary committee to ensure we are represented.

In conclusion, Area has had a great year with smooth secessions and we look forward to our upcoming busy year.

Liz A-S, Area 3 Delegate

TEAM event planning – for Area 3 archives

Committee:
Area Delegate Liz, chairperson
Area 3 Chair Deb, secretary
Area 3 Temporary Secretary Renée, advertising
Alternate Delegate Jason, treasurer
Area PO Lynne, advertising and fundraising
Area Literature Kate, literature
Emma, fundraising

We applied for the TEAM event, leaving the topics a little broad. We didn't know at the time the Board of Al-Anon works with the Area to provide service based seminars tailored to the needs of the Area. The Board gave us the date of 13 May, which was not great timing but once the committee understood the structure and who was going to be attending from the Board, it was accepted as God-given timing. As previous Chair of the Area, I was also keen to keep this bi-annual event and it not get lost, for future committees to have modelled as a bi-annual event.

We met face-to-face, firstly and read the guidelines out and chose positions. We then met online and face-to-face in alternate sessions for convenience. The Wellington Central Public Library was

chosen as a venue we had used previously and thought would be suitable, for $150, payable on the day making it super easy for the Treasurer.

Our flyer was made after lengthy discussion and we used some international TEAM logos and colours, available online. We ask members for a koha to cover costs as the library did not allow us to profit from the meeting when using that room.

We invited Areas 4 and 5, as the previous event had been run by all three Areas, and wished to welcome them but also to retain the central Wellington City location as the weekend after the 13th May is the three Areas Serenity Weekend, held at the same venue as the last TEAM event (2015) and we didn't want to confuse and interfere with that going ahead.

We discussed with Arnold, the General Secretary, who in turn took to the Board our needs and came up with Arnold co-presenting with Jason, Sally-ann and Robyn co-presenting with Lynne.

We asked local members to bring a plate for a shared lunch, and offered a cheap and cheerful dinner to be organised after the event. Out of the Area members were our guests, and we provided a billeting option if needed, with the coordinator's details on the flyer.

We originally asked local members to also bring an item to raffle for fundraising then realised that the guidelines state this is not a fundraising event so decided against the raffle.

Our literature coordinator organised to use our Area's supply of literature and top it up for the event. There is a suggested literature of at events list that is available from NZAGSO.

We are yet to have a final round up of things worked and improvements for the next TEAM committee. But I will update this report when we do, to save the Area 3 Archives. Again we are encouraging modelling of using resources already in Al-Anon's guidelines.

On the day we had a smaller than expected turnout (22), even though we felt it was well publicised. There may be some Area fatigue at the moment contributing to this.

The day ran smoothly, organisation was good, food plentiful and the presentations were fantastic – and feedback from the attendees was very positive.

ALL MEMBERS WELCOME!

Saturday,
13 May 2017
10am-4pm
(come along
at 9:50am)

Wellington
Central
Library,
mezzanine
floor

Together Empowering Al-Anon Members

An event designed to energise our spiritual quest, activate our creativity, and expand our understanding of our worldwide fellowship!

Workshops by AFG Board: **Arnold** (reaching for personal freedom); **Robyn** (communication - our #1 recovery resource –in-reach & out-reach); **Sally-ann** (how participating in the International Al-Anon General Service Meeting **rocketed** my recovery growth)

Location	Wellington Library, 65 Victoria St, Te Aro, Wellington. Don't park on street (two hours max). Use public transport or paid car parking.
Food	Area 3 members: bring a plate / out of town members are our guests.
Raffle	Please bring an item for the "basket of goodies" to help fundraise.
Literature	Conference Approved Literature will be available for cash purchase.
Koha	Suggested donation $15pp.
Dinner	An open invitation to go to a cheap and cheerful dinner after the event.
Accommodation	Billeting options available – contact Renée on 027 688 9087 or reneesara101@gmail.com if you're OFFERING or NEED a bed.
Cash	Bring some… for literature, raffle, koha.

Summary Area Three Delegate – Addition:

A TEAM event and workshop was held in Wellington in May, this was a disappointing turnout but was close to another Al-Anon event happening. Other board members attended, a lot of learning and sharing. Public Outreach going really well. AFG business cards made and radio ads heard by lots. An exhibition stand will be erected in November. There have been a few hiccups but these are opportunities for growth.

Question: What was their birthday celebration about?
Answer: This was on the yearly planner – Al-Anon's official birthday is in May so they like to plan an event in May to help celebrate that, they made that an open meeting for the public to attend.

Commented: Submitting reports in advance was a great idea (which was earlier introduced at assembly).

Question: How do you make that work?
Answer: Someone else suggested it and they modelled that, it helps to get it positive and they rely on GRs to take that information back to groups.

Question: Are GRs able to give summaries to fellowship members so they can get a better understanding?
Answer: This is to share successes and challenges, they share experience, strength and hope. The reports must be kept alive – instead of the same old information re: venue held, time, topics, numbers and donations, let's keep it fresh and exciting for members. This saves boredom and ruts.

Question: Is there a template for writing reports?
Answer: Yes.

Delegates' Reports: Area Four

Area Four covers the area from Gisborne in the North to Woodville in the South. Cities are Gisborne, Napier and Hastings. Smaller towns are Wairoa, Waipukurau, Waipawa and Dannevirke.

Napier Al-Anon Family Group meeting is held on a Thursday at 7.30pm.
The Hastings Al-Anon Family Group meeting is held on a Wednesday at 6.45pm.
We have one registered Loner in the Napier Area.
There are no Alateen meetings in Area Four. Both meetings encourage all age groups and have lots of CAL information available.
The Hastings Group has been going for a year now. Newcomers are stepping up into service.
Both groups are self-sufficient paying rent, advertising in local free newspaper and donating to Area and NZAGSO.

Our Assemblies are held three times a year alternating between Napier and Hastings.
Fundraising at Assemblies are always a grocery raffle and often a battens up as well. Attendances at the Assemblies are usually around 12 people with some attending for half a day if that is all they can do.

Unfortunately we do not currently have a Public Outreach Co-ordinator. It was decided at the Assembly that individuals at group level would all do their bit with posting The Road Sign about in the community via notice boards etc.

When newcomers come to meetings they are asked how they heard about the meeting. The answer is usually the internet, AA, counsellor or friend.

All newcomers are given a newcomers pack and encouraged to attend at least 6 meetings.
Napier places an advertisement in the free local newspaper and Hastings is also included.

Area Assemblies are talked about at business time as well as any up and coming wider events. At the moment it is the Area 3, 4, 5, Serenity Weekend in May. Interest and excitement is generated by the Group Representatives.

The numbers have picked up again at the Napier Group. Meetings are healthy. Parking has improved no narrow dark areas to walk down to get to meeting.

Newcomers staying.

The recent AA Central Area Assembly with Al-Anon participation held in Gisborne was a great success as there is no Al-Anon meeting currently in Gisborne. The invitation came from AA and Area Four and Five worked together to make this happen.

I was very grateful for the participation from Area Five. Seven Al-Anons members from our Areas attended and we bought with us pamphlets, books, a banner and great fellowship. We all agreed the day was well worth our efforts. Hopefully an Al-Anon group may start up in Gisborne as together we have sown the seed.

Our groups are healthy.

Public Outreach is happening

The doors are always OPEN?

Summary

Addition: Dannevirke meeting now opened. Very exciting, three groups now.

What does “baton up” mean?
It is a fundraiser the group has had at assemblies. The group brings along things they do not want (not junk) and all items are put on a table. Members buy tickets and for each ticket individuals take a turn to select what they want. Names are drawn out until the table is empty. We also have three grocery raffles.

Delegates' Reports: Area Five

Area Five consists of six groups from Manawatu, Wanganui and Taranaki.

- New Plymouth Friday Noon AFG averages 4 – 5 regular members
- New Plymouth Wednesday Night Group averages 3 regular members
- Inglewood Monday Noon Group averages 4 regular members
- Palmerston North Thursday Night Group averages 4 – 9 regular members
- Whanganui Friday Steps and Slogans averages 6 regular members
- Whanganui Tuesday Night Group averages - No GR attended, no apologies, no report sent and no donation to the Area 5 Assembly 11/3/2017, held at the latest Assembly.

ASSEMBLIES AND BUSINESS MEETINGS

Area 5 Assemblies were held at Waverley Community Centre 19/3/2016.
Waverley Baptist Church Hall 13/8/2016.
Inglewood Mamaku Centre Inglewood 5/11/2016 Participated with Alcoholics Anonymous Central Area Assembly
Whanganui Community Room Gonville Library 11/3/2017

Areas 3, 4 & 5 were invited to participate in AA Central Assembly 4/3/2017 at Gisborne.

