

Conference Summary

New Zealand Al-Anon Service Conference

6th to 9th June 2019

St Francis Friary, 50 Hillsborough Road, Mt Roskill, Auckland

Service is Gratitude in Action



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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

Te Inoi Mahurutanga

E te Atua tukua mai ki a au
te mahurutanga ki te whakaae ki ngā mea e
kore nei e taea e au te whakarerekē,
te kaha ki te whakarerekē
i ngā mea ka taea e au,
me te mātauranga e mōhio ai au
he aha te aha

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Thursday

The Conference was opened with everyone joining in the Serenity Prayer and the Conference Chair reading an extract from page 12 of the 2018 World Service Conference Summary.

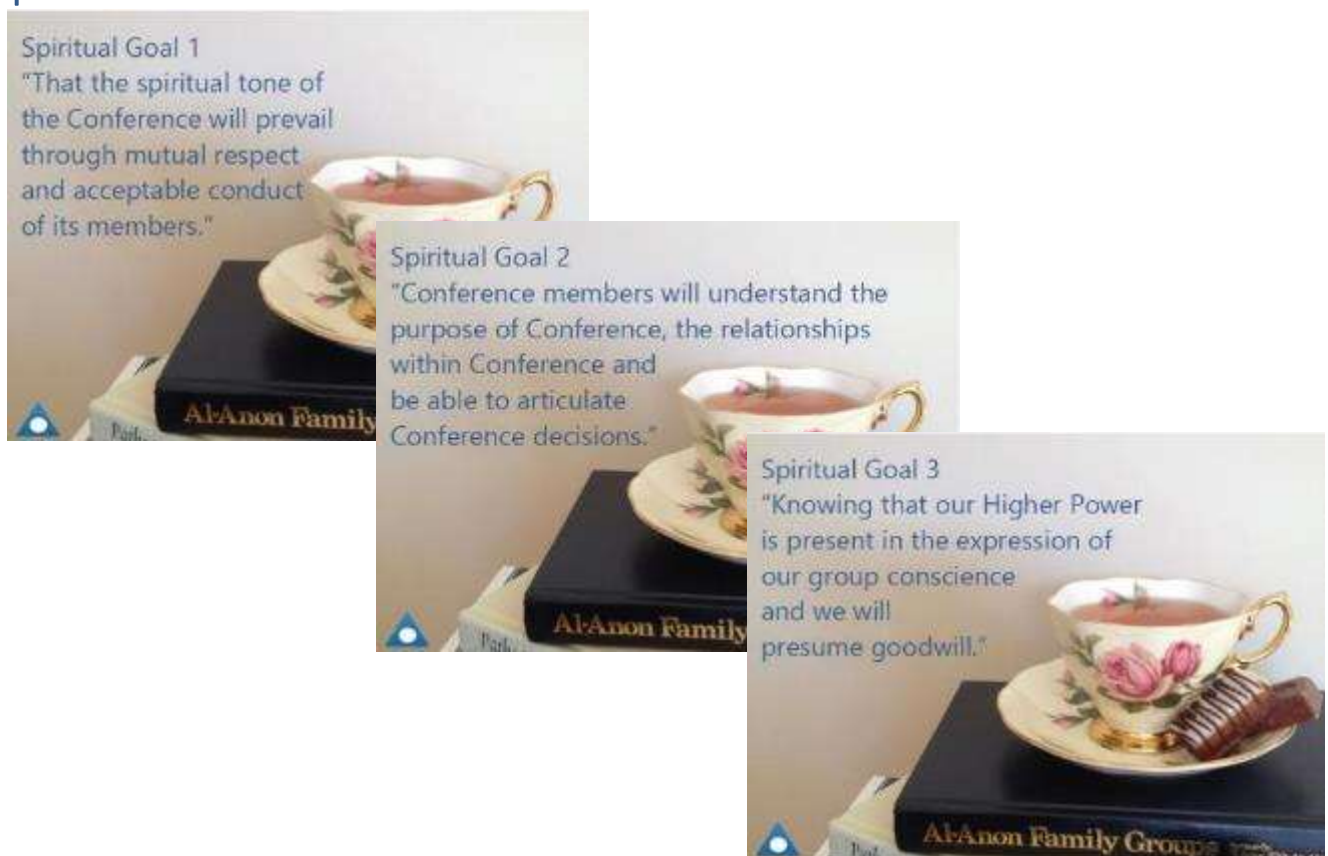
"I challenge each of us this weekend to envision the future of Al-Anon Family Groups. To continually ask of ourselves and of each other: What are the challenges and the possibilities for tomorrow? In what ways can we enthusiastically carry the message of the Conference back to our Areas? How can we instil in ourselves the importance of moving forward and embracing the challenges of today and tomorrow? How can we ensure that we are applying our spiritual principles as a format for change rather than stagnation?"

With the help of our Higher Power, I know this Conference will once more be an example of unity, mutual trust and love for one another."

Conference members were introduced to their Buddies who will support them during the Conference. The group then discussed, with the help of an object in the middle of the room, how we can all see things differently but none of us are wrong, we are just looking at it from a different viewpoint.

The Spiritual Goals of Conference were on the wall and in pairs the members discussed each one together.

Spiritual Goals for Conference



After Dinner, new and returning Delegates and Board members had orientation with the Board Chair and Alternate Board Chair.

All Area Delegates then met to catch up on the year's activities and to discuss any concerns from their Areas. They chose two discussion points to bring to the conference floor on Friday for discussion.

Friday

The day began with an optional sharing meeting over breakfast.

The members then gathered in the conference room opening the day with the Serenity Prayer, reading of the Twelve Concepts of Service and the Spiritual Goals for Conference were read and mutually agreed upon by all present.



Board Chair Welcome

Tena koutou and morena. My name is Sally-ann and I'm a grateful member of the worldwide fellowship of Al-Anon Family Groups, the Board Chair of Al-Anon New Zealand and your IAGSM Delegate. My home group is: Principles above Personalities, Tuesday and Thursday, in Boulcott Street, Wellington.

When I was reflecting on our Conference theme, "Service is Gratitude in Action"—I was reminded of this powerful excerpt from 'In all our affairs' page 132.

"I realized that being in service made me feel obligated to maintain my own personal growth in the program, and I benefit from that obligation. The same defects that cause trouble in our homes show up in our dealings with others, so service in Al-Anon is another arena in which to discover those defects. Surrounded by the love and acceptance of my Al-Anon family, I could begin to flower—to let God untangle the qualities He had given me from their distortions."

This quote speaks to me of the paradox of service in Al-Anon. In the beginning, I walked through the doors of Al-Anon to take, to get something – anything really, that could help me fix him, and instead I was told to surrender, to give away my old attitudes and old ideas. I gave those things away through steps four, five, eight and nine and they were replaced by

new qualities I didn't know I possessed. Now I have been transformed and I live a life beyond my limited imaginings from when I walked through those doors all those years ago. I too have begun to flower.

Today in service I give so that others may receive and by doing so my debt of gratitude is repaid. Then in the surprise twist of spiritual giving, the service work I freely give goes on to repay me in serenity and peace of mind. Because for me, giving service is where I receive God's gift of serenity.

I'm here today to welcome you to this NZ AI-Anon Service Conference because someone else encouraged me in service. Another member saw skills and qualities in me that I could not recognise in myself. They gently suggested or 'volun-told me' to put these skills to use in this program. And out of gratitude for the program that saved my life I did. I came into these rooms sad, alone and desperate for the pain to stop, but I was an independent, isolated, know-it-all. I didn't want any part of this fellowship and my plan was to take what you offered and to leave. Since those early days with the loving guidance found through application and study the three legacies of this program I have begun to bloom in service. I've been given this chance to grow and to change because years ago another member nurtured me into service. My sponsor led me through the steps, encouraged me into service and I've been shoulder tapped at various times to give back, to show my gratitude for what has freely been given to me. Along the way I've been encouraged, chastised, accepted, corrected and loved. Each moment in service I have felt that love.

With the help of my Sponsor and my Service Sponsor, I can tell that God is still 'untangling' my qualities from my distortions and from my defects. Because of that awareness I have discovered that I don't have to be perfect to serve, but I do have to be willing to take action. My experience in service suggests that God doesn't ask for perfection from me. He only asks for perfect effort. And when I am willing to apply myself fully good things happen.

I trust that we have all arrived fully informed and prepared, ready with our Higher Power to work towards God's will for AFG NZ because as our handbook states 'The conscience of AI-Anon can work effectively only if it is fully informed.'. I trust that we are all ready to apply the 36 spiritual principles found within the three legacies that we have been studying. I believe that we have the opportunity this weekend to put into action our love, our trust, our unity and our hope for the future of AI-Anon Family Groups here in New Zealand. In this way we express our gratitude for all that this marvellous program has given us. This is how we bloom into flower.

I'm grateful that you are here, I'm grateful that you have done your service work in order to make fully informed decisions for the betterment of our fellowship and I am grateful to be here serving alongside you. Thank you for listening, thank you for serving, may service at this level bring you the serenity and peace of mind that I have found.

I now formally and gratefully open this event, the New Zealand AI-Anon Service Conference 2019, with the theme 'Service is gratitude in action' - may God bless us all with his wisdom, courage and grace this Conference, as we continue to bloom and grow.

Sally-ann
Board Chair

Messages and Happenings

- ⌚ Delegates received cards of appreciation from their fellow members.
- ⌚ Wonderful meals and welcoming flowers helped make members feel welcomed and valued.
- ⌚ The Spiritual Goals for Conference were read at the beginning of each day.
- ⌚ Conference Chair introduced the scribes for each day and thanked them for their assistance to ensure the Summary becomes a true and correct record of Conference proceedings.
- ⌚ The voting process and addressing the conference was explained to members.
- ⌚ The Conference Chair managed time management of the conference with a 'shoe' as a gavel throughout the conference.
- ⌚ Delegates were once again guided to put their names down for a Selected Committee, as they must volunteer to be on one of these.
- ⌚ During the conference members considered and decided on the NZASC Theme for 2020, NZASC Goal for 2019-2020 and the AI-Anon Theme for the AA Convention 2020.
- ⌚ On Friday evening members were treated to a presentation about Stepping Stones – the home of Bill and Lois W. Plus a 'show'n'tell' from members who attended the AI-Anon International Convention in Baltimore, Maryland, 6-8 July 2018.
- ⌚ On Saturday night some members visited the NZ AI-Anon General Service Office, some watched a movie, and others played Mah-jong or rested.



Conference Voting 2019

Attendance: 8 Area Delegates + 1 Area Observer + 9 Board Members + 1 Host

Voting Procedure

As in the New Zealand Al-Anon-Alateen Service Handbook (PN-27)

8 Delegates

4 Board members

Eligible members with voice and vote:

- All 8 Delegates
- The 4 voting Board members are: Julie W, Sam McL, Melda T, Amadee R.
The General Service Board vote is on a proportional basis equivalent to one third of the Conference members. Voting Board members are chosen by ballot. The proportional voting remains constant irrespective of numbers attending.
- Observer and Host attending have voice and no vote. They may make announcements and comments related to the position they held.

NZASC Theme 2020

For the NZ Al-Anon Service Conference in June 2020.

Let it begin with me

NZASC Goal 2019-2020

The Delegates and Board members will take this goal from the 2019 General Service Conference as a guide for service until the next Conference.

Carry the message of recovery through service

AA Convention Theme 2020

For the Al-Anon Programme at the AA Convention with Al-Anon participation on 17-19 January 2020 in Christchurch (The AA Theme is 'Living Sober').

Living serenely one day at a time

Workshop: Service is Gratitude in Action

(getting people into service)

John B and Sam Mc



The presentation ran in three parts: Interview, Group Brainstorm, Group discussions and Feedback

Interview

Sam interviewed John on his experiences in service at both Area and Board level.

How have you grown in service, John?

John: *Got into Service early in the program and completed all roles in my home group. Enjoyed all roles, especially the Librarian – wonderful opportunity, allowed the reading of Al-Anon literature.*

Where have you found guidance in service?

John: *I sought Guidance from my service sponsors and other long-time program members. This enabled me to discuss service options that I would not have thought of taking up or known about.*

What lessons from service you have applied to your life?

John: *I was Chair of Area Three and at that time the area was quite dysfunctional. The running of meetings needed to be tidied up to have productive meetings. As a chair I found this challenging as I had to manage these groups. The Secretary at the time reminded me to lower my expectations, by saying John that 'we are all in recovery, and trying our best.'*

How can you pass on the support?

John: *Being a Service Sponsor, it makes you think about what you are doing, and working with people helps you gain new ideas.*

Tell us about a service challenge that springs to mind.

John: *First time chair for Area Three as mentioned. It was very dysfunctional. Knowledge Based Decision Making (KBDM) was bought in and helped streamline meetings, which was a great learning opportunity.*

Any high points in service?

Being back here as General Secretary, watching new and other members doing service.

"Building Relationships through Service

Not everyone who attends Al-Anon becomes involved in service activities. But those of us who do often say it is an essential part of our recovery. Al-Anon service draws us deeper into the program as it broadens our relationships with other Al-Anon members. Working together for a spiritual purpose, with everyone as an equal, can make our program more meaningful as a source of support and genuine fellowship. Twelfth Step activity, as service is sometimes called, often sets in motion the elements of the spiritual awakening that is the initial premise of Step Twelve, which states: Having had a spiritual awakening as the result of these steps, we tried to carry this message to others, and to practice these principles in all our affairs." This spiritual awakening further opens us for growth in our relationships."