Due to unforeseen circumstances Area 3, 4 and 5 could not have their business meetings there as their assemblies and business meetings were already set for the weekend before and after that date. But some members of Area 4 and 5 attended and had two open sharing meetings which AA members were happy to attend and Al-Anon co-chaired with AA at the last meeting of the day.

HIGHLIGHTS

Highlight one - Public Outreach.
Area 5 has a very enthusiastic Public Outreach Person. She communicated with all GRs in Area 5, made up individual packs of information pamphlets for the groups' Public Outreach Person to give away. Also she wrote a letter to the journalist who had an article in the local daily newspaper. The article reported on a partner and her family suffering post traumatic stress disorder from the alcohol-fuelled assault he meted out to her. She explained to the reporter that Al-Anon is a community based voluntary group for families and friends of people who drink too much causing problems within the family. Enclosing in the letter; Alcoholism the Family, the Family Disease (P.4), Booklet, What Can You Do, two old Forums and an old Messenger. Saying this may be of help to the family in the article.

She has suggested to us, to gather up old forums to give them away. The research she sourced showed where we will get the most response from our Public Outreach efforts. The research showed that our efforts in the past focused on Libraries, were not effective. She has encouraged us to focus on doctors, Health Centres, Hospitals and Alcoholics Anonymous. This we are now doing.

Highlight Two - Salvation Army Bridge Rehabilitation Program.
In Area 5 we have a good rapport with the Salvation Army Bridge Program co-ordinator. We are scheduled in to five visits, over the year, to the clients meetings, as guest speakers. We find it is a valuable place to distribute CAL information pamphlets, and old Forums. We share our stories about how the Al-Anon program has helped us find Serenity and has helped us have compassion for the problem drinker in our lives. The clients show interest and share with us. We come away from these meetings with a feeling of understanding of the struggles they have had to find help. Normally three members volunteer, but there was one time this wasn't possible. There was a larger

proportion of drug addicts and one alcoholic at this meeting. I felt intimidated by their conversations. I silently prayed the Serenity Prayer as I didn't know what to do. There was still another half an hour left of Al-Anon's allotted time. It was a relief when the Alcoholic said "Let's say the Serenity Prayer and end the meeting?" I agreed, with thanks to my Higher Power. Lesson learned…two members need to attend! And PRAY!

Highlight Three - Dive Bombing a group.
Dive bombing a group may be called a "take over". Groups had been informed that a team of four members of Area 5 in New Plymouth planned a" take over" of a group any group any time. The meeting would be planned, the topic chosen and to be chaired by one of the team. We planned to invite the group to coffee at one of our team's home after the meeting.

There was an uncomfortable feeling in the air, and some resistance to start with, from the only member of that group present. We had been told this group had a large number of members, we've since learned that this is not true. By the time the meeting was over the lone member was relaxed and accompanied us out for coffee.

Highlight Four - AA Assembly Gisborne.
AA Central Assembly with Al-Anon participating in Gisborne. AA was very keen to have Al-Anon start a group in Gisborne. Area 5 And Area 4 Delegates got together and organised an Assembly to participate with AA. We were very warmly welcomed and requested we have plenty of information available. We were very happy to spread around their tables heaps of old Forums and information pamphlets. AA had encouraged a few family members to come to our meetings. This was awesome to have prospective newcomers attend! They were given heaps of information and encouraged to ask questions after each meeting. Which they did. Area 5 delegate and secretary were inspired by the AA's sharing's. We chatting on the way home about what we found interesting. To me it was hearing that "dry drunks" is a real dilemma for many alcoholics. And it was explained to us. And I silently said a big "YES!!!" as… the description was describing my husband, who had been twenty years sober…. But, was a tightly sprung individual that could still blow up in a rage!

Another thing that we found enlightening was an AA sharing said…."the day, as I walked out of the church on my wedding, I took a hostage!!!" That knowledge didn't come to him then, not until years of searching self-knowledge in the 12 Step program. I certainly felt like a hostage/victim on the first day of marriage!! But didn't understand that at the time.

We had great sharings with AA at meal times, and in the evening joined them down town at a restaurant, by boats near the wharf. Also it was great catching up with Area 4 delegate and old friends from Napier and Hastings, who are willing to help Gisborne get an Al-Anon Group up and going in Gisborne.

ASSEMBLIES
As Area Delegate I have a "mini meeting" with GRs before each assembly. It's a good to greet the new GRs and make them feel welcome, before the business meeting begins. I encourage them all to bring the KN17, current NZ Al-Anon-Alateen Service Handbook and current Al-Anon Service Handbook. And if their group hasn't any of these to get them. I asked if they had monthly conscience meetings. All except one group said yes. That one member is going to bring it up at her group.

Several of the groups have taken up the suggestion to send their monthly donations to NZAGSO via online internet banking. The only group that hasn't, the GR is going back the group and asking them to do this.

The groups have most positions filled, except maybe the Public Outreach person. Area Five Public Outreach person is encouraging them to get one.

Whanganui had problems of two dominate personalities in their meetings. The past Area 5 Delegate did her best to help as I have also. My service sponsor encouraged me to pray about this group. Pray! Pray! I did! The group split and now there are two groups in Whanganui.

Palmerston North Tuesday Night Group. I had been concerned about this group for some time. I couldn't think what to do. I should have consulted my service sponsor about it. But it was a confidential and sensitive nature that had been shared with me. I kept it to myself. I prayed about it and turned it over to my Higher Power. Eventually the truth was revealed to me and I realised it was the right thing for me to do nothing. But I still kept praying. That group has now folded and I see it is for the best.

Looking back over the last four Area 5 Assemblies I see the groups are doing well financially and supporting NZAGSO. The groups support the Area donations by bringing a huge amount of groceries etc for the raffle which is supported so well that we have two winners. At the last assembly the Area has increased its donation to NZAGSO.

A new Chairperson, Emily (New Plymouth Wednesday night group) was voted in November business meeting.

Area 5 Secretary Patty was voted in as the next Area 5 Delegate. She will commence after the November assembly.

Area 5 Treasurer Peter was voted in as Area 5 Alternate Delegate. He will commence after the November assembly also.

At the next Assembly the Area will need a new Treasurer and Secretary. These two positions will be taken back to the groups for consideration on the next agenda.

The Area discussed combining with Area 4 but decided it is too broad an area for a delegate to cover. Area 5 would like to keep them separate for the present. It may be brought up for discussion in the future.

It was voted that Area 5 Assemblies will always support (as a collaboration of Tradition Six) and work with AA's Assembly invitations as much as possible and to promote Al-Anon and have our business meetings and Assemblies at the same time.

A suggestion was made by Area delegate to contact Area 4 and invite them to Palmerston North to attend the next Area 5 Assembly.

The position of Central Regional Board Member has not been selected. It is up to Area 3, 4 & 5 Groups members to nominate candidates. GRs are asked to talk with their groups and consider names to put forward to nominate.

Area Five Delegate Anne F.

Summary:

Area Five Delegate - Addition: Public Outreach person is just great, she made a lovely, bound folder for members on what Al-Anon Family Groups is and does, including brochures, cards and pamphlets and really encourages members to purchase literature etc.

Question: Who pays for PO?
Answer: Initially the PO person paid but was reimbursed costs incurred.

Delegates' Reports: Area Six

Area Six Stretches from Taumaranui, Thames, Waihi, Tauranga, Rotorua, Tokoroa and Hamilton.

List Al-Anon, Alateen, Al-Anon Adult Children Groups and Loners.
Tauranga Monday Night AFG, Rotorua Geyserland AFG, Tokoroa AFG, Waihi AFG, Hamilton Courage to Change, Hamilton Lunchtime Serenity AFG, Tamahere Hamilton Sunday AFG, Thames AFG, Taumaranui AFG

Any New Groups or Disbanded Groups
Hamilton Hope for Today (Focus on Al-Anon Adult Children)

Alateen Report
There are no Alateen groups in Area Six, but we have one AMIAS who has renewed for the next 12 months. One AMIAS who has been approved by her group and the Area. NZ Police check needs to be done by NZAGSO.

Highlights during the year
On the 20th January-22nd January I was privilege to attend the 54th Annual Convention in Christchurch. The theme of the Convention was "The Programme of Recovery". As a grateful member of Al-Anon, it was truly a wonderful experience to reflect on the Steps, Traditions and Concepts and see how the Thirty-Six Principles have helped me and other to rebuild our lives. It was truly a wonderful experience to join with Al-Anon member both in New Zealand and from other countries. Thanks so much for all the work behind the scenes and during the Convention, as it is such a huge event.

We have the Area Six Serenity weekend coming up at the end of the year on the 27th-29th October 2017 at the Pacific Park Christian Holiday Park in Papamoa.

Public Outreach
Our fold up banner has been displayed in the Rotorua Library over the summer period, and we are hopefully going to use the banner more in the upcoming months. The message is getting out there by members sharing their experience, strength and hope. There have been people ringing and enquiring about Al-Anon and some of these people have attended meetings and have come back for a second or third meeting. There are desperate people out there reaching out for help and been directed through AA. One of the Hamilton groups has donated to Woman's refuge and also utilised the Hamilton Press free advertising. The group in Thames is putting an add in the Hauraki Herald regularly. This is really good advertising and it is free. There are sometimes no guarantees with free advertising but you never know, it may be just the message that someone needs to read.

Area Assemblies, workshops and numbers attending
In our Area Assembly in November 2016, there was a good turn out from the different groups in Area Six which is great. The Area meeting in March 2017, the numbers were down, but the meeting went well and there was good discussion on how to get the word out there to get enthusiasm from the Area Six groups to draw people to attend the assemblies in our Area.

Concerns
Where there were concerns in groups in the Area and what solutions did they use.

Some groups in Area Six choose to have a break over the Christmas Period due to members going away and not able to attend the meetings. To ensure there is notification of this so that people over

the Christmas period who want to come to meetings, realise that the meeting is closed for a period, so they don't turn up and there is no-one at the venue.

Some of the groups in our Area have low number, so the rotation of service can be difficult and also the finances are low. The older members are doing the best that they can. Resources are also low, so the Area is sharing out the resources from the groups that have closed down.

Area Six Delegate - Addition: There is a new Whitianga group – back again after one being set up years ago then closed.

Question: Is the Hamilton group a new group or is it a disbanded group?
Answer: It was focused was on adult children and the secretary stepped down so this group closed.

Question: This group also mentioned they donated to women's refuge. It was queried if that was a break in tradition?
Answer: It was seen as a part of outreach programme and not sure if goods or money was donated. The delegate could see how it could break the tradition and will look into it.

Question: Why do you close over the Christmas break?
Answer: The people in roles need a break too, and that advertising was done to alert people of this.

Comment: It is nothing unusual for small groups to close over this time – especially Areas 6 & 7. There is good communication re: website updates during this period.

Delegates' Reports: Area Seven

Area Seven covers from the Bombay Hills south of Auckland to the south side of Dominion Road in Central Auckland. We have 13 groups, one of which is an Alateen group (with intermittent attendance), a men's group and an intergroup. One group closed in East Auckland and was replaced by two new ones.

Alateen:
The Alateen coordinator reported that 4 newcomers attended Area Seven's Alateen meeting during 2016/2017. Previous longer term members have moved on (not to Al-Anon). A Public Outreach mail out and contact was made with inner city secondary schools recently. AMIAS and the Coordinator are thinking about how to grow Alateen, we make Alateen meetings available at AA Assemblies when they are in our Area but have not had any attendees for some time. We still have 6 approved AMIAS and a lot of willingness to continue.

Highlights:
All service positions were filled at our February Assembly for the first time in several years including an enthusiastic and energetic Public Outreach coordinator.
Area 7 hosted an AA Assembly in Howick with 35 members from Al-Anon attending and attracting a number of AA members to several meetings. Cooperation appears to work well in managing these events in Auckland, although it depends on the host AA group.

Group activities:
These included a 37th birthday, a guest speaker and a door prize, plus an auction fundraiser raising $500 and a potluck by Sunday Sharing. After the success of starting a new meeting which has thrived, (average of 12 members in an area that has not had a meeting before) Area 7 is trialling a "pop up meeting" concept. A small group of members will sponsor a new meeting in an area that is not currently being serviced by Al-Anon for six months and encourage newer members to take on service positions and to become a regular meeting. The next meeting is due to open in Otahuhu which follows a workshop we had at Area on how to grow Al-Anon.

Public Outreach:
The police initiative is gathering momentum with Area 7 & 8 cooperating. There have been several stops and starts. Otahuhu Police Station became the first station to have a pamphlet holder placed in the station. Al-Anon was welcomed with open arms. We are cooperating with AA but not aligning. Several other police stations are being targeted in Area 7 due to the links gained at Otahuhu, then Area 8 will begin with stations approached in their area. Each police station has a designated group and member as liaison. Special fliers were printed and the stands developed to be fitted to walls. 30 were purchased between the two areas. Spares will be used for other venues e.g. Hospitals.

Al-Anon was approached by the Otahuhu police about a trial App for police that has local community resources. AA was already on the list but Al-Anon was not – this trial will now include information about Al-Anon.

Groups have been quite active in managing Public Outreach locally – however coverage is not thorough. This was monitored through a spreadsheet.

Speakers continue to be provided to Higher Ground to the client group and we are trying to get more in contact with the Family Members. A new private detox facility has asked for Al-Anon input and we are exploring what might be achievable. A halfway house provider, Wings Trust, with 20

beds has Al-Anon speakers 6 weekly during the day. The AOD Court Central has some volunteers attending and speaking to family members when members can attend. Additionally the Bridge in Manukau has Al-Anon speakers regularly. A number of central groups cooperate to put advertisements in local community paper quarterly and other groups use noticeboards. Recently this advertisement was trialled in STUFF for a much cheaper price. A number of groups provide literature to their local libraries, super clinics and other community facilities. It is difficult to tell the outcome of these efforts. Most people seem to be referred by someone in AA or a professional.

Area Assemblies:
On average about ten people attend the assemblies in addition to Group Representatives and the Area Committee. Consideration is being given to having more workshops to attract more members to attend. A recent meeting was considerably disrupted by a member who interjected and spoke at length during elections for AMIAS. This was not well managed and resulted in a debrief session the following Assembly and some reflection on what we could have done better as a Committee and as members.

Area Seven Concerns:
Groups hold regular inventories and issues seem to be resolved through the use of the Traditions. One group that struggled for several years to attract and retain members folded after a number of inventories, discussions and involvement of the Area Delegate. However 2 new groups have replaced this, one of which is thriving. Good discussions take place at Assemblies about welcoming newcomers, retaining older members how to grow Al-Anon.
Venues are increasingly expensive to locate especially in central Auckland e.g. $20 per hour minimum. Costs for Assemblies are also high and hard to locate – e.g. $150 minimum appears to be the cost for 9-3pm hireage.

Goals – as a result of hearing feedback about declining membership numbers in Al-Anon in NZ at the Area Assembly I spoke about setting some goals for the Delegate's role for the three years spent in position.

1. To keep growing Al-Anon in the Area with the groups – e.g. Pop up meetings
2. To increase diversity
3. To support Public Outreach activities

I would also like to encourage the Area to think about what goals that we would like to set for the Area and set some strategic priorities.

Sheryl G

Summary
Area Seven Delegate - Addition: There are stands in a total of nine police stations set up.

There are two pop up meetings. The goal is to have 4-5 long term members attend for a trial run for 6 months. An IG meeting is held monthly with fluctuating numbers. A plan is to alternate between Central and South.

Texting as a tool of communication to help has started and a phone list. Two new treatment centres have opened in the area. With Areas 7 and 8 being invited to talk at Detox unit for family members. They are looking at running an institution meeting. They currently talk at Wings and the Bridge programme but it is really hard work for them to open up about their stuff instead of their loved ones stuff.

Delegate was alerted to info in the World Service Manual page 83 and in the KN17. It was also suggested that Higher Ground treatment facility can also help with that – Area 8 are doing that now.

Question: How do the pop ups groups work and what are they?
Answer: They were started from a folded meeting in East Auckland after 35 years. They are meetings which are given a trial run for a certain period of time.

Question: How do the apps for police initiatives work?
Answer: It was initially started by a trustee who was an AA member and a police officer. There are board displays where literature is kept up to date, trusted servants had knowledge and guidelines to adhere to and had to be confident in their roles and were able to establish good, strong relationships even though turnover within the police station was quite high re: changing of contact people regularly.

Questions: What type of venues were your meetings in and what are the costs like?
Answer: They were run in church and halls including in central Auckland but rent was very high which is a real problem and theft is another problem. Bonds were also sometimes needed.

Question: For the pop up meeting – 6 week trial would be good, what do you think? There was a discussion that it may not be enough time to be established.

Comment: The Waitangi Convention starting: Guidelines/templates to be rolled out nationally. To be trialled and empower the fellowship.

Delegates' Reports: Area Eight

Area Eight comprises of all of Auckland west of Dominion Road and all of the country north of the Harbour Bridge.

AL-ANON FAMILY GROUPS: There are 14 groups in Area Eight. One is an Alateen group and one new Alateen group has just been established.