Excerpt from: *Discovering Choices* page 243-245

Group Brainstorm

Gifts of Service	
Acceptance	Travel
Serenity	Laughter
Sponsors	Growth
Meeting etiquette	Experience of god in operation
An open mind	Courage
Friendship	Delegation (you are not alone)
Recovery	Sharing
Love	Responsibility/accountability
Support	First things first – ability to prioritise
Tolerance	Learnings
Enforced hanging out	Understanding I don't have to
Self-worth (I am good enough)	reinvent the wheel
Spiritual goals	Learning to handle conflict
Appreciation	Skills like 'letting go', chairing,
Belonging	facilitating etc
Fun	Confidence

Group Discussion and Feedback

- How did I feel before getting involved in service for the first time?
Scared, lack of confidence, getting it right, didn't belong, only male.
- How has my Al-Anon service changed my ideas about the program and how it works?
Gaining confidence, changed my ideas and knowledge. Carrying the message, inclusive of others.
- How did working on an Al-Anon project affect or change my relationship with another member, for better or worse?
Focus on the worst experience - Shredded in service, heading for the hills, but learning to coping with challenges, and to keep coming back. Positive spin, met new people that had scaffolded me to grow in service. Was loved and nurtured back in to roles, after bad experiences. Using skills, developing courage, principles before personalities, boundary setting. Acceptance about people being in different places in recovery, leaving judgment behind. When new in Al-Anon, place people on pedestals, then later realised that we are all human, doing the best we can.
- What relationship skills did I learn from my involvement in a particular service position?
Time management and listening skills.
- How has service affected and enhanced other relationships?
Awareness of people, building relationships, power of the group, different outlooks, learning when to keep mouth shut, learning when to speak up, pride, helps build confidence, seeing the bigger picture in the whole fellowship, better ability to share in group, apply service through concepts, worked with service sponsors, harmony, aiding minority voice, ability to relate to people through compassion and humility. Applying the principles. No more isolation, out of the comfort zone.
- What service characteristic do I want that others have?
Attraction, enthusiasm, setting example, learning from observing others, calmness under pressure, wisdom, serenity, knowledge.
- Do I express my gratitude for service work?
Shared openly at meetings and conference, comes with time we built the gratitude, encouraging sponsees to get into service to reap benefits.
- Do I use the Al-Anon service manual as a tool to make my decisions? My service sponsor? Those who have served me before?
Started using it for research, going back and checking manual to get new understanding, no need to reinvent to wheel, Yes, (I use my service sponsor) all the time, lots of learning around past information, building those repositories.

Summary from Delegates Meeting

The Delegates discussed the following questions:

Is the current format of the Delegates meeting serving us well?

The Delegates identified that the purpose of the meeting is not clear, and the actual format of how the meeting should run is unclear. Each of us having had varying experiences and no guidance as to its structure. If there were specific topics that needed to be addressed.

What was universally agreed to that a better structure along the lines of some prompts prior in the brochure:

- ▶ What is working well in your Area?
- ▶ What issues are you having?
- ▶ What could your Area do better at?
- ▶ What do you need help with?
- ▶ What could you learn from other Areas about?

The Delegates considered about having more time in the Conference to address the topics that are raised in the Delegates meeting to workshop solutions to them.

How do we best support Delegates in producing and presenting their reports?

- ▶ Hot topics are helpful.
- ▶ One page reports are not enough to cover what is happening in some Areas and means leaving out some significant details.
- ▶ Delegates sharing their reports back to Area with one another - especially with new Delegates.

Lightbulb moments about the Delegates Meeting.

That once per annum is not enough to support one another and share learnings. We agreed that a Teleconference or video conference via Zoom or similar 2 - 3 times per year with our Alternate Delegates to help prepare them for Conference would be helpful. A number of Delegates have contacted each other to problem solve with similar experiences. This has been very helpful.

What is working well in your Area that could be shared with others?

- ▶ Utilising enthusiastic double winners in subcommittee roles, e.g. coordinating speakers for an institution, weekend recovery events.
- ▶ Utilising job sharing for group roles for busy young mums.
- ▶ Bring a buddy to an event to encourage attendance e.g. combined AA/Al-Anon event, Area Assembly - resulted in growth in servants.
- ▶ Encourage taking a bite sized chunk of service - e.g. groups with no GRs to attend half an Assembly.
- ▶ Delegates contacting GRs by phone if can't visit.

What could you learn from another Area/need help/could do better.

- ▶ Use of social media to connect members for fellowship, service and public outreach, e.g. closed Messenger group.
- ▶ Aging membership reducing attendance and lack of confidence with social media or internet.
- ▶ Group registration - Delegates were feeling battered - however have made contact on a number of occasions and feel that it is the personal responsibility of the GRs and perhaps they need to bear the consequences of their inaction. Preference for the registration to be emailed.
- ▶ KN 17 to remain outside the Handbook - as easily photocopied as is.
- ▶ Delegates not able to get around all their groups (an alternative was to telephone the GRs regularly and to go through a checklist e.g. public outreach, meeting format)
- ▶ A group where a member suicided and the group's functioning before and after this.
- ▶ Groups which have disengaged from the service structure and won't attend Assemblies and everyone is the GR. Despite which they seem healthy.

- Gendered language in literature - putting off younger and newer members (we are aware that it will take 3/4 of the groups to change the Steps etc) but still an issue of attraction and retention. Discussed and came to conclusion that we are not the Al-Anon police. That we can share the process needed to change the wording of the Steps but it is an individual's responsibility.

What do we want to present back to Conference tomorrow?

- How to manage conflict within groups or service structures better. Several examples given, i.e. at group level between strong personalities, in service structure - between trusted servants, with trusted servants not fulfilling their positions. (Area 8 had a magnificent letter with excerpts from the 36 principles that was sent to a servant who subsequently resigned and resolved the situation.)
 - ⌚ *Took part in service many years ago, bad experience on that committee with a conflict with another member. Conflict took place, she watched that person handle that conflict with grace. This inspired me, and gave me hope.*
 - ⌚ *Conflict is never comfortable, I know now that I can use tools like reaching out to my service sponsor or other members for support. We all want more tools, the tools are in our members.*
 - ⌚ *When asked to run a workshop on conflict, I went to the Al-Anon tools as support. Conflict is a fact of life, and recovery, and if I want relationships, I have to learn how to handle it. Sometimes the conflict is with someone else, or with myself. I use the Al-Anon tool 'Steps to Conflict' that I carry in my wallet for guidance. Also, I look to "Alcoholism the family disease" pamphlet. This helps me look at myself, what is my part in this conflict, am I being honest in wanting to resolve this conflict, or do I want my way.*
- Reduced numbers attending groups, participating in service, meaning an Area may need to amalgamate and lose identity. Less money, less people to do the things that need to be done.
 - ⌚ *Regarding member attendance, service participation and Areas considering amalgamating with another - These things tend to run in cycles.*
 - ⌚ *An Area could offer support with public outreach workshops, showing strategies on how to do that. Share that knowledge.*
 - ⌚ *Areas operate Assemblies differently, one offers more fellowship type Assemblies with dinner/sleep overs etc... to help build relationships and make service more attractive, people wanting to be involved when things are fun.*
 - ⌚ *Making things more attractive. Old timers when I began, would offer car pools, were excited about Al-Anon events, this made them attractive just down to their enthusiasm. We need to nurture people into service, with help and encouragement. Keep basis on the program. I would not have gone into service if I hadn't studied the steps, studying the steps fuelled my enthusiasm for the program and made me want to serve.*
 - ⌚ *We are acknowledging the society change. Time is a precious commodity now, two working parents in household, being mindful around how we can help parents, and busy families be involved. How do we use social media to assist with outreach, we need to attract new members.*
 - ⌚ *Public outreach is key, successful outreach is based on involvement, mail drops for new meetings, that's direct public outreach. Keep it simple.*
 - ⌚ *Attracting into service is difficult, remember the principles about attraction and not promotion. We need to make it attractive ourselves. Lead by example.*
 - ⌚ *There are other avenues outside of Al-Anon that could assist. I attended a class about community service outside of Al-Anon. I shared Al-Anon with everyone at class. I shared my experience, strength and hope with people in that group. They agreed there was a need for Al-Anon in the community and offered to help spread the message.*

Workshop: Abundance of Knowledge in Manuals in Action

Melda T and Amadee R

Opening reading from *Opening our Hearts, Transforming our Losses* page 156 'Reading our literature'.

The abundance of knowledge in the programme - a wealth of knowledge can be gained from using several books. Not only the Daily Readers.

'Pearls of Wisdom' were shared from various literature that members hadn't picked up before:

When I Got Busy I Got Better; Intimacy in Alcoholic Relationships pg118; *Many Voices, One Journey* pg390; *Discovering Our Losses* pg84; *Three Views of Al-Anon; Guide for the Family; Alcoholism The Family Disease* pg27; *Forum - Al-Anon Faces Alcoholism*.

The better the knowledge of the programme, the better and stronger is the foundation, like the foundations of a building. A house needs foundations and pillars. The manual is just one of the pillars.

Knowledge without action is useless ...

Knowledge with action becomes wisdom ...

Members brainstormed to create an illustration on the board showing the '**Foundation**' (The Three Legacies) with '**Pillars**' of support (Manuals, Literature, Meetings, Sponsorship, Website, Fellowship, Service, Guidelines) with a '**Dome**' over the top (Higher Power).

In searching for '*Hidden Treasures*' members were given 15 questions to research the WSO Manual for the answers. Some of these are listed below. The full quiz and answers can be obtained from your Delegate who attended the 2019 Conference¹ and can be used for a workshop in your Area.

1. List the main sections in the Manual, excluding the Preface and Index (refer to the Table of Contents):
State the page number you found this on _____
2. In Victoria, Australia, if I hear about the sexual abuse of a child under 16, I am legally obliged to report it to the Police. However, if I hear about it in an Al-Anon meeting, even if in Victoria, Australia, the spiritual principle of anonymity means I must not report it to the Police. So I should not report it – True or False? Quote the relevant text (refer to "Anonymity" in the Basics for Group Meetings):
State the page number you found this on _____
3. What is frequently the strongest support for an Al-Anon member, and why? Quote the relevant text.(refer to "Home Group" in the Basic Terms Used in Al-Anon/Alateen Service):
State the page number you found this on _____
4. Can members of Al-Anon who are also members of A.A. take part in Al-Anon Area projects? Quote the relevant text. (refer to the 4th paragraph in the Service Participation by Al-Anon Members Who Are also Members of Alcoholics Anonymous):
State the page number you found this on _____
5. My group is going to hold a film evening to raise funds for Al-Anon. Can we invite non-members and ask them to donate to Al-Anon? Quote the relevant text. (refer to "Fund Raising" in "Financial Matters" in the Digest of Al-Anon and Alateen Policies):
State the page number you found this on _____

¹ See which Delegate attended the 2019 Conference at the back of this Conference Summary.

6. Why can't my group use the A.A. Big Book *Alcoholics Anonymous* as a source of readings at our meetings? Quote the relevant text. (refer to A.A. literature)
- State the page number you found this on _____*
7. How do we attract interest in Al-Anon Family Groups, and how does this differ from promotion? (refer to "Outreach is Based on Attraction Rather than Promotion" in "Public Outreach" in the Digest of Al-Anon and Alateen Policies):
- State the page number you found this on _____*
8. My group has agreed on changes to the wording of the Steps and Traditions to replace any reference to God by reference to "Higher Power" and "it". How do we set about getting this accepted worldwide? Quote the relevant text. (see "3. Relation to Al-Anon" in the Al-Anon World Service Conference Charter):
- State the page number you found this on _____*

Comments

The members loved the Service Manual Treasure Hunt. They welcomed the explanation of the Table of Contents and the format showing the five sections and the difference between the Contents pages and the Index at the back. They now have a better idea of how to find topics and confirm correct answers to questions that can help solve service and procedure issues.

Presentation: Annual Accounts, Budget & Reserve

Budget 1 April 2019 to 31 March 2020

	Budget 1/4/19- 31/3/20	Budget 1/4/18- 31/3/19	Actual 1/4/17- 31/3/18
Income			
Donations			
Area One	7,337	7,868	5,062
Personal Area One			79
Area Two	6,763	8,000	2,305
Personal Area Two			
Area Three	9,370	10,078	7,032
Personal Area Three			7,631
Area Five	2,122	1,945	1,868
Personal Area Five			300
Area Four	1,326	1,238	444
Personal Area Four			
Area Six	2,740	5,569	841
Personal Area Six			730
Area Seven	10,962	11,006	10,926
Personal Area Seven			11,721
Area Eight	11,890	10,475	8,378
Personal Area Eight			1,530
Area Nine	3,624	3,094	1,361
Personal Area Nine			678
Birthday Club	500	400	448
Total Donations	\$56,634	\$59,672	\$61,333
Other Income			
Interest/Dividend Received	1,800	1,760	1,423
Equalised Conference Contribution	5,850	5,850	5,984
Convention Donation	2,000	2,000	3,393
Messenger Donations	2,000	2,500	1,141
Total Other Income	\$11,650	\$12,110	\$11,941
Literature Sales			
Literature Sales	18,000	17,000	17,780
Postage & Handling Collected	1,260	1,190	1,154
Total Income	\$87,544	\$89,972	\$92,209
Cost Of Sales			
Literature purchases	9,500	9,000	9,068
Freight Inwards (Overseas)	3,135	2,970	3,245
Stock Adjustments	200	200	95
Total Cost Of Sales	\$12,835	\$12,170	\$12,407
Gross Profit	\$74,709	\$77,802	\$79,801

	Budget 1/4/19- 31/3/20	Budget 1/4/18- 31/3/19	Actual 1/4/17- 31/3/18
Expenses			
ACC Levy	50	75	\$63
Audit/Accounting Fees	200	200	174
Archives	200	50	
Assets < 500	250	200	
Bank Charges	20	10	
Board Members Expenses	7,000	8,000	4,685
NRBM Regional Expenses	500	500	261
CRBM Regional Expenses	600	600	
SRBM Regional Expenses	1,460	1,460	165
Computer/Office Equip	4,700	6,700	906
Donations WSO	1,000	1,000	697
Accumulated Depreciation	350	350	267
Conference Payments	10,000	10,000	8,421
Conference Travel Delegates	1,500	1,500	1,115
IAGSM - Paid expenses	3,750	3,300	3,450
Postage	1,350	1,750	1,004
Charities Commission Fee	45	45	51
Printing & Stationery	3,500	3,500	2,007
Public Outreach exp	4,000	4,000	2,036
Rent & Rates	12,000	12,000	11,500
Repairs & Maintenance	300	300	
TEAM expenses	800	800	576
Staff Amenities	100	100	91
Telephone/Internet	2,500	2,500	1,960
Volunteer Travel Fund	1,100	400	500
Office Administration	24,000	24,000	22,883
Total Expenses	\$81,275	\$83,340	\$62,810

Net Profit/(Loss)	- \$6,566	- \$5,538	\$16,991
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Budget 2019/2020

- Profit and Loss (Yearly Action)
- Income (IN) **\$74,709**
- Expenses (OUT) **\$81,275**
- Loss (OUTCOME) **\$6,566*****
- * Includes more website
- DONATIONS **\$56,634****

Based on 89 groups, 601 members,
\$1.70 per member per week.