NEW GROUPS: We have a new Alateen Meeting due to start on 1 April in Red Beach. This meeting will be held at the same time as the Red Beach Step Study meeting from 10:30 – 11:30am on a Saturday morning.

ALATEEN REPORT: The Henderson Alateen meeting, "Rata Street Alateen", has been disbanded. The Browns Bay Alateen meeting is continuing with four AMIAS on the roster and two AMIAS attending each meeting. However, attendance of Alateens is very spasmodic.

HIGHLIGHTS DURING THE YEAR

- Area Eight will be holding a Recovery Workshop on the 13 May 2017 at Red Beach. The topic is "...In All Our Affairs".
- A TEAM EVENT has been requested by the combined Area Seven and Eight committees. This may be held in mid October 2017. Suggested topics are: Public Outreach; an Internet Workshop; a Concepts Workshop to be presented by a board member highlighting how the concepts have impacted their life; or a presentation by Sally-ann (which may refer to an earlier presentation that Sally-ann gave at a Conference).
- The Area Eight Past Delegate, Delegate and Alternate Delegate had a "Road Trip North" to Kaitaia, visiting the Kerikeri and the Kaitaia meetings where we were very warmly welcomed. This also served as an information gathering trip to ready the Area to attend the AA Northern Assembly (with Al-Anon participation) in Kaitaia on March 11.
- On 11 March, I attended the AA Northern Area Assembly in Kaitaia and was supported by our Alternate Delegate, Anna M. It was heartening to have the support of seven other Al-Anon members who tackled the long drive in the most appalling weather conditions to Kaitaia from Auckland and Morrinsville. There were two Al-Anon Sharing sessions: the first topic was "Gratitude" and "Happiness" was the second topic. The use of the Area Eight and NZAGSO pull-up signs were very effective. There was a public evening meeting and our Al-Anon speaker spoke first. The two AA speakers acknowledged our Al-Anon speaker, Al-Anon and Alateen very graciously.

PUBLIC OUTREACH

- Our Public Outreach Coordinator organised an information site at the Big Gay Out, again this year. A number of Al-Anon members attended on a rostered basis from both Areas Seven and Eight. The use of the Area Eight and NZAGSO pull-up signs were also very effective on this occasion.
- Area Eight runs a roster of members who attend the Henderson Alcohol and Drug Treatment Court (AODTC) on a fortnightly basis. The Al-Anon members in the court are considered by the presiding Judge to be "Friends of the Court" and they approach family members outside the court, giving a brief explanation about Al-Anon and offering Area Eight meeting lists and literature.
- Area Eight runs a roster of members who speak at the Higher Ground Rehabilitation Trust on a monthly basis. Three members attend each time.

- Groups regularly provide literature to branches of CADS, Victim Support, schools and libraries and run advertisements on local radio stations and support the efforts of our Public Outreach Coordinator.
- Police Initiative: We are currently, in conjunction with Area Seven, working alongside AA to introduce an Al-Anon presence in some of the larger police stations around the Auckland area. This could eventually become a nationwide initiative and AA is working closely with the Police on a gradual roll out starting in the Auckland area.
- BNZ community signs: These are present in each branch of the BNZ bank and it is free to put up a community notice. Some groups have been putting up their local meeting details at their local BNZ branch.
- Our Public Outreach Coordinator is also organising Skype meetings with public outreach representatives from the various groups in the area to discuss their experience, strength and hope for the area.

AREA ASSEMBLIES: We hold four Area Assemblies each year. Most of Group Representatives (GRs) are engaged and we are making a push to have an Alternate GR attend if a GR is unavailable. Area Eight holds a GR meeting for 30 minutes at the beginning of each Assembly and this is always well attended. Workshops are scheduled for three of the four assemblies.
Our committee is setting up g-mail accounts for each position, for example, area8.delegate@gmail.com. Each account comes with 15 GB of free storage on Google Drive. This means that everything to do with each position could be individually stored on Google Drive and shared with whoever needs access to guidelines for positions, rosters, contact lists and so on. These email accounts can then be passed on to members taking over committee positions, helping to streamline handovers.

AREA CONCERNS: When I visited the Kaitaia meeting the group there specifically asked me to present their concern to the Al-Anon Board as an Ask-It-Basket question and this has been done.

NORTHERN REGIONAL BOARD MEMBER: Area Eight has forwarded the nomination of Chris H for the position of Northern Regional Board Member to the General Secretary

Jannene A

Summary

- The Skype meeting has now started. The meeting has been registered with WSO. The protocol for running the Skype meeting is available.
- Dates for the 2018 Area 8 Assemblies have been set.
- Public Outreach speakers have been busy with a stall at the Big Gay Out and presentations given to CADS, Higher Ground, Wings Trust, AODTC representation and an upcoming presentation at OA.
- We are currently holding 6 monthly combined Area 7 & 8 committee meetings, (alternating areas).
- Area 8 held a ½ day workshop on 13 May 2017. The topic was … in All our Affairs and covered the 4 quadrants of recovery – Physical, Emotional, Mental and Spiritual.
- Banners??
- Area 8 has organised, printed and delivered 19 assorted 12 Steps, 12 Traditions and 12 Concepts cloth banners to various groups. The Banners cost $65 each incl GST.

- The Flag Banner:
  Pt Chevalier Friendship is in the process of having a flag banner (utilising the "Road Sign" graphics) made to be placed outside when the meeting is in progress. The graphics are downloaded from the NZAGSO website – public outreach section. The flag banner is better suited to outside, windy conditions than the pull-up banner and also does not have any roll up mechanism that can trap leaved in. Pt Chev Friendship has waited until the 0508 phone number issue was resolved before organising printing of the flag sign.

Delegates' Reports: Area Nine

Many thanks for your warm welcome and support as being the Delegate for the first time. It is a privilege to be here.

Area Nine continues to be its usual healthy self following the Traditions and Steps. Our Assemblies which we all look forward to in March, July and November are well attended – around 20. We follow the guidelines which make things easier and have open and honest discussion on matters arising.

As an addition for the last few Assemblies we have introduced a 'Bring and Buy' table which creates a lot of fun and interest and extra money for the Area.

The Area hasn't a Public Outreach coordinator just now but seems to be ticking along with members from the Nelson Area forming a PO committee to work out a timetable and share ideas, contacts and timetabling.

In Nelson two and three join the AA PIC (Public Information Committee) meetings monthly and share ideas. This is really working out well with suggestions from both fellowships being discussed and used.

Area Nine is financially healthy with groups contributing to the Area and GSO.

Two of us have already booked travel and accommodation in Wellington for the AA Convention with Al-Anon participation to be held in January.

Summary

Area Nine Delegate - Addition: They had a fundraising table involving bits and bobs-there and there are three groups currently operating in Nelson. They all work in together and AA co-operation is practiced.

Question: Is there a link available for the Nelson AA convention coming up with Al-Anon participation?
Answer: Yes it was now on the AA Convention website.

Board Reports: Board Chairperson

Conference 2016 to Conference 2017 has been a busy time for us all.
I'm one year old in the role of Board Chair and have found my feet with the support of other experienced members, my Sponsor and my Service Sponsor.

In September the Board completed its annual Inventory. We look at our performance and behaviour and identify what we are doing well and what we need to improve on. We've created a simple document to help us keep this information in front of our minds at all times.

We have also taken time to assess and adjust the Strategic Plan from 2011 to better reflect the workings of the current 2017 Board. It is now a one page document that also lists our planned tasks which helps keep us focused and on track.

We are continuing to grow our cooperative relationship with AA and I have been working closely with the current AA Board Chair to improve guidelines around the preferred lines of communication for both Convention and Area Assemblies so that both fellowships have clear and concise boundaries. This issue kept coming up for both fellowships with lack of awareness & clarity on both sides so it is great to recognise it and address it for both fellowships so we can better work together in harmony.

A very successful AA Convention was held in Christchurch in January 2017 and was a credit to all involved. Convention 2018 is to be in Wellington at Te Papa and we hope to see a large turnout of members and potential members with strong outreach around this event.

Financially we seem to continue to rely on the generous contributions of the few. The current average donation is $1.73 per member per week. We are working on the principle that 'changed attitudes can aid recovery' and building some awareness around what our 'service arms' are and what they do is needed to ensure that AFG exists into the future and becomes a household name. Indeed our goal as a Board is that 'everyone, everywhere' knows of AFG. This cannot be done within the current annual PO budget. Therefore in order to achieve Step 12 we need to grow our financial resources.

In the absence of a literature committee we have tasked ourselves as a Board to look at and update the NZ Service Handbook as needed to keep it up to date as a practical functional tool for the NZ membership. This is an ongoing task.

Two Board members attended the IAGSM in Rome and have brought back great international experiences and ideas. Some already implemented at Board level. They will present their learnings to this Conference After the IAGSM I was invited to write a sharing for inclusion in the Italian version of the Messenger and have asked their IAGSM delegate to do the same – look out for her sharing in a future issue.

Our Messenger is having a renaissance of sorts as subscriptions are up and contributions are up. Keep up the good work of sending in your sharings and don't miss out those of you who do not already subscribe to this great resource.

As I type this, another Board Member is representing NZ at the World Service Conference because participation truly is the key to harmony.

Public Outreach is continuing to work on the vital PO aspects of credibility and name recognition by encouraging the NZ fellowship to utilise the PO tools on the NZ AFG website. We are looking to participate in health fairs, taking advantage of available not-for-profit space on radio and taking action on Google AdWords.

Succession planning is a big focus of both the Board and the Budget Exec committee also. We are actively encouraging and nurturing past and present Delegates into continued service.

The Budget Exec committee is continuing their great work ensuring that the business of NZAGSO continues functioning smoothly and efficiently. Working in the background to identify issues before they become disasters and to encourage our fellowship to evolve and adapt to the changing times we live in. They are looking to adopt modern technology and streamline efficiencies in ways that we will hear about at this conference.

I am thrilled to report that two TEAM events are budgeted for and planned for this calendar year and the Board is excited to travel to meet members and share our ESH with the fellowship at large.

I'd like to especially acknowledge our volunteers. That includes all of you present at this Conference. We do a great deal of service work, which the wider membership doesn't often see. It is noticed by the Board and it is valued. Thank you especially to all who keep our NZAGSO in tip-top shape, those who give tirelessly of their skills, time and energy. We are grateful.

Thank you to you all for giving me this opportunity to serve and grow in my recovery through service at Board level. I am continuing to learn and my Higher Power is giving me practice to sharpen my tools and shed some defects. I feel so honoured to serve the fellowship in this way.

Your trusted servant,
Sally-ann
Board Chair

Board Reports: Northern Regional Board Member

Robyn M

Area 6:
I attended the Area 6 Assembly in Hamilton on the 3rd March.

Disappointingly only 8 were there. A common theme in the group reports was difficulty in balancing meetings between the needs of newcomers and fresh ideas for the regulars. Of the 10 groups Rotorua is by far the largest, 10 – 15 and up to 20 members. An Alternate Delegate was elected but she will serve in the role only until December 2017.

The Chair changed the seating to a more informal 'circled around a couple of tables' arrangement due to the lesser numbers. The groups all are committed to PO activities. After the Area business we discussed: Rotorua- should they open a 2nd group? - An 0508 phone number in Waikato phone directory; managing the Area archives from NZAGSO; NZ phone Training to answer 12 step phone calls; the Gmail Area 'drop box' to send reports and Area communications.

This is new and enables the reports to be sent there and be read prior to the Area Assembly. This seems to be a great idea but taking some adjusting.

Area 7:
The Assembly was on the 18th February in the gorgeous setting of the Botanical Gardens. Most groups declare their donation to Area in their reports. All groups mentioned PO activities too. The new Delegate shared her commitment to the growth of AFG, noting that we have an aging membership (WSO stats) and that South Auckland has a youthful demographic with very few meetings. She cited the Big Gay Out PO activity as unusual for AFG in that it is into the community. Her succession planning intention is to encourage fun and ease.

Their annual Recovery Weekend at Aio Wira was a great success, covering Steps 4, 5, & 6. The Chair of the committee, Andrew is investigating running another weekend at a more Southerly location. Exciting – watch this space!

The Delegate and a new GR of a fairly new Group ran a workshop: "Growing AFGs".

We split into 4 groups under the themes: Pop Up Group; another Pop Up Group; Keeping Members; Attracting Members. Result – a useful list of ideas and a team of 6 ready to set up the first of these.

Elections filled the AMIAS Coordinator, Alternate Delegate and ...at last PO Coordinator roles.

A full day of lively discussion, planning and new projects – a 2nd Serenity Weekend and a new concept - *POP UP groups with a team of 6 to kick off.

*More info below.

Area Eight:
I attended Area 8 Assembly on the 11th February. The agenda began with the Area service reports followed by last year's Conference Workshop which I facilitated - "Communication – Our No. 1 Resource".

After lunch we had the GRs' Reports which featured non returning newcomers. Suggestions were: a follow up text; inviting to another event, e.g. Intergroup; coming alongside; targeting a share to a newcomer by choosing a sharer who has the same alcoholic relationship.

The Alateen Coordinator role was filled while both the Chair and Phone Coordinator roles remain vacant. The Alternate Delegate chaired and she will fill the spot for the May Assembly too if necessary.

There are 15 groups in the Area, one of these is Alateen. The Area has a nomination for the NRBM role – Chris H – who is currently serving on the Board as Treasurer & Alternate Board Chair.

The Northern Regional AA Assembly in Kaitaia was on the 11th March clashing with our Board Meeting. AFG theme was "Gratitude & Happiness". So disappointed I couldn't attend- particularly with a new Delegate and a new Alternate Delegate. Report back was - a great success and well done- credit to the Delegate, Alternate Delegate and past Delegate too.

Other Activities:
I am looking forward to attending the Area 3 TEAM Event in Wellington in May when I will present the 2016 Conference Workshop "Communication- Our No.1 Recovery Resource".

New Initiatives: *The concept of a "Pop up Meeting" is simple – bringing test meetings to the people and establishing if there is a need for a new meeting in that community.

This involves a core group of 6 or more setting up a new AFG group in an Area for 6 months, committing to attend regularly, the vision being that this results in a self-supporting new group.

The first of these in Area 7 was Courage to Change AFG Ellerslie 8 months ago.

The group has a regular attendance of 12-15 and is fully self supporting – both financially and in service at all levels. The latest is Personal Freedom AFG Otahuhu, having the 1st meeting on Easter Monday with 12 attendees enjoying a great venue, lovely Al-Anon sharing, warm fellowship and supper to follow.

What next?

Conclusion:
I see that the AFG Areas benefit hugely from contributions of Al-Anon wisdom and experience from other Board members and long time members who attend these Assemblies.

More than ever I believe that the Area Assembly provides an unequalled opportunity to have the GRs gain experience and confidence in their roles and to model for them (and the other members). AFG processes and principles at work – dealing with conflict, electing members into service roles, approving AMIASs, planning events, workshops, attracting their group to attend, questioning, reasoning things out, sharing and experiencing the bigger picture of our fellowship. Finally going back to their Groups filled up and enthusiastic.

The February /March Assemblies all had lower attendances than usual.

The Area Assemblies are the most vital resource for the groups.

The group meetings are where we need to encourage all members to attend– not only does this support the GRs but also, I suspect, serves to attract members into service and has them belong in Al-Anon.

Board Reports: Central Regional Board Member

Vacant position therefore nil report.

Board Reports: Southern Regional Board Member

Melda T

AREA ONE
The 208th Southern Area Alcoholics Anonymous with Al-Anon Participation Assembly was held at the Bluff Marae and the Bluff School Bradshaw Street Bluff on the 3rd-4th-5th-March 2017
Area One held their business meeting on Saturday 4th-March 14 members attended.

Matters Arising
The objection of Christmas being used this was based on (Al-Anon is not allied with any sect, denomination, political entity, organization or institution) From Chapter 2 of the preamble.

In lieu of the wording Christmas, it was suggested we use Holiday or Festive Season.
There was support for the removal of Christmas from celebrations in Area One.

Financial Report
Presented by Coleen in lieu of treasurer Shona

Discussion- That report is deferred to next business meeting to allow for treasurer to be available for any discussion.

All Groups reported they are able to meet their financial commitments, membership is varied

Overall some meetings 2 attend while others meetings have 8 -10 attending.

Points Raised concerns re: the Dunedin group not regularly attending business meetings.

Karen— Confirmed they were struggling, can encourage but can't make them change what they can't, they are doing the best they can with what they have.

I have been visiting this Group and supporting them each time I'm visiting family, they send in a report and donation to the business meeting.

It was asked if we use the service manual to support groups and what does the service manual state in relation to groups not fulfilling their rolls.

Research going to be done to clarify this via service manual and discussed at next business meeting.

Area Delegate report
Matters arising from these.

It was queried the value of the pull up banner at Southern Institute of Technology without context. Literature had been left with the SIT health nurse.

AMIAS annual renewals
The renewal procedure is to be reviewed and discussed at next business meeting. There were queries why did members want to be AMIAS approved and where were we at setting up Alateen in the Area. Karen explained what the purpose was to be AMIAS approved.