Commentary/Things of Note

There are some things to note and some changes from 2019/2020 budget that are important:

Income

Donations

We have budgeted (as in previous years) on a per member per week basis, using the latest group information. As in 2018/2019 we have budgeted this at \$1.70 per member per week.

Expenses

The major changes are as follows:

Computer/Office Equipment

We have budgeted a further \$4000 to allow for enhancements to the AI-Anon Family Groups website. This is currently only an estimate of cost.

IAGSM - Paid expenses

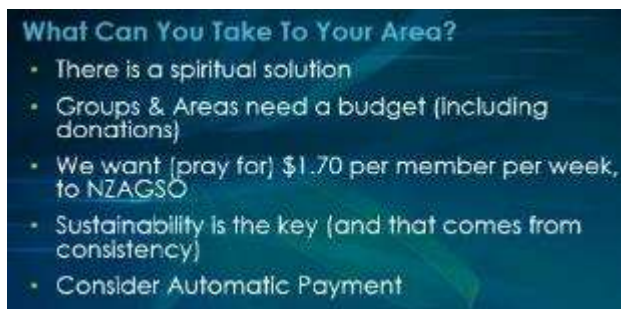
This has been increased by \$450, which is the second increase in an attempt to be fully self-supporting when we send Delegates to the IAGSM.

Overall Result

It is anticipated the overall result will be a \$6,566 deficit, largely this is reflected of the extra expenditure to enhance the website and the fellowship currently has the reserves to sustain this expenditure.

Comments

- ⌘ The accounts are audited. The signed report is on page 57.
- ⌘ The Ample Reserve Account (see Treasurer's Report, page 55) does earn interest. The amount fluctuates but better than a term deposit.
- ⌘ Employers can deduct donations direct from payroll (called payroll giving). Tax rebates are then done automatically by IRD. No one is payroll giving to NZAGSO at the moment.
- ⌘ Donations to NZAGSO are eligible for a tax rebate. Eg. \$100 donation earns a \$33.00 tax rebate.
- ⌘ There are groups regularly contributing, amounting to \$10,000 in total per annum. There are also 10 individuals that contribute regularly direct to NZAGSO that amounts to \$4,000 per annum.
- ⌘ Tradition Seven pamphlet talks about Budgeting. Some Area Eight groups have Budgets and have learnt they can alter them to suit their needs.
- ⌘ The NZAGSO Budget is showing a loss as the website is costing a further \$4,000 for more functionality.
- ⌘ The \$1.70 quoted as member donations to NZAGSO is after group expenses have been deducted, so NZAGSO budgets to receive \$1.70 per member per week.
- ⌘ Conference venue and IAGSM are the major expenses.
- ⌘ Postage is made up of PO Box rental, Messenger postage, literature and any other mail.
- ⌘ The Volunteer Travel fund is a small donation (budgeted at \$10 per volunteer a week) given to volunteers towards costs of getting to NZAGSO.
- ⌘ There are no funds being held for office equipment. Those costs are manageable.
- ⌘ The RBMs have budgets which can be increased if needed. None of the RBMs asked for an increase for the coming year and no one has spent over budget.
- ⌘ The budget for PO has not been increased as in 2018/2019 the budgeted amount was not spent.
- ⌘ The PO expenses incorporates Cutting Edge cost of \$900 so is under budget.
- ⌘ Current understanding of Social Media is that we will feed into the WSO Social Media (Facebook/Twitter/Instagram) and we would not seek to replicate it in NZ.



Motion:

"That the NZAGSO 2018/2019 annual financial accounts be accepted."

CARRIED

Motion:

"That the NZAGSO 2019/2020 annual budget be accepted."

CARRIED

Presentation: Serenity Prayer in Te Reo Māori

Sally-ann M

In January 2018 members of AFG noticed that AA was using a new version of the te reo Māori serenity prayer at the AA Convention held in Wellington. It was printed on a banner in their meeting rooms. The banner had small print under the prayer saying that this version had been approved at AA's Conference in 2017.

The NZAGSB Chair reached out to the Board Chair of AA in August 2018 to ask about the prayer and how it came into being. The Board Chair of AA passed the request on to another AA Board Member who had been involved in the commissioning of the te reo Māori serenity prayer for AA and it was explained that "This was commissioned by AA and completed by The Māori Language Commission."

The individual also went on to say "It is important to bear in mind that 10 different translators would've come up with 10 different versions" and "This version has been created to be understandable by all who encounter it regardless of dialect and because there has been ongoing debate about the version AA was previously using."

It made sense to the Board of AFG to follow AA's lead and to work towards adopting the same te reo Māori version of the Serenity Prayer as AA.

Things don't always go to plan in service in AFG and while organising the printing of the te reo Māori serenity prayer for Convention 2019, through referring to the photo from Convention 2018, it was discovered that the prayer that had been supplied by AA in August 2018 was not in fact the final approved prayer. We reached out to the AA Board member who apologised and supplied the correct prayer in January 2019. As a result of this, the AA Board will now discuss as an agenda item the logistics of AFG having the prayer for use within the AFG fellowship.

In accordance with our Tradition of being fully self-supporting, AFG has offered to pay costs towards the money that AA spent to develop the prayer. AA will discuss and let us know if this is required.

Meanwhile, the correct version (below) of the prayer was printed into a poster and business cards and displayed at Convention 2019 in the AFG rooms.

This prayer (below) went to the AFG Conference 2019 as an agenda item to discuss AFG officially adopting it.

English text	First translation Revised 6 April 2017
The Serenity Prayer	Te Inoi Mahurutanga
God grant me	E te Atua tukua mai ki a au
the serenity to accept the things I cannot change,	te mahurutanga ki te whakaae ki ngā mea e kore nei e taea e au te whakarerekē,
courage to change the things I can,	te kaha ki te whakarerekē i ngā mea ka taea e au,
and wisdom to know the difference	me te mātauranga e mōhio ai au he aha te aha

Motion:

"That the NZ AFG adopt the AA developed translation of the Māori Serenity Prayer, subject to the consent of AA."

CARRIED

Comments

- ▶ No new information since the Brochure was issued, followed up with AA and no response from them.
- ▶ Adopt it at national level with AA permission. AA owns the translation.
- ▶ When this version is consented by AA for AFG to use, we can only suggest that this version be used in meetings. Groups are autonomous.
- ▶ At group level, write proposal to the group, discuss and vote whether to use it. Choose to say it in te reo Māori and in English. Make decision and trust God, if wrong can change that decision.
- ▶ The IAGSM Delegate, represented NZ by using Māori language at the IAGSM Conference in 2018.
- ▶ In future, look into putting a sound file on our website on how to pronounce the te reo Māori Serenity prayer.
- ▶ Groups are what lead change in Al-Anon.

Presentation: Knowledge-Based Decision-Making Paper: NZAFG Toll-Free Telephone Numbers

Rana S

Introduction

NZ Al-Anon General Service Office (NZAGSO) has had one toll-free number (0508 4 AL-ANON). 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, group updates etc). These calls were 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.

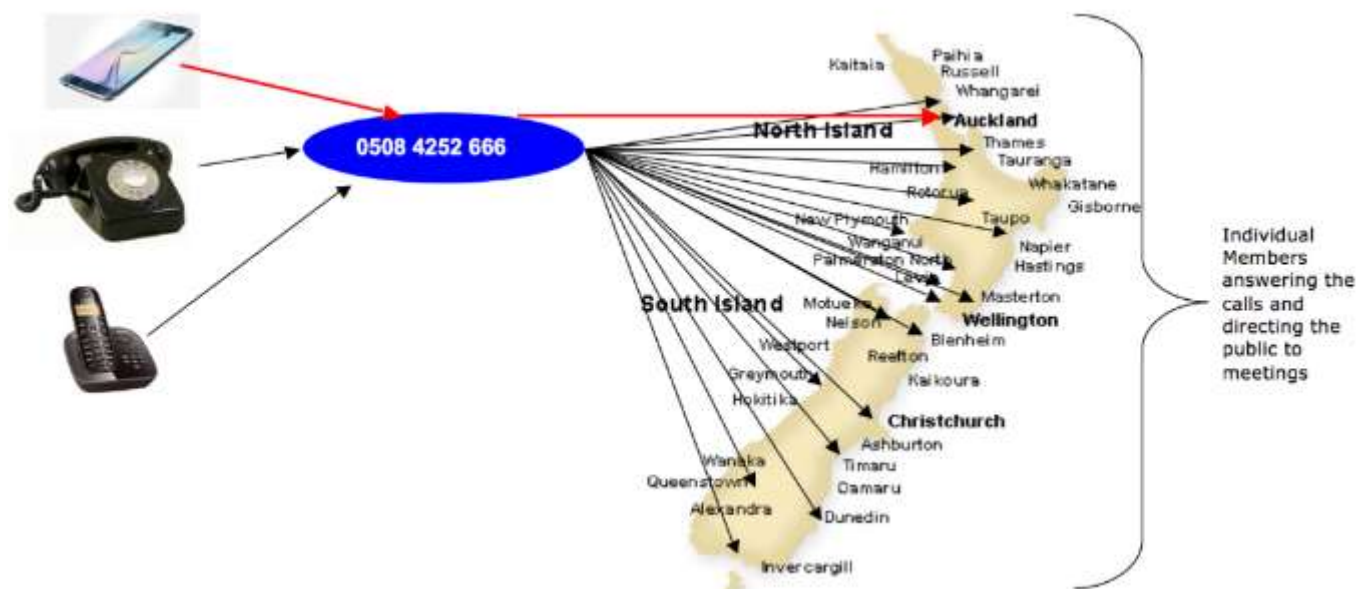
Background

At Conference 2017 it was agreed to establish two toll-free numbers. The first (a new toll-free number) was established for members to reach NZAGSO. The second took the existing number and dedicated it to Public Outreach and is being geographically routed to local members to answer these Twelve Step calls.

In July 2017 a provider (2talk) was selected and the two toll-free numbers were then created/ported and the online configuration undertaken.

How it Works

NZAFG Public Outreach Toll-Free Number



NZAGSO Toll-Free Number



Costs

Using 2Talk's (GO800) product the call costs are as follows:

Basic Cost: \$5 per month

Change Costs: \$0

Call Costs (per minute):

Landline to Landline (National): \$0.06

Mobile to Landline: \$0.21

Landline to Mobile: \$0.12

Mobile to Mobile: \$0.27

Minimum Usage: \$0

It should be noted that these rates have changed a number of times and typically increased.

Outcomes

NZAFG Public Outreach Toll-Free Number (0508 4 AL-ANON or 0508 4252 666)

As of March 2018, every Area has been implemented, this was a gradual process as it required a lot of liaison and contact with volunteers (throughout the Areas)

21 geographical areas (including one for mobile phones) have now been set up with a routing to a member in that Area.

The usage and cost detail are as follows:

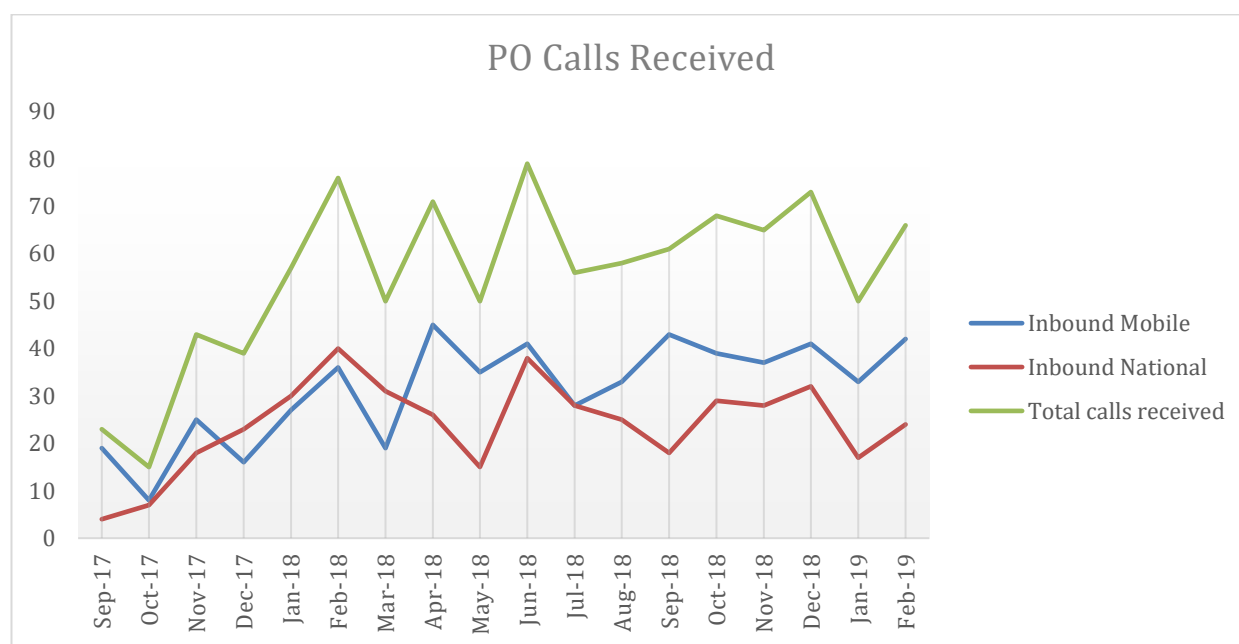
Period	Inbound Mobile	Inbound National	Total Calls Received	Transfer to Landline	Transfer to Mobile	Total Cost
September 2017^	19	4	23	4	0	* \$35.27
October 2017	8	7	15	15	0	\$ 7.52
November 2017	25	18	43	39	2	\$17.90
December 2017	16	23	39	35	4	\$18.80
January 2018	27	30	57	16	6	\$33.71
February 2018	36	40	76	43	12	\$63.98
March 2018	19	31	50	26	12	\$46.01
April 2018	45	26	71	52	14	\$43.22
May 2018	35	15	50	41	4	\$45.59
June 2018	41	38	79	52	33	\$64.91
July 2018	28	28	56	29	17	\$36.62
August 2018	33	25	58	34	23	\$57.14
September 2018	43	18	61	49	11	\$62.00
October 2018	39	29	68	44	17	\$47.24
November 2018	37	28	65	52	12	\$69.83
December 2018	41	32	73	41	19	\$58.76
January 2019	33	17	50	6	43	\$46.19
February 2019	42	24	66	3	61	\$65.78
			1000			\$707.27

*Includes initial setup costs.