SRBM
I submitted my profile form for another term. There were no other profile forms submitted.
I left the room while the discussion and vote was made. The Area voted for me as SRBM.

AREA NINE
Area Nine Assembly held in Nelson on the 18th-19th-March 2017
15 members attending.

Public Outreach still vacant, there is no nominations.
The 3 Nelson groups have a core group who will share information and ideas.
Secondary schools and Doctors have been given information.
The Public Outreach plan put out several years ago is being revised and will be brought back for discussion.

Richmond gave a very well received meeting with Victim Support members most of their clients are alcohol affected. Good questions asked and answered. Literature and phone numbers left. Also information given to police.

The PHO spoken to about a meeting with the local Practice Nurses. Citizens Advice is keen to have members at one of their information meetings.

Group Budgets. All groups encouraged to have a budget. Nelson Monday has one now
and members pleased to have an overview of income and costs resulting in an increase in donations,

Newcomers. Groups are having discussions on what they could maybe do or change to encourage newcomers to keep coming back. Some thoughts put forward. Continue with welcome and encouragement after meeting. Loving interchange to be encouraged in meetings. Meeting opening and closing wording may be daunting to newcomers.

All groups are working hard on Public Outreach and attracting and keeping newcomers.
The meeting numbers attending are varied 10-12 the largest group 2 the smallest group
Meetings are structured also using CAL literature. One group does a concept each month using Reaching Personal Freedom they have found this has stimulated more conversation and sharing. All groups are positive and financially stable.

Area Nine are all working together with a friendly positive attitude to help all the groups to grow and thrive. Also has excellent communication and cooperation with AA.

AREA TWO
Area Two Assembly held in Hornby Christchurch on March 4th-2017

17 members attended.

The Telephone Coordinator Reported 11 calls in the last quarter. 6 callers had a partner or child struggling with alcohol. 4 wanted meeting locations. 1 from a bridge rehabilitation facility.

Public Outreach. A call was received from The Bridge requesting an Al-Anon Meeting at their Institution. A meeting room was offered with subsidised rent to begin and support from staff. Also speakers for the Bridge have been requested for Wednesdays 9-10am approximately every seven weeks. Further Outreach is to be planned – participation requested please.

AA Convention Report 2017
Lyn gave a report on the Al-Anon participation at the AA Convention in January. Sold lots of literature. The fellowship was great. Meetings huge. Concept Meeting was exceptional. Board Members from all over NZ. Decorations great as was the Sales Table. Special thanks to the organising Committee, it was a great success.

Reading the group reports was very encouraging most of the meetings reported new members that were staying and the size of their meetings were in double figures. The meetings that were smaller are still getting support from the larger meetings. Good on you that is Al-Anon working.
All groups have a solid core even the smaller groups and have a very positive attitude.

Board Reports: Public Outreach

MEDIA ADVERTISING BRAINSTORM

Magazine:
Eg: Woman's Day:

WOMAN'S DAY	
RATES	
Ratecard	
	CASUAL
Four Colour	
Inside Front Cover	20,625
Outside Back Cover	11,263
1st Double Page Spread	18,150
1st Right Hand Page	9,911
Double Page Spread	16,500
Full Page	9,000
WOMEN'S LIFESTYLE	

<u>The Breeze (Wellington)</u>
Currently playing community notices for free!
Duration 20"
Any Not For Profit (NFP) is eligible
Send copy to online@thebreeze.co.nz
Frequency: six per day –frequency depends on what's happening.
How many they have per day to play.
Free service.
No commitment to frequency/can give indication/no reporting
6am to midnight
Non-time specific gets played more – or centred around an event can also work
2 weeks in advance is best.
Have to contact each Breeze locally to have them played nationally
They will also get played on Radio Live and on The Sound.
The one version plays across all of them.
Send key messages via email and they make a script (or send your own).
FA one mentions: Weekly meetings on a Tuesday.

<u>The Dominion Post</u>
Your Weekend magazine – cancer society.
Waiting for update on costs for NFP placement.
Spoke to a lady and told her I would like the costs for an NFP called AFG – she knew of us. Said she visited the website often. I probed. She visited the website for help for her sister. We talked a bit about the disease and then I offered to meet her and her sister on Boulcott Street to take them to the Tuesday lunchtime meeting.

<u>City Council</u>
City Councils across NZ operate free community billboards.
Area 3 (Wellington) is tapping into the large one near the Railway Station for Christmas 2017 / lead up to Convention 2018

We are responsible for supplying the banner and covering costs to install. $190+gst

NZME
Ok – so $2k can get them a national banner campaign – 200,000 page impressions (means their ad is served 200,000 times) across nzherald.co.nz – Run of site – rectangle banners – over a month is ok. It's $10CPM (cost per thousand). I did this for option 3 for you yesterday, so instead of geo-targeted to Wellington only – we can run this nationally.

Otherwise radio, does buy them a week worth of adlets on one station like The Hits (seven seconds long) – but not enough impact for just a week and only short, like a blip on the radar really – this is usually done in conjunction with other advertising, never stand alone.

To do a national campaign on radio and digital their investment would need to be more in the $15-20k region. We do a Superzone package with 15 second radio ads for a week – see enclosed info on that. (The 15sec Superzone is $13,020 and includes 100,000 page impressions of banners run of sites across our networks.)

DECISIONS

1) Send an email to all Delegates recommending that the following approved AFG NZ text (below) is sent to all local Breeze stations for use in Free Community notices with local phone number used.
2) We spend our PO budget for 2016 on a focused press/outdoor advertising campaign to support the AFG participation in the AA Convention esp the open meeting on the Sat night
3) We encourage PO members to contact city councils to book billboards
4) We adopt and send out the PO activity year plan as suggested at Conference:

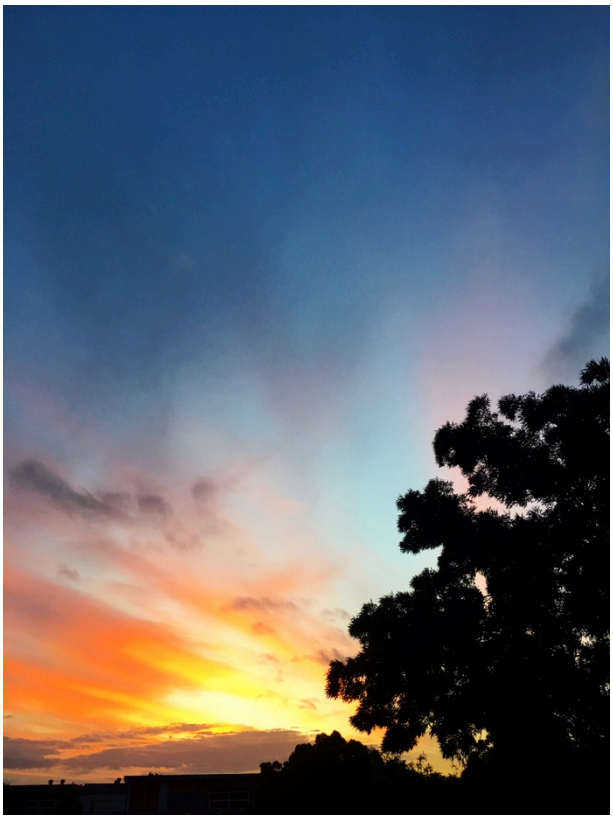
Suggested National PO Activity year plan:

- March 4th – Leave literature on Lois W's birthday
- May (1951) – Lois & Anne unify the AFG groups
- June (16th) – anniversary of AFG first meeting in Dunedin, New Zealand
- December – Holiday season outreach
- January – Convention

Committee Reports: Convention

54th AA Annual Convention with Al-Anon Participation

Location: St Andrew's College Christchurch
Date: 20-22 January 2017
AA Theme: "A Programme of Recovery"



Overall
In general the Convention was very successful and the feedback was positive from the members who attended. There were 39 pre-registered as Al-Anon members but we have not been able to get the final number of attendees. In total there were 375 members from both fellowships which was perfect as the maximum allowed was 400. AA was very pleased with that and said they broke even financially.

Co-operations with AA
The working relationship with the AA Convention Committee was mainly by email or phone calls they said they would send an invitation to their meetings which didn't happen.

The room they allocated for Al-Anon was excellent plenty of room and light, it was also quiet. When it was decorated it was colourful and inviting. There was also a smaller room (just beside our room) allocated for Alateen.

The Al-Anon literature table was situated down stairs by the registration desk, beside AA Literature Table. When we were setting this up we were informed everything to do with Al-Anon was to be in our Al-Anon room. After speaking with the Convention Chairperson as this was not what we had originally agreed, it was sorted quickly without it being a problem. I had a wee smile when the AA literature was also shifted to where the Public Meeting was to be held. Al-Anon's literature was moved there also. This proved very profitable with a lot of interest and sales.

The AA Convention Committee members were very friendly and helpful answering all queries cheerfully.

Our Programme
The Al-Anon Convention Theme was "Paths to Recovery". We had four Al-Anon meetings planned, as follows:

Day	Time	Topic	Attendees
Friday	7:30 pm	The Steps	37
Saturday	10:30 am	The Traditions	54
Saturday	1:00 pm	The Concepts	28
Saturday	3:00 pm	The Slogans	62
Sunday	10:00 am	Spiritual Meeting	38

As the AA spiritual meeting was not combined we decided to have our own Al-Anon spiritual meeting on Sunday morning. Unfortunately the AA programme made no provision for shared meetings.

At the public meeting we had two people sharing: Judith a long time Al-Anon member from Australia shared her experience strength and hope and Chris H shared as an Alateen sponsor this was well received, members showing a lot of interest. There was positive feedback and questions.

Financials

Description	**Expenses**	**Income**	**Balance**
Fundraising (Tea towels/ Magnets etc)	$300*	$888.05	$588.05**
Literature	$1061.80***	$946.70	-$115.10
Totals	$1361.80	$1728.70	**$472.95**
		Paid to NZAGSO	$1419.65

* Kind members donated some good for fundraising and some of the money as well.
** There is still some stock (have tea towels, pens, bags and magnets) left over and we will continue to sell them and send donations to NZAGSO. I am sure these will sell in time.
*** Includes freight and adjustments

Our Committee

The Al-Anon Convention Committee was composed of the following members – Melda T (Southern Regional Board Member), Teresa H (Conference Chair), Maria W, Karen W, Lyn M and Sarah R (Area 2 Delegate). Although we had a slow start getting a committee we all worked really well together as a team.

Many of our meetings were conducted using Skype, so as to limit costs. These Skype meetings worked well. Everyone got on and had done their allocated tasks. It was a pleasure working with them all.

The weekend of the Convention everyone turned up to set up our meeting rooms and what an amazing job they did. Throughout the weekend not all the members were able to attend the entire convention, they were there when needed. All the committee that were available helped in the final pack up and clean up.

Thank you Convention Committee also the members who helped on the literature and registrations tables. Thank you to the members who willing filled in the empty places on these rosters, without your help the literature table would have been packed up earlier. Clearly "Together we can make it" because *Together We Made It*.

Lessons Learnt

There are a number of things that we could have done better, as follows:

1) **Our Flyer:** We had some issues getting a flyer out including all the necessary information and with a professional finish. We needed to have prepared this earlier and got more assistance preparing it.

2) **Registration Information:** Make it easier for Al-Anon members to get information on how to register off the Al-Anon website. It was raised by members that they did not know how to register and this information needed to be both on the Al-Anon website and our flyer. We were made aware new members do not know to look on the AA website. It made me think because I know where to look for information, not to take it for granted that everyone else does it is my intention to improve my communication skills in the future.
3) **Committee Attendees:** Those committee members that were able to attend did. However the Chairperson needs the support of the full Convention Committee to be present for the entire convention to share the workload.
4) **Skype Committee Meetings:** While these meetings seemed to work well, there is some doubt they are as good as face to face committee meetings. Future Convention Committees might like to consider how best to make this meeting format a success.
5) **Literature:** The Literature sales were very effective; however we were surprised by the freight costs of getting the literature to Christchurch. We also had some instances where our record keeping on what was sold let us down. Future committees again might like to liaise closely with NZAGSO on the best format for this record keeping.
6) **Local Members:** We were delighted with the overall attendance it was a shame that there was not more attendance from those in the host Area. This is one of the main opportunities for the Area that hosts Convention to meet all the members who has travelled in to the Convention. It is also a great opportunity for those travelling to get to meet members they might not have met before.
7) **Separation from AA:** While there was a great harmony between the Al-Anon and AA committees, there was a physical separation (between the meeting rooms) and a lack of combined/shared meetings. I would like to see more unity between AA and Al-Anon when organising Conventions and Assemblies where possible.

It has been a privilege to help organise the convention, I am a work in progress and the experience has been very rewarding.

Melda T
Southern Regional Board Member

Committee Reports: Literature

Nil report.

Committee Reports: NZ Al-Anon General Service Office (NZAGSO)

Rana S & Julie M

Volunteers
The NZAGSO is open three days a week Tuesday to Thursday from 10am to 3.30 pm, the involvement of the regular volunteers is crucial. NZAGSO Volunteers are responsible for the picking, packing and shipping of literature orders for the fellowship. They also lovingly produce all the Newcomers Packs that are sold and prepare the monthly mail-outs. They also open the NZAGSO when the Office Manager takes annual leave. The NZAGSO would not be able to function without the essential input of the 10 regular volunteers. There has been some changes in the volunteers, we have been delighted to have a new person join the team. We continue to be amazed at the support the volunteers provide and the opportunities for personal growth that it brings to everyone. To thank the volunteers we hosted an end of year lunch in December, it was lovely time for relaxed fellowship.

Literature
Literature continues to flow out to the fellowship from the NZAGSO. Recently the World Service Office have announced a new piece of literature which is a work book to accompany Paths to Recovery, we are stocking these now.

We have released a new piece of public outreach literature for groups to use. It is the "When you don't know where to turn" (MN100) flyer which is priced at five for $1 (we have already sold 750).

We continue to run a regular book special including it in the NZ Al-Anon News changing it every two months to make literature more financially accessible to the fellowship.

Top Book Sales for 1 April 2016 to 31 March 2017

Item	Title	Number sold
B16	Courage To Change	76
B22	How Al-Anon Works	54
P92	Reaching for Personal Freedom	41
B06	One Day At A Time	38
P05	Blue Print For Progress (small)	25
P91	Blue Print For Progress	22
B27	Hope For Today	20
B24	Paths To Recovery	17
P49	Living with Sobriety	16
B04	Dilemma Of Alcoholic Marriage	9
B21	From Survival to Recovery	9
KN10	Newcomers Pack	732

Group Numbers
In NZ there are currently 91 groups with the following group closures and new groups

New Groups	Disbanded Groups
Thames AFG	Howick Pakuranga AFG
Al-Anon Works Paraparaumu AFG	Wairoa AFG
Courage to Change Ellerslie AFG	Levin AFG
Howick New Beginnings AFG	Palmerston North Tuesday AFG
Tamahere Hamilton Sunday AFG	St Martins Wednesday AFG
Balclutha AFG	Rata Street Alateen AFG
Ashburton AFG	
Taumarunui Wednesday AFG	
Dannevirke AFG	
Personal Freedom Otahuhu AFG	
Red Beach Trust Alateen AFG	

The breakdown of the groups is as follows:

	2017	2016	2015	2014	2013
Al-Anon Groups	86	82	84	84	83
Groups focus on Adult Children	2	2	2	2	3
Alateen Groups	3	3	4	3	2
AIS	0	0	0	0	0
Loners	12	12	7	7	8
Institutions	0	0	0	0	0

Birthday Club
There are currently 30 members subscribing to the Birthday Club and the beautiful handmade cards are enjoyed by subscribers.

Mail outs
Every month NZAGSO mail out to all groups the NZ Al-Anon News which provides the fellowship with information on happenings in NZAGSO, recent fundraising activities, opportunities for members to take up national service positions, literature specials and any new literature that is available to the fellowship, plus monthly financial reporting. The mail out also includes the Messenger to subscriber (groups and individuals). There are currently 119 Messenger subscribers (85 Postal and 34 e-mail). The whole mail out is sent to 217 recipients with 100 being by post and 117 being sent by email. It is good to see that we are reducing the number of postal items gradually.

Website
Currently the day to day maintenance of the NZ Al-Anon website (www.al-anon.org.nz) is done by volunteers at the request of NZAGSO. Please make sure that any group's changes about location, day or time are communicated back to the NZAGSO. We also regularly update the calendar of events. Members can gain access to the members' section.

Office & Equipment
The NZAGSO lease has now been renewed until June 2018.

This year we have worked on removing old records from the NZAGSO, this has made a great deal more room for the NZ Al-Anon Archivist to work.

We have also refreshed some small equipment (phones, clock and a heater) in NZAGSO to make it a more comfortable place. Unfortunately in January 2017 our computer had a major hard drive

failure. While we lost a few days of work time all data was recovered. We will implement some small changes in the next year to limit our risk in this area.

Finally we have worked on providing a more professional image to you and the public. Particularly we have updated our email address for NZAGSO to office@al-anon.org.nz so that the fellowship name appears in our email address, please update your address books. We have extended this to three other addresses one for each of the Treasurer, General Secretary and the Conference Chair (details are on our website).