References to inbound indicates the kind of device the call originated from.

References to transfer indicates the kind of device the call was answered on.

The following graph shows the total calls by month and the split between originating mobile and landline:



NZAGSO Toll-Free Number (0508 NZAGSO or 0508 692 476)

The usage and cost detail are as follows:

Month	Number of Calls	Total Cost
October 2017	4 (2 mobile, 2 Landline)	* \$35.54
November 2017	18 (9 mobile, 11 Landline)	\$16.10
December 2017	14 (5 mobile, 9 Landline)	\$8.15
January 2018	6 (3 mobile, 3 Landline)	\$5.66
February 2018	10 (4 mobile, 6 Landline)	\$8.72
March 2018	5 (4 mobile)	\$8.18
April 2018	5 (3 mobile, 2 landline)	\$6.11
May 2018	8 (7 mobile, 1 landline)	\$10.85
June 2018	8 (2 mobile, 6 landline)	\$7.94
July 2018	17 (12 mobile, 5 landline)	\$9.77
August 2018	12 (3 mobile, 9 landline)	\$6.29
September 2018	10 (6 mobile, 4 landline)	\$7.64
October 2018	11 (4 mobile, 6 landline)	\$8.06
November 2018	4 (3 mobile, 1 landline)	\$8.27
December 2018	15 (6 mobile, 9 landline)	\$18.17
January 2019	3 (3 mobile)	\$6.26
February 2019	11 (7 mobile, 4 landline)	\$9.02
Total		\$180.73

*Includes initial setup costs.

Learnings

During the implementation of the NZAFG Public Outreach Toll-Free Number (0508 4 AL-ANON or 0508 4252 666) we have learnt:

- 1) When a member receives a call, it is as if the person phoning has called them directly (the member can see the phone number of the caller), and there is no indication it came from the toll-free number.
- 2) Geographic routing does not apply to mobile phones. After some research 2Talk have confirmed they cannot do geographic routing for mobile phones. This means again we can only have one person/one number answering calls originating from mobiles for the entire country. There have been concerns about this workload, however, it has not been burdensome with it equating to just over one call per day.
- 3) The regional geographic routing cannot be set up at the same time as simultaneous routing without additional expense and more work. This work was put on hold until the end of the trial.
- 4) Some Areas have decided the best way to make the answering of the toll-free number in their Area flexible is to provide a prepay mobile (which the toll-free number diverts to in their Area) and then they roster different members to answer it in a way that works for them.
- 5) Areas across the country have responded with a mixture of eagerness and fear. There has been a perception that there will be a flood of Twelve Step calls for people to answer. This has not been the case and the call volumes are still relatively low.
- 6) It is better for the fellowship if the members answering calls are answering them on a mobile phone as it increases availability, as few members are at home long enough to catch many of the calls.
- 7) 56% of calls are still **not** being answered and the caller is getting voicemail and hanging up (this can be seen from the very short duration of the calls, where the call lasts less than 1 minute). This still means that out of 100 phone calls 44 were answered, which is significantly more than were being answered in the NZAGSO prior to this change. We have also found that members answering the service are often ringing callers back later (whenever possible) if they have missed a call, so the real rate of response is much higher. This is based on the entire trial period to January 2019.
- 8) It is clear that the fellowship in some cases are inconsistent in answering calls and a process of regular review (minimum annually but ideally quarterly), ideally by the Areas, to ensure that calls are being answered will be required. A review was undertaken in February 2019.
- 9) The introduction of the NZAFG Public Outreach Toll-Free Number has reduced the cost to the fellowship as Areas that were maintaining their own phone services no longer need to, and the consolidation has provided cost savings.

Options and Analysis

NZAFG Public Outreach Toll-Free Number

Option A: Retain the NZAFG Public Outreach Toll-Free Number as is

Retain the existing configuration and make it a permanent function (with the potential for changes in the future).

Option B: Remove the NZAFG Public Outreach Toll-Free Number

This would require that the calls to this number be routed somewhere and most likely to the NZAGSO.

Option C: Retain the Geographic Routing on the NZAFG Public Outreach Toll-Free Number but reduce the number of members answering calls

Landline calls get routed to a member in that area. Does not work for mobile calls.

Option D: Implement only simultaneous routing for NZAFG Public Outreach Toll-Free Number but reduce the number of members answering calls

Simultaneous routing is where calls are routing to a number of different members phones at the same time and the first one to answer takes the call.

Option E: Implement mixed routing for the NZAFG Public Outreach Toll-Free Number

This would be geographic routing for landline calls and extending the service to have simultaneous routing for mobiles calls.

Option F: Provide the NZAFG Public Outreach Toll-Free Service with a new provider

This would mean restarting this project and going back to market to find a toll-free provider and re-implement using their systems.

Option G: Implement Menu Routing for the NZAFG Public Outreach Toll-Free Number

Same as Option C, plus balances the workload across 10 locations.

NZAGSO Toll-Free Number Options

Option One: Retain the NZAGSO Toll-Free Number

This means there are two numbers members can use to phone the NZAGSO, the toll-free number and NZAGSO picks up the cost or the Auckland phone number (09)3094792 where members pick up the cost of the phone call themselves.

Option Two: Discontinue the NZAGSO Toll-Free Number

This would mean there would only be the Auckland phone number (09) 309 4792 which members would use to phone the NZAGSO.

KBDM Analysis

The following KBDM questions are answered, as follows:

- 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. A single inexpensive toll-free number for PO means calls are answered by members outside of NZAGSO and gets newcomers to a meeting.
Similarly, the NZAGSO toll-free number provides free access for members to contact the NZAGSO about fellowship business.
- 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.
The workload to maintain the toll-free numbers is not unreasonable, but the links to the Areas and the volunteers answering calls need maintenance, this workload needs to fit within the NZA General Services Board or at least be reported to it. Similarly, there are not that many members with the capacity to answer phone calls within the Areas, but to date there have been more than enough.
Financially the cost of both toll-free numbers is currently less than \$1,000 per annum which is very sustainable.
- 3. What is known about the current reality that is relevant to this decision?**
Please see the background and analysis above. Additionally, while the call answer rate is not very high, it is significantly higher than the rate when calls are answered in the NZAGSO (specifically as calls can be answered 7 days a week from 8am to 9pm).
- 4. What are the ethical implications of these choices?**
The current NZAGSO toll-free number provides a small service to members attempting to do membership business (abundant even).
The current NZAFG Public Outreach toll-free service significantly improved our ethical and moral position. Calls are now largely diverted out of the NZAGSO which removed the conflict with Tradition Eight.
- 5. What do we wish we knew, but don't?**
The specific costs involved in any solution vary, as call volumes fluctuate.
There may still be a better provider available – significant research would be required to determine if they would deliver a better solution than the current provider. No better provider has been found to date (and the research has continued)

Appendix

The following provides a brief sample of the kinds of phone calls that are received on the NZAFG Public Outreach Toll-Free Number:

- Newcomers looking to answer some simple questions (e.g. "Can I just turn up?", "Do I qualify").
- Newcomers looking for a local contact for a meeting they are thinking about going to.
- People (e.g. counsellors, friends, relatives) ringing on someone else's behalf.
- The public asking questions about us – what do you do, what support can we provide? Some looking for an argument!
- Newcomers for other fellowships needing a little help to find the right phone number (e.g. 0800 AAWORKS).
- Existing or previous members looking for information about a meeting (e.g. "is x open over the holiday period").
- Existing members looking to reach NZAGSO.
- Existing members looking for help to find a meeting (when they are travelling).
- Existing members phoning to see if they can locate their local Assembly (on the day).
- AA Members doing service looking for AI-Anon contacts.

Recommendation

The NZ AI-Anon General Service Conference select one option for the NZAGSO toll-free number and one option for the NZAFG PO toll-free number.

Motion:

"Implement menu routing for the NZ AFG Public Outreach toll free number."

CARRIED

Motion:

"That the NZAGSO toll free number be retained and the authority to discontinue it in the future is given to the Executive/Budget Committee."

CARRIED

Workshop: Public Outreach

Tracy B and Jannene A

Questions to be answered by the end of the session

What is it? How do I do it? What is my goal? What do I need? Where do I get it? Where do I do it?

Members were shown a hard copy of P-90 *The Best of Public Outreach* - find it and download it from the WSO website or from the link on the New Zealand website. This is a recipe book for public outreach eg. Hosting a stand at a health fare, what to do with *Al-Anon Faces Alcoholism*, Who can participate? Etc.

Manuals are also downloadable – all groups should have these:

Al-Anon/Alateen Service Manual – Downloadable on WSO website www.al-anon.org

NZ Al-Anon/Alateen Service Handbook – Downloadable on NZ website www.al-anon.org.nz

In three groups members brainstormed for ideas of how public outreach has been done:

As an individual

- Attend AA Assembly/Assemblies and share my story
- Attend AA Convention with Al-Anon participation – Public Meeting speaker
- Advertisements on Radio Stations
- Speakers for Community & Whānau Meetings
- Distributing of business cards
- I can be fully informed, I can use my voice
- Use National PO Tools for inspiration and ideas. Readily available and user friendly
- Enquire in your local Community about NFP (Not for profit) advertising outlets
- Leave literature at Library, Cafés, Doctors
- One member leaves road sign card on the table as walks out. Approached and asked about it
- Bottle image – postcard size. Can write things up on back, can put on desk.

At Group level

- Inserts phone lists into newcomers pack
- Open meetings – recently only had speakers and members of Al-Anon, ask people to invite other people
- Create a flyer for the Group
- Visit Prisons – 2 Members to go on invite - Write letters to prisoners
- Put pull-up banners at Medical Centres, Addiction Centres (Bottle or Road Sign image)
- Put flyers in Doctors' surgeries with local information
- CAL pamphlets donated to local libraries/ school libraries (Alateen)
- Pop-Up meetings in local area at different time to give more options
- Social events – Movie night, invited guests – discuss one thing
- Wear badges out in public to start a discussion (Al-Anon Triangle)
- Big wind banner (flag) with road sign image outside of meeting (images and PO tools are available to download free of charge on NZ website under members links/public outreach).
- Start new meetings – ask other meetings close by to provide support
- Have open meetings (Sharing) and invite people by personal invite
- PSAs (Public Service Announcements) to local community Radio stations – especially at Christmas
- Brochures and pamphlets left in magazines at coffee shops
- Use community advertising – such as in BNZ bank on TV screen that people see while they wait
- Approach newcomers at meetings and ask may we take your number?

At Area level

- Speakers to: Professionals, Community Networks, AA, Employers, Victim Support, CAB, rehab, detox, EAP (Employee Assistance Programme), PHO (Public Health Organisations), Rehab and Detox with focus on Whānau
- Speakers or contact with Counsellors – What would be helpful?
- Contact with the Courts and give CAL to Court Staff, Probation and Police

- ▶ Anonymous posts to social media groups, post through administrator
- ▶ Put Advert in Free Community newsletters, e.g.: Coffee Club
- ▶ Creation of materials for distribution through group – e.g. posters, cards
- ▶ Encouraging members to attend AA Assemblies – e.g. putting them in your car and taking them
- ▶ Area encourages groups to invite AA speakers to their meetings
- ▶ Health Professional training institutions – e.g. Counselling, Psychology, Med Schools etc.
- ▶ Focused campaigns at Area level – one group at a time
- ▶ Campaign – Stealth library invasion with CAL – Books, pull-up signs
- ▶ Contact Schools in advance to include in curriculum
- ▶ Area 8 give (up to \$100) of literature to groups that may need assistance with their PO on request
- ▶ Party pack of literature to spread with other areas who don't have funds for PO
- ▶ Contact schools in advance to put something into curriculum

What hasn't gone well: Public meetings for professionals, libraries, schools for Alateen, badgering and going alone!

GOAL: That at next conference (2020) all Areas have an active Public Outreach Coordinator.

A very exciting role play was implemented with the following characters:

Clark Kent – mild mannered reporter - Alias **SUPERMARKETER**

Lois Lane – crackerjack reporter, wants to do it right, wants information

Jimmy Olson – photographer, can't make a decision, asks lots of questions

Verry Right – Editor, the Boss, bossy, dominating

Miss Informed – AIS volunteer gives wrong answers

When the Daily Planet wanted to do a special story on alcoholism and the family. Clark Kent knew about Al-Anon Family Groups but, along the way Lois and Jimmy struggled with no phone listing, no signage, strange hours and came across members who were afraid of breaking their anonymity. SUPERMARKETER came to the rescue.

Jimmy –
"They're a
secret
society!"

Verry Right –
"We can't keep
secrets from
the public!"

Lois –
"How do they expect
anyone to find
them???? This
organisation needs
some help!"

Miss Informed –
"Well, we have to protect
our anonymity.
I'm an anonymous, amateur
part time, non-professional
volunteer, what do you
want to know?"

SUPERMARKETER –
"Miss Informed, I am going
to share with you some of
the ways we can reach out
to carry the message,
without violating the
Traditions or our
anonymity"

Jimmy –
"It's no secret
anymore!"

Public Outreach Survey Results, Conference 2019

We participate in Public Outreach	Yes 6	No 3
We have an Area PO committee:	Yes 4	No 5
I have read the PO online Tool (P90)	Yes 7	No 2
I encourage others to read and use the P90	Yes 6	No 3

Our most recent PO as an Area was:

- ▶ Southern Area Assembly – Banner, Flyers, Sales table
- ▶ Placing pull-up banners in Mental Health & Addiction Centre
- ▶ Big Gay Out
- ▶ Annual Birthday Meeting
- ▶ Distribution of A4 posters by groups
- ▶ Community and Whānau Meetings
- ▶ Radio Fresh FM
- ▶ Expo Papanui

It was a success because:

- ▶ It looked attractive
- ▶ 30,000 people walked past our stand
- ▶ There was wonderful fellowship and CAKE!
- ▶ Enthusiastic People
- ▶ A roster was used
- ▶ Literature (CAL) was give out

My favourite PO tool is:

- ▶ Me!
- ▶ The meeting list
- ▶ Al-Anon Faces Alcoholism
- ▶ The Bookmark
- ▶ P90 – The Best of Public Outreach
- ▶ AA
- ▶ NZ Road Sign and Bottle Images
- ▶ Attraction

How many groups in my Area are using the NZ Road Sign and Bottle Image PO tools?