Committee Reports: Messenger

It is a privilege to send a small report for the Conference as the editor for the Messenger.

I am still inspired to be editing this magazine. I noted that I have been in this role since August 2013 which takes me to nearly four years. If anyone should wish to take it over by all means, if this role is the same time frame as all Al-Anon positions (3yrs with an option for another 3) then my time will certainly be up in 1½ years and I would definitely be bowing out then.

At this time I still find this role edifying for me and it has hastened my spiritual insight I am sure. I can only trust that it is likewise for the Messenger subscribers.

I would spend a good 15 hours a month gathering articles and typing up the Messenger. I have had a reasonable response to sharing coming forth earlier in the year but it is a bit sparse now. I would welcome Board members and Delegates to please help me in this field.

Feedback and articles from this conference please send them to me.
patty.jones@xtra.co.nz or to the NZAGSO office.

Patty
Messenger Editor

Board Appointments 2017

Board Chairperson – Sally-ann M
Alternate Board Chair – Chris H
Archivist (non Board) – Chris W
National Public Outreach Coordinator – Sally-ann M (interim)
National Alateen Coordinator – vacant
Editorial Chairperson (non Board) – Patty J
General Secretary – Arnold H
Literature Chairperson – Marie W
Treasurer – Rana S
Executive/Budget Chairperson – Rana S (vacating in December)
Northern Regional Board member – Chris H
Central Regional Board member – vacant
Southern Regional Board member – Melda T
International Al-Anon General Services Meeting Delegates – Sally-ann M, Chris H
Conference Chair – Teresa H
Website Oversight/IT – Rana S
AA National Convention Committee Chair 2018 – Sally-ann M
Board Member – Marie W

Conference 2018

Theme:	Living the Three Legacies
Venue:	The Friary, 50 Hillsborough Rd, Hillsborough, Auckland 1042
Date:	7 - 10 June 2018

Conference Goal for the year 2017/18

Living the Three Legacies - the Promises will be Delivered

AA Convention with Al-Anon Participation 2018

AFG theme: Our lives will be transformed
From Survival to Recovery (B-21); pages 267-270.

Conference Members 2017: Board Members

Roles	Details	Terms
Board Chair **IAGSM Delegate** **National Public Outreach**	Sally-ann M	1st year 1st term 2nd year 1st term
Board Treasurer **Alternate Board Chair**	Chris H	3rd year 1st term 1st year 1st term
General Secretary	Arnold H	2nd year 1st term
Board Member **IAGSM Delegate**	Joan G	1st year 3rd term 2nd year 2nd term
Northern Regional Board Member	Robyn M	3rd year 1st term
Southern Regional Board Member	Melda T	3rd year 1st term
Board Member	Marie W	
Executive Chairperson	Rana S	3rd year 1st term
Conference Chair	Teresa H	2nd year 1st term
Editorial Committee	Patty J (Non Board)	4th year
Archives	Chris W	4th year

Conference Members 2017: Area Delegates

Area	Details	Terms
Area One	Karen B	3rd year 1st term
Area Two	Sarah R	2nd year 1st term
Area Three	Liz A-S	1st year 1st term
Area Four	Rowena B	2nd year 1st term
Area Five	Anne F	3rd year 1st term
Area Six	Helen P	2nd year 1st term
Area Seven	Sheryl G	1st year 1st term
Area Eight	Jannene A	1st year 1st term
Area Nine	Marguerite B (Alternate)	3rd year 1st term

Motions and Trials 2017

Motions

Motion: "That the NZAGSO 2016/2017 annual financial accounts be accepted." **Carried**

Motion: "The budget allocation for PO for the coming year to be raised to $4,000." **Carried**

Motion: "To increase the WSO donation from $500 to $1,000." **Carried**

Motion: "That the NZAGSO annual 2017/2018 budget as amended be accepted." **Carried**

Motion: That NZASC 2017 approve amendment of the NZASC Charter by deleting Article 8 – and all reference to Panels – and consequentially renumbering the subsequent Articles of the Charter. **Carried**.

Motion: "That the NZASC 2017 approves the proposed NZAFG RBM guidelines as presented in draft form to the NZASC 2017". **Carried**

Motion: "To make the Executive Budget Chair a full Board role." **Carried**

Motion: "That NZASC 2017 approves the proposed NZ Al-Anon – Alateen Service Handbook 2017 as presented in draft form to NZASC 2017." **Carried**

Motion: "That the Conference approves the creation and adoption of a national toll free number for Twelve Step calls." **Carried**.

Motion: "That the Conference adopts the new Members Answering Twelve Step Phone Calls guideline (PN-10)." **Carried**.

Trials

2013	That a workshop on abundance be held at each Conference for the next five years focusing on people into service, attracting people into meetings, attracting more money, more love, and support in the fellowship. Working together towards making Al-Anon an household name.	2018
2014	That the role of General Secretary for AFGNZ be for a trial period of six years.	2020

Public Outreach Calendar

Remember: We are all responsible to tell: Who we are • What we do • How to find us.

Use the full name “Al-Anon Family Groups” rather than just “Al-Anon”
(this helps eliminate the confusion that Al-Anon is another way of saying Alcoholics Anonymous)

August Places of Entertainment – anywhere and everywhere. Leave posters or pamphlets at video stores, movie theatres, cafés or restaurants. A poster can be left on the inside of a toilet door.

September Magazines and Newspapers – participate in the FREE community advertising available, write letters to the editor. Write a response to articles you have read. Send a copy of publications with Al-Anon articles to your PO person or delegate. Show gratitude by sending a letter of thanks to publications that have had Al-Anon articles.

October Hospitals and Health Clinics – leave some reading matter, update or replace old posters. Include Christian, Community and Whanau Health Centres; medical training establishments. “Remember to Forget” a pamphlet or September Forum in a magazine somewhere.

November Cooperating with Professionals – visit Lawyers, Counsellors, Doctors, Spiritual Leaders, Police. Offer to speak at their meetings. Make new contacts, update existing contacts. Use suggested letters, literature and guidelines from the NZ Al-Anon Service Guidelines (KN17). The September Forum is ideal for waiting rooms, reception etc.

December Poster Campaign – from letter boxes to supermarkets, car park drops to doctors surgeries, use your imagination. Ask permission, use local phone numbers, replace faded posters, include www.al-anon.org.nz. Put the “Sad House” poster out to show.

January Personal Outreach (one-to-one) – recognise a need in someone and share your experience, strength and hope. Attraction not promotion (be a good Al-Anon example). Meet them for coffee and take them to their first meeting. To lead another person from despair to hope and love blesses us in turn.

February Cooperating with AA - Communicate with the local AA Outreach person and offer Al-Anon speakers to accompany AA speakers during this month. Send a thank you letter to AA for their time and cooperation with Al-Anon during the past year. Invite your local AA group to your meeting or visit theirs (don’t show up unannounced).

March Focus on Schools – check their library resources; offer books, pamphlets, tapes and videos. Offer Al-Anon/Alateen speakers for their classes on addictions, alcohol or social issues. Visit the counsellors, offer Al-Anon and Alateen information and literature with up-to-date contacts. Posters are useful for Primary, Secondary, Tertiary and Universities. Pay to put an advert in a school or institute’s Newsletter. Suggest Al-Anon be on their list of 'Local Support Services' they supply to their students.

April Radio Stations – Read and utilise the Media & Public Outreach Kit and CD. Fax your meeting details and use free community announcements. Respond to Talk Back Radio by sharing about your growth in Al-Anon when related topics come up.

May Open Meetings (birthday month) – celebrate by telling your story at your meeting, at an AA meeting, at an open Public meeting or to a group of professionals. Explain what your life was like before Al-Anon, how you found Al-Anon and how it has helped you. Open your meeting to the public - use local paper to invite visitors.

June Community Groups (prepare for displays in July school holidays) – Visit libraries, CABs, Sports Facilities, RSAs, Community Centres - ask where best to display Posters and Table Display cards to be most effective, and listen to their suggestions. Leave “Sad House” bookmark in a book when returning book to the library.

July Other Recovery Agencies/Groups – offer Al-Anon speakers, ask if starting an institution meeting is appropriate for their facility, provide meeting lists and information, and donate the Al-Anon videos, tapes and books.

For additional tips on Public Outreach Activities for the **NZ Al-Anon Family Groups**, please use Public Outreach Tips (https://www.al-anon.org.nz/public_outreach)

Let It Begin with Me

When anyone, anywhere, reaches out for help, let the hand of Al-Anon and Alateen always be there, and -
let it begin with me.