- a) some groups: 6 Areas
- b) no groups: 0 Areas
- c) all groups: 2 Areas

The groups are using them:

- ▶ Outside Rooms – Flag Signs
- ▶ A4 Posters (better than A3)
- ▶ Bookmarks
- ▶ Letterbox drops
- ▶ Pull-up Banner
- ▶ Signs at venue
- ▶ Banners at Assemblies

Using 'The Best of Public Outreach' what idea would you most like to work on for your next Area PO?

- ▶ Utilise Media – public and social
- ▶ Encouraging our Area to have a PO Coordinator
- ▶ Placing pull-up banners in public places
- ▶ Spread the message that PO can be EVERYONE'S service
- ▶ Posters
- ▶ New pull-up banners for Area
- ▶ PO talked about at our meetings and what plans they have for Public Outreach
- ▶ Contacting more organisations to provide speakers
- ▶ A & D Services – (Alcohol & Drug)

The most successful PO I have ever seen in my Area was:

- ▶ The 60th Anniversary Public Meeting
- ▶ At Group level- Badges, Coffee Bar drops, signage
- ▶ Participating at AA Assemblies
- ▶ Massive Billboard for AA Convention 2018
- ▶ Speaking at Community groups
- ▶ A & D Services – (Alcohol and Drug)

It was a success because:

- ▶ Attended by a huge amount of people
- ▶ Consistency
- ▶ We get to advise AA that we exist for the families
- ▶ Event was professional, well organised in advance
- ▶ All images were the same
- ▶ Large meetings with enthusiastic people
- ▶ Broken relationship mended
- ▶ Ongoing relationships continued

Presentation: Literature

Chris H and Liz A-S

Conference members reviewed the Literature Committee Report on pages 62-67 of the Brochure.

- A) NZASC CHARTER AMENDMENTS
- B) POLICY AMENDMENTS
- C) GENERAL AMENDMENTS

The following motions were then carried:

Motion:

"That NZASC 2019 authorises the NZAGSB to work to remove documents from the KN-17 into the *NZ Al-Anon - Alateen Service Handbook* over a period of time."

CARRIED

Motion:

"That NZASC 2019 approves the proposed amendments to the NZASC Charter by substituting 'three times every year' for 'every three years' in Article 5(a); by adding 'within the Area concerned' to the end of Article 5(b) and by substituting 'post a comprehensive summary of its proceedings on the NZAFG website' in place of 'send a comprehensive summary of its proceedings to all NZASC members' in Article 10(f)."

CARRIED

Motion:

"That NZASC 2019 approves the proposed NZ Al-Anon – Alateen Service Handbook 2019 as presented in draft form to NZASC 2019."

CARRIED

Presentation: IAGSM Delegates

Sally-ann and Chris H

We spent two days travelling to Virginia Beach, two days dedicated to attempting to recover from the jet lag, four days at the IAGSM and two days travelling home. In each direction we stayed overnight in Houston, Texas because there were no connecting flights. It was a very exhausting itinerary. Sally-ann also had to travel between Wellington and Auckland.

IAGSM 2018 was hosted at the Holiday Inn on the Virginia Beach waterfront and we were accommodated on-site. The hotel and the view were stunning.

The IAGSM 2018 theme was *Leading by Example: Structures Supporting Structures*. That theme clearly set out very desirable spiritual goals.

The required qualifications for a New Zealand IAGSM Delegate are: three years' service at NZAGSB level, first-hand knowledge of our service structure, knowledge of our NZAGSO's current activities, been an AFG member for at least five years, be actively involved in service, and have leadership qualities and organisational abilities.

The purpose of the International Al-Anon General Services Meeting (IAGSM) is to share the experience of Al-Anon national services around the world through its delegates. It will attempt to encourage the growth of a sound service structure while maintaining worldwide unity through the application of Al-Anon Traditions. It can also represent an expression of a worldwide group conscience.

Ultimately, this leads to the primary purpose of Al-Anon as a whole—to seek the best way to carry the Al-Anon message of recovery to families and friends of alcoholics amidst cultural and language differences.

IAGSM 2018 was attended by two delegates from each of USA/Canada, Australia, Finland, India, South Africa, Iceland and New Zealand and one delegate from Denmark, Germany, Guatemala, UK and EIRE, France, Mexico, Poland, and Spain - 22 delegates in total representing 15 international structures. There was also one interpreter, five members of the International Coordination Committee (ICC) and a reporter.

Having experienced IAGSM on two occasions Sally-ann truly understood how sad it is that there were international structures unrepresented. Their voices were unheard and they were unable to benefit from any of the experience strength and hope that was shared. We learned and acknowledged that most were unrepresented because they were unable to fund the equalised cost of attending.

- ▶ Day one - The IAGSM began on Wednesday 3 October 2018
 - 10:00am registration
 - 1:30pm and 2:45pm Orientation Session
 - 2:45pm and 6:00pm a guided tour to WSO
 - 7:00pm a Welcome dinner
- ▶ Day Two - Thursday ran from 8:00am to 9:15pm.
- ▶ Day Three - Friday ran from 8:30am to 9:00pm
- ▶ Day Four - Saturday ran from 8:30am 5:30pm (finishing with a scenic bus tour and dinner from 6:00pm to 9:30pm.)

After every day – including after that easy first day – we spent time together carefully making joint notes of everything significant that we had experienced during the day and could recall from our individual notes. Throughout the very long days, love and courtesy were the overriding spirit of all discussions. Everybody had an absolute right to speak on any of the issues and everybody was invariably heard with huge respect.

In the meeting room the tables were arranged in three rows. Because we were seated alphabetically NZ was seated in the back row. At the front of the room was a table where each of the participating structures placed its national flag and a



World map in which each of the participating structures placed a pin to mark its GSO. Also at the front were the lectern and microphone. Anything to be said had to be said into the microphone.



We gave all of the delegates and ICC members a box of Gourmet Kiwifruit Chocolates, a pack of "Resent-mints" and a "Happy, Joyous and Kiwi badge. As a special thank you to those who gave service – by preparing and presenting a paper or as co-chair or reporter - we gave them a small bone carving Kiwi pendant which Sally-ann had made into a necklace.

Our service experience enabled us to work the Concepts of Service in an AFG business meeting. We actively worked Concept 3 (The right of decision makes effective leadership possible), Concept 4 (Participation is the key to harmony) and Concept 5 (The rights of appeal and petition protect minorities and insure that they be heard). Sally-ann worked Concept 5 by being a minority voice when the meeting got totally "Off track" in terms of what we were discussing.

Over the Thursday, Friday and Saturday we participated in eight general sessions (listening to a topic presentation by a Delegate followed by an open microphone discussion), two workshop sessions in smaller groups and a "Big Question" session (listening to a topic presentation by the CEO of WSO followed by an open microphone discussion). Each session was for 1½ hours. We also participated in a business meeting over a 4 hour period and heard the Serenity Prayer in seven different languages.

The general sessions were:

- ▶ Incorporating spiritual principles into business and policy discussions
- ▶ Global participation through remote access
- ▶ A sense of humour is a business asset
- ▶ Empowering members to use the legacies and polices when seeking solutions to issues: Concepts of Service
- ▶ Challenges and pitfalls of social media for AFG
- ▶ Using Social media in PO while practicing the legacies
- ▶ Alateen
- ▶ Service Sponsorship.

Delegates presented pre-written papers which are available in the IAGSM summary (<https://al-anon.org/pdf/2018-IAGSM-Summary.pdf> available as a free download). The "Service Sponsorship" paper was prepared and presented by Sally-ann.

Learning about these service matters and understanding them more deeply was just one small part of the benefits of participating. On our return to NZ each of the papers was allocated to a member of NZAGSB to be read and reported on to NZAGSB. Our personal understanding of our three legacies was also greatly enhanced.

"What did we bring back for New Zealand?" is always a first question asked of us. We believe as individuals that what we give in our home group is no less important than what we get and equally we believe for New Zealand that what we give as a structure to the worldwide fellowship is no less important than what we get. For us both the first question should be "What did we give on behalf of New Zealand?"

In fact, what we heard at IAGSM 2018 led us to agree that our country is very fortunate in terms of the quality of the programme left to us by those who came before us and that we are a long way ahead of many other structures in that regard. We believe that in 2018 we probably contributed more than we took away and that the positive NZ contribution reflected well on our structure in terms of Step Twelve carrying the message of recovery to others.

BUT we did take away some tremendous gifts for our NZ fellowship. There are far too many to list them all but here are some we brought back:

- ▶ Firstly (and most importantly) we brought back a cementing and fostering of the Worldwide nature of the Al-Anon Family Groups.
- ▶ We contributed to a breaking down the isolation of our NZ fellowship from the rest of the worldwide fellowship (an isolation arising from both our geographic separation and the essential nature of the disease of alcoholism).
- ▶ Confirmation that we are able to contribute to the international AFG service community by sharing our own structure's experience strength and hope in service.
- ▶ Discussion papers, workshop ideas and big question facilitation skills around each of the general sessions.
- ▶ The idea of a very useful and delightful service meeting tool which we believe will assist to keep our service meetings and committees on track and which is already in use at NZAGSB meetings and NZASC (we "stole" the idea of the "GETTING OFF TRACK" tool from the WSO Boardroom).
- ▶ The reminder of Lois' statement that the Concepts of Service are equal to the Steps and Traditions in importance for newcomers;
- ▶ The reminder that AFG business and spiritual principles are not mutually exclusive.
- ▶ The reminder that without spirituality business in Al-Anon just doesn't work. We need trust, love and respect.
- ▶ The reminder that *Annie Smith* said "Come in dear, you're with friends now, friends who understand."
- ▶ The thought that "I'm here in service because that's where God wants me to be."
- ▶ The thought that the spiritual goals and KBDM are spiritual tools.



We learned that:

- ▶ South Africa have face-to-face Conferences only every other year - alternating with remote access digital Conferences. The South African experience taught us that if we wish to engage in remote access meetings then quality tools (microphone, large screen and webcam) including high speed fibre internet at both ends are essential ("Don't make do – get the best equipment and training.")
- ▶ For remote access meetings it is vital to establish agreed etiquette protocols at the outset and that video communication is preferable to audio only because it is more conducive to honest and open discussion.
- ▶ "When I have exhausted all options, I am willing to try something new".
- ▶ That Mexico has 3,535 groups including 418 Alateen groups.
- ▶ Alateen meetings are most successful when they meet at the same time and place as AA and AFG meetings ("family recovery").
- ▶ "If I can't adequately explain one of the Concepts of Service then I don't understand it and I need to study it."
- ▶ When an AFG "trusted servant" is employed by the fellowship he/she becomes a "special worker" involved in "the business of AFG" but not the "recovery of AFG".
- ▶ That a sense of humour is a business asset essential to make AFG business meetings enjoyable and productive provided we laugh with others or with others at ourselves but not at others.
- ▶ The domestic laws in some countries prevent anonymity (whether in Alateen or AFG meetings) if a child shares about abuse within the family. In UK every member of the group can be prosecuted for failing to report it.
- ▶ In some structures newcomers are encouraged not to share before they have worked Step 5!
- ▶ Other structures have similar service difficulties to our own.
- ▶ "Most of the issues that come up in service go back to personal recovery".
- ▶ NZ is well ahead of most international structures in that we have our service handbook adapted for our local conditions. Several other structures are now working towards that.
- ▶ Every structure is very concerned about maintaining anonymity in the Social Media context.
- ▶ In Social Media terms "We are the commodity"!
- ▶ That WSO have extensive resources (people, time and money) to deal with the issues around Social Media and we brought back permission to provide on our website links to the Social Media items of the WSO website.
- ▶ We were reminded that traditional media is edited, moderated and run by professionals but Social Media is immediate, reactive and unmoderated.

The personal benefits gained by us out of the service were:

- ▶ Every recovery gift we brought back to NZ for our fellowship we also received on a personal basis.
- ▶ The trip to our WSO was a great recovery gift which each of us got to tick off our bucket list.

- ▶ The problem with connecting flights give us time on the way home in Houston to visit NASA – an unexpected gift unrelated to recovery.
- ▶ We made some fabulous new international recovery friends.
- ▶ We had the pleasure of spending huge amounts of one-on-one time travelling and working with each other and our easy and loving relationship grew even stronger.
- ▶ Virginia Beach is a holiday spot which is on its own well worth visiting.
- ▶ The frequent scream of fighter jets passing overhead was exhilarating for a period – but became tiresome.

Discussion

- All countries' GSOs pay an equalised amount for each IAGSM Delegate attendance. The WSO sets out a formula for what each GSO structure should contribute for each Delegate. The figure is then compared to the total spent, which includes travel costs to get there, accommodation cost, catering costs, material costs and bus fares and the WSO contribution is deducted.
- Mexico has 3,535 groups and 418 Alateen groups but were unable to fund sending one Delegate. Their Delegate paid much of her own cost and all of the cost for her interpreter to attend.
- The IAGSM does not have a buddy system. Delegates are seated alphabetically in theatre style room format for the purpose of the business meeting which is not like a sharing meeting. The first year NZ Delegates are fortunate to effectively have a buddy in the second year Delegate because we stagger their selection to cater for this and they give each other the support needed.
- Initiatives learnt and brought back to the NZ Structure have been outstanding and are the reason why NZAGSO and the NZ Structure 'boxes above its weight' with its strong service structure. NZ is small with tiny numbers compared to many countries. Because we stay close to WSO, a lot of what we have has come through the IAGSM Delegates' attendance over the past years. This works for well for NZ. It is seen that strong Groups and Areas that have a connection with NZAGSO and the rest of NZ through communication of the GSO News, Assemblies, Conventions, Intergroups and Conference representation are also 'boxing above their weight'.
- Why send Delegates? "Al-Anon Groups hold the ultimate responsibility and authority for our world services, those special elements of overall service activity that make it possible for our fellowship to function as a whole." (Concept 1, page 178 P-24/27) "The many Al-Anon groups throughout the world hold in their hands the group conscience." (Concept 2, page 179 P-24/27) Participation is the key to harmony. (Concept 4) Without our Delegates' participation, NZ would not have a voice or a vote, we would not be included in the worldwide group conscience and could not use its authority in decision making or make use of the resources available. NZ would become isolated from Al-Anon worldwide. It is our responsibility to share our experience, strength and hope wherever it is needed to help carry the message of hope to families and friends of alcoholics.
- Legislation concerning child abuse disclosed in Al-Anon or Alateen meetings varies between countries. Anonymity is absolute in Al-Anon and Alateen but is subject to local laws. NZ Law does not require it to be reported. In NZ, until a crime is committed there is no action that can be taken. Outside of Al-Anon we can report crimes but we cannot disclose to anyone information revealed in a meeting.
- There was lots of discussion about social media. We have to remember and it is clear that we are a *commodity*. Moderation and anonymity are difficult to establish and maintain in social media. NZ has obtained permission to link to the WSO Website for Facebook, Twitter, YouTube and Instagram. We do not need to duplicate the work and use NZ resources to create our own when WSO has dedicated personnel that spend time to keep these links active and informative. We do not have permission to duplicate any content, we only have permission to link to it from the NZ website. Members can also subscribe to *In The Loop* on the WSO members page to get news from the WSO.



As a finale the IAGSM Delegates did a skit using sock puppets to demonstrate the support received by a Service Sponsor.

Presentation: Website

Rana S



Update and Comments

Before the presentation of the new website there was an extensive discussion on the need to get Groups registered. Every year NZAGSO issue the registration forms (in March/April) and we require these to be returned, this is to ensure that all the details are correct and we update the meeting detail on the website from these. Often this process takes months. At the time of Conference 2019 there were 18 Groups that have not been registered. The Delegates were asked to take a note of which groups were in their Area and contact them to get them registered.

Comments made:

- ⌚ Less notice, 3 weeks would be better. It was explained that it takes the Groups at least two months to respond so that is why there is so much notice given.
- ⌚ Who does what and when? The registration form is sent to the Group contact who is either the Secretary or Group Representative. It is often best if Groups make the Group Contact the Group Representative as it is a three year role. Delegates are responsible for following up the groups (see page 18 of the NZ Service Handbook).
- ⌚ If nothing has changed - a positive response is still needed (so send in the form)
- ⌚ Whose role is it to follow up? The Delegates, but we employ all service channels to get this complete as it is so difficult.
- ⌚ Groups will be taken off the web if not registered.

The new NZ AI-Anon website was demonstrated. The following suggestions were made:

- ⌚ To improve inclusivity could we include some te reo Māori to make it more welcoming. This will be considered.
- ⌚ Are there NZ Sharings? These were then shown. There are currently no NZ videos (as this is a very large piece of work).

Outgoing Sharings

Area Three Delegate – Liz A-S

My journey to Conference started back moments after completing my 12th step. I was told (not asked) by my sponsor to put my name on the month of Sundays meeting list (to share my Experience, Strength and Hope on working the steps) and that service was next and to start with something at group level. I was terrified but our group needed a refreshments officer, and I thought I may possibly be able to manage that.

I have always found that I have just said yes after being volun-told about a service position. After holding other group positions for a while I ventured into Area Public Outreach. While I was a part of the Area Committee we had this very firm but kind Chairperson who I would look at and listen to, and think wow, she has this awesome kind of *mana*. I was slightly intimidated by her position but she was so kind and had such wonderful boundaries that she made service both fun and safe. She said to her committee, "Your job is this (it's in the Service Handbook)", this is when we meet, this is the assembly date. So please book your holidays and other activities around these dates, and we will see you there". Being on that committee, we all knew where we stood and we laughed and worked hard. She didn't shy away from conflict, she acknowledged it and handled it gracefully. I remember thinking I could never do what she does... LOL!

During my time as our Area Public Outreach Co-ordinator I learnt some really solid basic tools. Be on time, do what you said you were going to do. Check the Service Handbook, ask for help (though I tried not to, usually). I had some ideas that required money and I had to "pitch" them to my area and hope that it was an attractive idea. I didn't know it at the time but I was also learning how to speak up and out, and to have a voice. I got to do this in a safe environment and when I made mistakes people helped me.

Our Area had a situation just as my role was ending. We had a member elected previously who had not done service at that level before, they openly shared they were only just willing to do the role and the group decided to try that out anyway, not the other nomination who met the criteria. There was a big learning curve on the member's behalf and when that person stepped down from their role early, I felt I could possibly, maybe try to step up and I put myself up for nomination. I knew I would never be like my first chair of course! I had it modelled to me that to apply for a role I needed to read and understand the job description from the NZAFG Service Handbook. During that time the criteria for working at committee level was having worked the Steps, and have a Sponsor. I did my work, I showed up at assembly and answered the questions. I gave it to God. There were other nominations and it was a nerve wracking process. I was elected. I was terrified!

I think my first Assembly as Chairperson, I was all business, no fun, no smiles, and just pure terror in case something went really wrong. It didn't!! I was so tied up in making sure we did it all right that I couldn't tell you anything about the day. In the role I took things back to basics with the Committee. We needed to have worked the Steps, have a sponsor and turn up, on time, to our meetings and the Assembly. We re-instated the Area Calendar and we had and used the Service Handbook and our KN-17s.

I could do the mechanics well, in actual fact, very well. I grew up in a family affected by alcoholism, I am in accounting, I have an atypical brain, I like order, but I was still not trusting of my Higher Power to guide me when someone or something varied from the plan. And I simply couldn't plan for every outcome. So guess what my Higher Power did? He did for me what I could not do for myself. I was faced with some situations in service that required knowledge greater than I had accumulated up to that date! (and has so been the case pretty much ever since that time!). I was required to say no to personalities, and I began to see others' defects come out at Committees and Assemblies and I got to address the bad behaviour gently, gently and sometimes too gently. In these cases, I started to feel my discomfort, if I acted according to **my** will, I always regretted it afterwards. I hadn't used my voice, I let dominance be acceptable in one case because I couldn't see it was even an issue at the time. I was given feedback so I had to ask for help from those who had been before me. I began to hear that I was not FROG-ing (Fully Relying on God) in these difficult situations. I was not ready to see that character defect before this time. Now I can see it I don't like it and still struggle with it today!!!

It was about half way into my chairperson position when I was approached by a long timer in the rooms, he quietly told me that what comes next was that Area needed a Delegate and fancy that, it would be just after my role ended. Handy! In

his gently persuasive manner I was informed that I would roll into that title, (God willing) quite nicely. God obviously was willing and here I am.

I was sitting with my service sponsor before my first Conference, picking her brain about what was going to happen (my planning and prepping defect). She is very patient and also not afraid to illuminate my defects. I was observing that every time I am about to roll off a service role in AI-Anon I am just starting to feel like I really understand it, and if I knew more before then I would be able to do a better job... and I was reminded (amongst other things) that if we knew it all and stayed in our little comfort zone we would not grow.

That sums up my experience of doing service in AI-Anon. I am constantly being challenged to bring my best – it is good enough. I am being “raised again” by my AI-Anon family. I am encouraged and I am supported. I am required to use the sum total of what I have learned so far and to be always adding to it, I'm always challenged to take the next little or huge step. I am gently reminded by my service sponsor of my character defects at play in service and I am able to begin to address them. Sometimes not as gently, but always received and worked on.

As I come to the end of this role I have had my biggest challenges so far. I have needed to confront a member's defect, and my Higher Power must have thought it was not executed well enough, as I have had the opportunity to re-address and add to my responses. Two. More. Times!! All this while preparing for Conference, answering Delegate-related questions, having a full time job and family, being on committees directly responsible to those they serve, becoming aware of a group in crisis and having to face up to my part in that and address what happens next, learning and using KBDMs to align our Area with best practice, and most importantly being a member and attending meetings.

My challenges in service are faced with help and in a loving place. I get to practice here and then take the skills I have learned into my outside world. My job role outside has grown extensively and my ability to respond (and not react) to it has sky rocketed. Today in my workplace I have a voice, it is respected too. I ask for my Higher Power to be with me and I can ask questions, place boundaries, set a somewhat spiritual tone and we have learned to try things and change our minds. It is becoming a safe place for staff to share their thoughts and we seem to enjoy working there. I simply could not have known or faced and handled my defects in my work place and my life without the challenges I face in my service work. I am extremely grateful to have been volun-told into this role and can only wonder what my Higher Power has lined up for me next, actually there is no point, it is already being pointed out...

So much LIAS

Liz

Area Six Delegate – Helen P

I have been in the program since 1993. In 2004 I heard about attending AI-Anon Conference at my home group as an Area Delegate in Dunedin. I had no idea what was involved but I had a chance to attend the 50th Celebrations in Dunedin. I made the decision without really thinking what was involved. It was all new and overwhelming. I was way out of my comfort zone, away from home and amongst people I didn't know. My anxiety was way up there but I was also amongst people who understood the effects. It was quite a whirlwind really but an adventure.

In the second year of my term, things got better and I understood the process and what to expect. My experience, strength and hope from the program and doing service in AI-Anon helped me to grow and gain more confidence and build on relationships by attending the conference. I completed four years as Area Delegate and then moved on to other service positions within the Area.

In 2015 I came to conference as an observer and felt included and valued as an AI-Anon member. It was great to have the spiritual goals and it made a complete turnaround in my view of the interaction between the Board and the Delegates - the spiritual tone of the conference, with mutual respect and acceptable conduct was shown throughout the conference. I felt more relaxed and open to participate in every part of the conference. For me, it was great to be invited to sit in on Board meetings, as it opened my eyes to what exactly goes on, and has given me insight in applying the AI-Anon program to the Board meeting. It's seeing a group of members, having respect for each other, being listened to with different views, and not shot down in flames for speaking out. I am coming to understand about attraction, and being supported with transparency.

I'm not the same person as I was all those years ago as I have stepped out and taken huge risks by doing service. There has been such huge growth in my life and it has been a real privilege to serve with others on the committee. There have been some painful experiences as well when there has been conflict within the committee and in those times I have wanted to run away and hide, but with the help of others in service who I trust, I have faced the situations and been able to move on and learn and become a stronger person as a result. There was a time when I felt personally attacked by what a member said and I did want to run away. I stopped and thought about it and decided that I was doing a voluntary position to the best of my ability, and that was just one person's opinion and I was able to continue. I will be forever grateful to Al-Anon and those in my area for having the faith and belief in me to fulfil the role of Area Delegate.

I will be honest with you; service in Al-Anon has kept me in the program. I'm glad to say, it is because of my stubbornness and wanting to finish what I have started, keeping that commitment and responsibility that I had taken on. I have to this point in my life, and by the Grace of my Higher Power, finished every service position. I can never give back what I have gained by being in service or finding Al-Anon. It is such a precious gift.

For now, I will always find a service role as it keeps me focused on what is most important, and what I can do to pass on the message. Thanks to all the people I have met along the way on my journey. I have come to understand what it means when I read, "After a while you'll discover that though you may not like all of us, you'll love us in a very special way, the same way we already love you". I have come to understand the true meaning of 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.

I will finish with the 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

Helen P

Area Seven Delegate – Sheryl G

Initially when I came to Al-Anon I wasn't sure if I belonged, having come via another fellowship and my very recent ex-partner who was in recovery had left and I wasn't sure if I qualified. At that point I didn't recognise that my Mother had major depression all through my life, had just died and that she was also addicted to drugs and my Grandfather was an alcoholic - I just didn't recognise that I had been affected by their behaviour - I just thought there was something terribly wrong with me and that I didn't know how to live. And it was all my fault.

I was wary of getting involved in service as I knew my tendency to over work, over-commit, be over-responsible, get over-involved, overdo and just be over everything. Whilst I chaired meetings and got involved in small things like subcommittees for Serenity Weekends I didn't get a regular service role for the first five years. However the down side was that I didn't really participate either and hung around the outside.

Once I committed to getting involved in group service (Library and Literature was my first job) I began to learn all sorts of things and it forced me to hang around and interact with others, even when I felt intensely uncomfortable in my own skin.

Fast forward a number of years and an apprenticeship as GR. I was very grateful for my time as Alternate Delegate as it really made me hang out a lot with the Delegate and fine-tuned my enforced engaging with others involved in Service. I also learnt that I didn't need to do things perfectly, that we both had busy and demanding jobs and my Service Sponsor has consistently told me that each person fills the role in the way that best suits them and their abilities and time available. I really felt that whilst I was Alternate I did very little but shadow the Delegate and help with AA Assemblies and the AA Convention.

In my working life I have a job where I have a lot of responsibility (who would have thought that would happen). I deal with lots of conflict and personalities, denial and bureaucracy and that's just the staff. I have not been intimidated by Service, what I have needed to learn to do is reach out for help and let people know when I am not travelling well as I tend to have fits and starts with Service, according to how I am travelling.

I have needed to develop patience with how slow the wheels feel like they are turning, get over some of the anachronisms - i.e. WSC means North American Service conference². However I have learnt a lot. It was only when I came to Conference that I really understood how the Board and GSO were connected despite being in workshops about the structure and even leading the odd one! I was really surprised at how much of the Conference involved personal recovery related items and personal sharings. At Area Seven Assembly it is pretty much all business except for the odd workshop.

I have also learnt to accept that my best (even when it is not really very good) is good enough. That others are only being who they can be. I have had some conflict with other trusted servants. I have done my best to ignore behaviour where I can - set boundaries where I needed to and stand up for myself when I should. I have learnt to let go of meetings that I think are unhealthy and stop trying to force solutions and accept them as they are - more than once is nagging. That gentle works where criticising doesn't in recovery and service.

I have found a huge amount of support through doing service. I have learnt and continue to learn about AI-Anon. Reflecting on what I am most proud of, that the Area has continued to do great public outreach despite not having a chair, and that meetings are healthy and newcomers keep coming and many keep coming back. That we have a small group who are willing to work on increasing diversity within AI-Anon.

I am looking forward to having a bit more time - I would like to be able to help out a bit more with Public Outreach than I have been able to and especially with growing the fellowship in-reach to parts of our Area that we haven't reached yet - with the help of others and no longer alone. I am slowly learning to take better care of myself.

Sheryl G

Area Eight Delegate – Jannene

I would like to use this opportunity to thank the Area Eight Assembly for giving me the opportunity and privilege of serving as Area Delegate for the last three years. My goodness, the time has flown.

Some of you may well remember my first Conference that was held in Kaiapoi in 2017. I was absolutely, totally NOT looking forward to this Conference. I didn't think I was capable of the role, I hate being cold and was convinced we would all freeze in Kaiapoi. I was also convinced that an earthquake would hit and we were doomed!! Add to this, I was going through some personal agony brought about by this family disease.

Well, the accommodation was wonderful. There was an earthquake, but I was one of the few that didn't feel it! All the attending Delegates gathered around me and gave me such wonderful, unconditional, loving care and support. One by one they quietly shared with me their experience, strength and gave me the gift of hope.

Personally, "Service is Gratitude in Action". This is absolutely the way I try to live my life on a day to day basis. I would also like to thank the Area Eight Alternate Delegate and the previous Area Eight Delegate (whom I was the Alternate Delegate with) for all the support they have given me. They have shared with me their wisdom, unconditional love and we have a lot of fun. I would also like to thank two specific Board members (NRBM and Board Treasurer) for their help and support. I've lost count of the times when I asked them a question and their first response has been, 'Have you looked in the Manual??' I now preface a question with "I've looked in the manual and..." The service manuals and the KN-17 are just about my most well-read CAL these days!

As Area Delegate I have managed to visit every group in Area Eight, from Pt Chevalier to Kaitia at least once every year. These visits have been brilliant. I have usually managed to have an AI-Anon friend to "come North" with me. It has been a joy to meet members of the other groups. With these regular visits, AI-Anon members who weren't really aware of service roles outside group are becoming more involved in Area activities.

² The definition of WSC from NZ AI-Anon – Alateen Service Handbook 2019 page 7 – 'An annual assembly of state, provincial and territorial Delegates from USA and Canada, representatives from other countries, Board of Trustees, Policy Committee, The Forum editor and AI-Anon staff of WSO Virginia Beach USA.'

I have been involved in Northern Area Assemblies, the 2019 AA Convention with Al-Anon participation and Area Eight is planning to hold a Serenity Weekend in September this year. Area Eight is also in the process of restructuring our committee with the aim of having more members involved in service.

At an earlier Conference, a report presented mentioned that in some countries, it is hoped that the Area Delegate will step into the Area Chairperson's roles at the end of their Delegate role. The Area Committee has discussed this and think it is a good idea. I will put myself forward to the next Area Election Assembly and may be the next Area Chairperson. I feel this would be a great way to consolidate the skills I have learned in service over these last three years.

I have learnt amongst many things, not to "have a spasm" when I make a mistake, how to take part in a "Zoom" meeting with Area Seven. I have also learnt to say "No". I also know that I have much, much more to learn in service. These skills have also helped me immeasurably with the other community service work that I do outside Al-Anon.

Love in Al-Anon Service
Jannene

Board Chair – Sally-ann M

Kia ora, My name is Sally-ann, I'm a grateful member of the worldwide fellowship of Al-Anon Family Groups and I'm the outgoing Board Chair and IAGSM delegate for Al-Anon New Zealand. My home group is: Principles Above Personalities, Tuesday 12:30pm and Thursday 7am in Boulcott Street, Wellington. I've been a member of this fellowship for approximately 7700 one days at a time. I'm still here thanks to strong sponsorship, a commitment to the 5th tradition, many 4th step inventories and obedience to the unenforceable.

Why am I here? I came into these rooms on my knees, desperate for a solution to what ailed me. And what did I think ailed me? I thought it was him. It was his fault entirely. I didn't talk or share for a long time in Al-Anon Family Groups, but you all knew my secrets, my pain and my shame anyway. I arrived bang on time, or late. I left as soon as the meeting finished. I sat near the door. I did NOT want to be here.

For a good while, I warmed myself at the fires of the 12 steps, but I didn't take them. When I finally changed my attitude about my participation in this program of recovery, to my great surprise it turned out to be me that was the problem all along. My dis-ease, my dysfunction, my ISM, my ego. I was affected by a family disease that had been running riot in my family for generations and I had no idea.

Once I had completed the 12 steps of AA that we speak of in Tradition 5, my first sponsor encouraged me to get stuck into service in Al-Anon. In order to do this I had to study the traditions and eventually after quite some time had passed, and out of pure desperation, I turned to the concepts.

Right from the beginning service has asked more of me than I knew I had to give. My time, my skills and most of all my willingness to be vulnerable.

At the National level of service, spending 10 days a year for seven years, in addition to countless hours over and above that in service with others gives me and my defects nowhere to hide. It's easy to pretend I'm well for an hour at a meeting, maybe two or three hours at an Assembly, but try doing that for two days at a time, four times a year, year after year. I can't. The cracks begin to show. You might be surprised to learn that from time to time in service my defects are in full flight and my fellow Board members are in a position to bear witness across those days and years we spend together to both my strengths and to my struggles, to my growth and to my slips. They have seen it all. My tears, my joys, my patterns, my blocks, and my triumphs. They have supported me through it all with acceptance, tolerance, love and always with the truth. For that I thank them.

I'm grateful that my sponsor and my service sponsor are always there to guide me away from my emotional dislocations and back to practicing the principles of the program.

Many one days at a time have passed since I first walked through the welcoming doors of AFG, probably rushing or late, and still the spiritual solution is the same. I am encouraged in service to look beyond my compulsion to blame and my self-destructiveness, my tendency to deny the facts rather to look once again at myself. To "fall into the trap" of

thinking the problem lies with other people, places and things. It always lies within me. Where am I disturbed? Where have I lost my serenity? Where have I got something to learn about myself, my thoughts, my behaviour. After all we are taught that "it's not old behaviour if I'm still doing it". Today, if I am in conflict I know it's me. It may look like you, but it's me. And I know how wrong I am and how wrong I can be because there is a prediction hidden in plain sight in the Steps. A prediction of me and my behaviour. It's in Step 10. It doesn't say "if we were wrong". It says "when". So I know going in – that I'm gonna mess up, I'm going to be wrong. My job is to spot it and promptly admit it. Then to stop doing it. As my Sponsor says: Uncover, discover, discard. I uncover the truth – it was me, I discover my assets and I discard my defects. In this way it is my experience that service is like a chisel, chipping away at a block of rock, "chip – chip – slice" underneath it all is a masterpiece and I'm not the master of any of it. God is.

I'm not a natural leader. My behaviour of choice is to arrive late or just on time, to sit in the back. To not be seen, to blend in like wallpaper. If I don't stand out then I can't be wrong, I can't be singled out, made to look foolish, criticised or ridiculed. That's what happened at home when the disease was in control. If you spoke up you got yelled at or mocked. If you were ever wrong or made a mistake it was talked about forever. So I learnt to hide. To be quiet, to blend in, to have no ideas or opinions and not take risks. They were too painful.

Being on the Board has been a blessing, at times a painful blessing. Being asked to move into a role of leadership you have asked me to unlearn those old isolating attitudes and avoidance tactics. You've asked me to lay down my weapons of sarcasm, silence and scorn. Your behaviour showed me that gossip and criticisms have no place in service, and that in service we speak kindly and positively about our experiences in order to practice the principle of attraction. You showed me how those behaviours caused harm to me and my fellows. In service you show me love, acceptance, unity and understanding. You directed me to the experience and wisdom found within that pages of our Conference and IAGSM Summaries, and told me to read them. Eventually, following the example of my sponsors I stood up. I stopped hiding. I went to the front, I used my voice, I learnt to lean on others more experienced than me for guidance. I learnt to be part of instead of apart from. I learnt to listen with love and respond with compassion and tolerance. I learnt humility and acceptance. I kept studying to gain a deeper understanding of those steps, traditions and concepts. I kept changing.

A blessing, I have heard, 'is anything that pushes you shoves you or drags you screaming into being more than what you were'. Before recovery 'alcoholism' was my greatest blessing, as it forced me to change and now I see that within recovery being on the Board has been my greatest blessing because it blessed me with you.

To my horror I was asked in 2018 to speak in front of 4000 people at an International Al-Anon Convention. I can't do that I thought to myself. But "I will do that" I said out loud when I called the person that had done it before me to hear his experience, his strength and his courage. You see I knew I couldn't do it alone, but I could *maybe* do it if I stood on his shoulders. So that's what I did, I stood on his shoulders and well, you should have seen it. We were amazing.

I could participate in that event because what I have learnt here is that together we can do anything. If I am willing to tap into Tradition 1 (personal progress.... depends upon UNITY) and ask for help, you are always there. God takes my best, whatever that is, and makes it better through you. He brings people into my life through service, people that balance me, hold mirrors up to me and I see where I can add value or where I have yet to evolve and to discard unhelpful traits. We work together and I understand that I don't have to face this disease alone anymore. In recovery the isolation of 'I' becomes the unity of 'We'. Then in service my selfish sense of 'My' becomes a self-less sense of 'Our'. Many of the people who have taught me these principles are in the room, some are not, I hope they read this one day and I thank them for this lesson. I thank my Sponsor who gently but nonetheless firmly said "Call your alternate Chair, reason this issue out with him. Work together. Your roles are to aid and support each other on the Board." I knew that calling him was a terrible idea, I hardly knew the guy, I mean I knew enough to know that I didn't like him, but I did what my sponsor told me to do anyway. I would NEVER have called him if she hadn't suggested it. What on earth? – show him my weakness, admit my fears and be vulnerable? I don't think so. But I did and slowly 'My' became 'Our' as we worked through issues on the Board together and came up with spiritual solutions that led to serenity. God put us together much later as IAGSM delegates, the Higher Power clearly had a plan all along, and we had a solid foundation of mutual trust and respect which enabled us to excel at our IAGSM work together.

It has been my privilege to serve as Board Chair for the past three years, years that have blessed me because they bought me to my knees in surrender more than once. I have chosen to turn to a loving Higher Power, to my sponsor and my service sponsor and the wisdom to be found in our CAL time and time again because the wisdom and the ESH

is not in me. I cannot access a spiritual solution when I am emotionally disturbed. So I am reminded in service where I have to apply Concept 9 every day that good personal leadership is in my behaviour and it is indeed a necessity.

Concept 9 tells me I have to behave better than I feel and I can only do that when I surrender and detach from my feelings, trust God and do the next right thing. Sometimes, many times in fact, the next right thing is to do nothing. Sometimes it is to reason it out with someone wiser than me, to trust God and ask Him to give me the courage to do what I don't want to do. Call a member and have a difficult conversation, ask a probing question, research CAL for the answers, reach out for help, admit I don't know. I've had to be compassionate at times when that is the last thing I feel. I've had to take my own inventory when I would much rather take yours. Service has encouraged me to return to the steps time and time again to address my shortcomings in order to find peace of mind, to find freedom.

Service at the National level has taught me to put my limited thinking aside. To work for the betterment of AFG NZ as a whole, not for Sally-ann's personal interest. To do what is right, not what 'looks good'. My fellows have encouraged me to 'do the work and trust the process' and to look to the future with vision. To focus only on our purpose and on our goal and at the same time to recognise my powerlessness. I have had to let go of outcomes, to be patient. To seek the counsel always of wiser, more experienced fellows. I have learnt to offer help, but not at the expense of my serenity. I've been in positions where I have had to apply the principles of accountability, responsibility, courage, commitment, autonomy, decision-making and ultimate authority because for me the only other choice would be insanity. I've learnt when to use my voice, and when to remain silent. In short I've learnt to face reality through application of our 36 spiritual principles.

But what does it mean to have principles? Being IAGSM delegate for the last four years serving at the International level, I was fortunate to see our spiritual principles in action. I observed at the IAGSM that "a person of principle is someone who faithfully follows their principle or set of principles, rather than abandoning them when convenient. If faced with a seemingly difficult decision in life, he or she will refer to his or her guiding set of principles and then merely deduce the correct action from it." I saw people behaving in calm and compassionate ways consistently, even while holding opposing views.

Following a set of principles – or as Lois called it 'Obedience to the unenforceable' sounds simple right? But abandoning people, places and things when convenient is my life story before I'd had a spiritual awakening. I abandoned you before you could abandon me, and I abandoned myself and my hopes, goals and dreams daily. I've had to learn a new way of life here and I've learnt it through active service. 'Striving towards these ideals' keeps me very busy indeed. I saw ideals at the IAGSM that inspired me and made me say "I want what they have." Which meant I was willing to do what they did to get it. And they did service. Demanding, time consuming and ego-challenging service.

Taking correct action is still something I ask for guidance on. I check in with my Higher Power, with my sponsor and my service sponsor. They listen to my feelings and they don't buy into whatever JADE I'm spouting (Justify, Argue, Defend, Explain), instead they guide me to correct action. This guidance has been crucial to finding spiritual solutions that lead to serenity. I don't feel very flipping spiritual when I'm mad about something. My sponsor helps me act better than I feel. And points out the truth, that it's not you, it's me.

I complete my term as Chair of the Board and my term as your IAGSM delegate with heartfelt, humble gratitude, with big love and with great hope for the future of Al-Anon Family Groups in New Zealand. I find myself on my knees once again, this time not from pain, rather in gratitude. Gratitude to our founders, to those who carried a message to me through 84 years. A message that is intact and succinct thanks to our CAL and our recordings of our founders and early fellows. They have carried a message of hope so that I can receive it and pass it on. Thank you, God bless and aroha nui to you all.

Sally-ann
AFG Member

Traditional Approval

Traditional approval is the procedure that takes place as the Board presents to the Conference for a vote of approval of the nominees for successors to the Board.

The following members were voted and approved by the conference.

Board Appointments 2019 - 2020

<u>Roles</u>	<u>Member</u>
Board Chair	Chris H
Alternate Board Chair	Julie W
General Secretary	John B
Board Treasurer	Rana S
Executive Budget Chair	Sam M
Public Outreach Chair	Tracy B
Conference Chair	Julie W
Editorial Chair	Melda T
International Al-Anon General Services Meeting Delegates (IAGSM)	Chris H and Julie W
Northern Regional Board member	Chris H
Central Regional Board member	Amadee R
Southern Regional Board member	Melda T
Convention Chair 2020	Melda T
Website Oversight	Rana S
National Alateen Coordinator	Vacant
Literature Chair (Non-Board member until March 2020)	Liz A-S

Motion:

"That the conference gives Traditional approval of the Board appointments 2019/2020."

CARRIED

Motions and Trials

2018 Motions

- Motion One:** "That the NZAGSO 2018/2019 annual financial accounts be accepted."
- Motion Two:** "That the NZAGSO 2019/2020 annual budget be accepted."
- Motion Three:** "That NZ AFG adopt the AA developed translation of the Māori Serenity Prayer, subject to the consent of AA."
- Motion Four:** "That the NZAGSO toll free number be retained and the authority to discontinue it in the future is given to the Executive/Budget Committee."
- Motion Five:** "Implement menu routing for the NZ AFG Public Outreach toll free number."
- Motion Six:** "That NZASC 2019 authorises the NZAGSB to work to remove documents from the KN-17 into the *NZ Al-Anon - Alateen Service Handbook* over a period of time."
- Motion Seven:** "That NZASC 2019 approves the proposed amendments to the NZASC Charter by substituting 'three times every year' for 'every three years' in Article 5(a); by adding 'within the Area concerned' to the end of Article 5(b) and by substituting 'post a comprehensive summary of its proceedings on the NZAFG website' in place of 'send a comprehensive summary of its proceedings to all NZASC members' in Article 10(f)."
- Motion Eight:** "That NZASC 2019 approves the proposed NZ Al-Anon – Alateen Service Handbook 2019 as presented in draft form to NZASC 2019."
- Motion Nine:** "That the conference gives Traditional approval of the Board appointments 2019/2020."

Trials

Conference	Trial	Review Date
2014	That the role of General Secretary for AFGNZ be for a trial period of six years.	2020

Area Delegates' Reports:

Area One

Area One covers from Oamaru south taking in Dunedin, Balclutha, Queenstown, Alexandra, Gore, Maitoto, Invercargill. In total 11 AFG meetings, all meetings with Group Representatives. It's looking positive for a new meeting starting in the Maitoto as Alexandra builds up its members. There is one lone member in Te Anau. There are three AMIAS approved members with the prospect of an Alateen meeting starting in Invercargill. This is my second year as the Area One Delegate, which I'm really enjoying.

Assemblies: Gore (May), Dunedin (August), Southern Area Assembly (SAA) Christchurch (October), Invercargill (March). All these events were well attended with 28 at the last SAA in March.

Conventions: January 2019 Auckland. Great meeting the other Delegates and Board Members again. Loved the contact with others and going out for tea on the Saturday night. It was a privilege, but daunting, to be asked to chair the first meeting on the Saturday. My HP was working over-time! Loved the new initiative including AFG's in the Sobriety Countdown on the Sunday morning. Hopefully that becomes part of Assemblies too.

Group Visits: Maitoto, Invercargill (Saturday morning, Monday night, Wednesday and Thursday night), Dunedin (Sunday night and Friday lunchtime), Queenstown, Alexandra and Balclutha. That covers every meeting in a large geographic area. I also take the Area literature with me when I visit so this gives everyone a visual treat as well as encouragement.

Outreach: Apart from the usual group outreach, there is a little bit of outreach going on in the Area. Unfortunately we don't have an Outreach member appointed. Here are a few examples of what is happening:

- New meeting signage and flag designed by a member
- A blue and white lapel badge made
- AFG sales table at Assemblies
- Combined AA and AFG meetings and social events
- Serenity Weekend
- Speaker at school and community group (still in trial stage)
- Open movie nights
- Café bookmark drop (mobile number on back)

Highlights: Convention 2019, already saving for 2020 one. It is always a highlight of my year. Serenity Weekend at Pounawea is always another highlight as we learn a lot at meetings and workshops as well as have many laughs. Lots of fund-raising going on within AFGs and personal donations.

Concerns: As in many areas, Area One continues to update contact info every Business Meeting so that the important link between meetings, the GRs, Business Meetings, Area and the Board is not lost. Often Board News and Area minutes etc. are going to the wrong person. An on-going challenge!

Love in Al-Anon Service... Lucy

Area One Update and Comments

- ⌚ *We have been actively looking for outreach member to be appointed, two people now ready to stand.*
- ⌚ *We have the new branding, new stand up sign which states details of meeting with new brand.*
- ⌚ *It is just me at this stage that speaks to community groups, my approach is asking if they will accept those meetings in schools.*
- ⌚ *Once a month two group meet, it is advertised beforehand to members, and to AA. We hold it on a Saturday night with pot luck usually, have a prayer, and then have first half of movie which is decided by a member. Then half way through we have dessert, and to close we have fellowship. Lovely way to bring in people to the community. It's great, and relaxed, created opportunity to reach out to potential new members and to give clarity about what we do.*

- ⌚ *We buddy up with AA. Towards the end of each year, we would have shared Christmas party with AA. We all contribute together and have a joint meeting, also sometimes people come in outside of fellowship*
 - ⌚ *For the Alateen meeting, we have three AMIAS in the Area, but the meeting has not gotten off the ground yet.*
-

Area Two

Area Two's region starts at Kaikōura and goes to the River at Waitaki, taking in Timaru.

Area Two has nine meetings with eight in the city and one in Timaru.

My name is Carolyn D. and I am the Area Chairperson for Area Two, this role I took on in the July Assembly 2018, also acting as an observer for 2019 Conference as our Delegate resigned in December.

At our July Assembly our Area Delegate gave a talk on the highlights from 2018 Conference.

We have had our Monday night group close, a new learning as this group went into recess. We have discovered in Al-Anon, a group is either open or closed, never in recess.

A new meeting opened in Darfield and was not supported, hence the lady was looking at closing it. Wondering how long does someone try to get a new meeting up and running?

Al-Anon held a stall at the Papanui High School for a Positive Ageing Expo on 1st October, 8am-2.30pm, members were rostered on to look after the stall.

The AA Assembly with Al-Anon participation was held in Christchurch 26-28 October 2018. Due to the lack of facilities to rent, Al-Anon only had half a day allotted to them. On Sunday both AA and Al-Anon were directed to fellowship meetings. The Assembly was held at a Church facility, proving the earthquakes still have a considerable influence in the city.

The Area continues with other 12 step fellowships meeting with medical students and share their experience, strength and hope with them, four times a year.

Area Two is looking forward to participating in the 57th AA Annual Convention with Al-Anon participation to be held in Christchurch on 17-19 January 2020.

Carolyn D

Area Two Observer

Area Two Update and Comments

- ⌚ *Usually a one year commitment is required to keep meetings going. But you need two people to commit to the running of it. As for the recess issue, that decision comes from NZAGSO. It is meant to give clarity, and not confuse people, if a meeting can no longer run, it closes.*
 - ⌚ *No new people in attendance at meetings from An Ageing Expo in October. Maybe around six people attended.*
 - ⌚ *We have a standing arrangement to visit medical students doing public outreach. One person from Al-Anon goes, other fellowships are AA and NA with public speakers.*
 - ⌚ *We do not have a public outreach coordinator at the moment.*
-

Area Three

Area Three covers the lower North Island, south of Levin, across to the Wairarapa, down to Wellington.

We have 12 groups in our Area holding 14 meetings:

Hope for Today Wairarapa, Kapiti Wednesday AFG, Al-Anon Works AFG Paraparaumu, Plimmerton Steps by the Sea AFG, Lower Hutt Strength and Hope AFG, Wainuiomata AFG, Many Voices One Journey AFG (Wellington City Monday), Principles Above Personalities AFG (Wellington City Tuesday and Thursday's 11th Step Meditation Meeting), Paths to Recovery AFG (Tawa), Courage to Change AFG (Wellington City Wednesday), Friday Night Steps AFG, Saturday Serenity AFG (Hataitai)

Highlights include our TEAM Event in November. It was suggested we try a new format which worked very well. We held the TEAM Event on the same day as our Area Assembly. It was a full day's programme with our usual fun and fellowship and business meeting. Board members hosted workshops with cats, space, sock puppets and much more plus Al-Anon business and we ended with a lovely meal together. What more could you possibly want!

We hold an annual Open Birthday meeting (see PO section for details). Which again is a lovely evening of sharing by members good at speaking in front of groups of people and we enjoy fellowship after. A personal highlight is that our Area Committee is almost full. A focus on service as part of recovery is strong in Area Three and we have really grown with the guidance of our current Chairperson.

Public Outreach: Our Area PO Committee organised a Public Open meeting for professionals, families and friends in August. Personal invites were mailed to medical centres after an email invite last year was not successful. A radio station publicised the meeting and a press release (approved by National PO) was sent to the Dominion Post. Prior to Christmas another press release was sent to the radio station and the media advising them of AFG presence for the Holiday period. There is also another Open Birthday meeting planned for 2 May 2019 with more of a celebration focus. The committee will be using the new long-lead PO Calendar to plan more outreach initiatives.

Assemblies: When I was Chairperson I reintroduced the use of the Area calendar (which had been in use previously, but was not kept current). This has started to have an impact on GRs planning their attendance to our Assemblies. At the Area Committee we set the dates for upcoming GRs meetings and Assemblies (both of which are held three times a year), at least one year in advance. As a result we are seeing a much stronger attendance at GR meetings and Assemblies. We had 39 attendees on 9 March with all but one Committee member/GR absent due to illness. The hosting group had a huge presence and it was even more awesome than usual. We share lunch first, hold a workshop run by the hosting group, then get down to the business meeting part of the Assembly. There is a loving and supportive vibe in the room and we have fun, learn and laugh a lot.

Group Concerns include attendance, bank accounts, and cost of hiring rooms. We have had a personality issue which was encouraged to be reasoned out offline. The GR stepped down after talking to both their Sponsor and Service Sponsor, the decision was not made lightly.

Recently our Area has been affected by the loss of a member to suicide which sadly is a reality of dealing with the disease of alcoholism. This loss has affected us all. The Area has reached out using our service structure to support the person's home group members and a plan is in place to do this on an ongoing basis.

Matters arising from previous Conference: The phone line has received only two calls since November and the coordinator is awaiting the outcome decided at Conference this year with the conclusion of the two year trial.

Overall, I believe that Area Three has done really well this year, we have had challenges and successes in most roles! We have a very strong Committee with most roles filled and it is an inviting and welcoming place to do service. We have reminded our members that to serve at Committee level we have a requirement of having worked the Steps with a Sponsor and having a Service Sponsor. We have about two thirds of the Committee due to roll off service in November and we will be watching this unfold carefully so that new members can be brought up to speed by encouraging experienced members to participate so that we do not lose our current momentum.

LIAS,
Liz A-S

Area Three Update and Comments

- ⌘ *I mentioned at the end of the report that committee members are rolling off service all at the same time, I want info/advice about succession planning. Also regarding the Literature role, I noticed Area Three weren't working in line with service structure by not having one annual election, and we are now going to do that.*
 - ⌘ *No professionals came to public outreach meeting to professionals in the community, only fellowship attended.*
 - ⌘ *Last year I visited all but one meeting in my Area of approx. 14 meetings, that GR provided meeting feedback.*
 - ⌘ *This year, I have visited all meetings and more than once, It is a huge commitment, but very worthwhile, I find it really helpful to attend the meetings in person. To make this more manageable, the plan going forward for next six months is to include Alternate Delegate to support me with attending all these meetings and to scaffold that emergent leadership.*
-

Area Four

Area Four stretches from Gisborne to north of Woodville, main cities are Gisborne, Napier and Hastings. There are three Groups.

The Gisborne is the newest Group it has been going less than 1 year. The Gisborne AFG is still getting established and not all service positions filled, but the meetings are getting bigger with newcomers coming back. Their meeting is on Tuesday at 5.30 pm.

The Hastings AFG is going really strong and healthy, with at times up to 18 members at the meetings. All of their service positions are filled. The Hastings Group meet on a Wednesday at 6.45pm.

The Napier AFG has had quite a lull and low numbers at meetings. There have been times when just two members have been there. A meeting would still be held and the door kept open for anyone else to arrive. However the last few weeks it has picked up again. The service positions are all filled. Napier meeting is held on a Thursday at 7.30pm.

There is no Alateen in Area Four. And we have one Lone Member.

Public Outreach. The Napier Group have been active with all members helping. Using the guidelines a letter was written to all Doctors rooms in Napier and Taradale, and delivered by hand along with some pamphlets. Also two of our members had a meeting with a Senior Police Officer, at his request. He was keen to find out about Al-Anon and how it works. A brief explanation and an invite to attend a meeting were given. Also contact phone numbers and some pamphlets were given to him.

Assemblies. The Area has three Assemblies a year. The July one last year was held in Hastings, with good attendance.

The next was to be held in November in Napier, but the dates could not be worked to suit the Committee. So a decision was made to hold it on our usual Thursday evening, our Napier meeting night. Starting at an earlier time to enjoy a shared meal. Our business meeting was held and a sharing meeting, and there was good attendance at that.

The third was held in Gisborne on 2 March 2019 at an AA Assembly with Al-Anon participation. Seven members from Napier and Hastings Groups attended. The Area had the business meeting, a sharing meeting, then a combined meeting with AA. It was a very successful day. Then there was an Open Public meeting in the evening. I was very lucky to have been invited to speak, which I did it was the first time that I had done that and was nervous but managed well. I would say now it could have been one of the highlights of the year for me.

Three of Area Four members went to the AA Assembly with Al-Anon participation held in Palmerston North in July 2018.

Margaret J

Area Four Update and Comments

- ⌘ *Since the report I have attended a meeting in Gisborne, to aide in resolving of a conflict. When I attended it was all calm, and the solution was sorted out amongst themselves, which was great.*
- ⌘ *Now we have three meetings, low in numbers, but doing lots of outreach to get numbers up.*

- ⌚ *We dropped letters to Doctors rooms and provided pamphlets. We have yet to see progress from those, great exercise, and plan to do it again on an annual basis*
 - ⌚ *It was through the victim management position that a police officer, new to the force, wanted to find out about Al-Anon. Two people from Al-Anon went to meet with police, and took pamphlets, he is yet to come to a meeting. He asked, do we include support for families of addicts too? To which we said yes we do.*
 - ⌚ *Area has no public outreach person at the moment, we do have a plan to fill that role.*
 - ⌚ *We have been in touch with our Regional Board Member with issues we needed help with.*
-

Area Five

Area Five covers from North - New Plymouth graduating South - Whanganui, to Palmerston North.

Area 5 current groups	1 group operating in Palmerston North
	2 groups in Whanganui
	1 group in New Plymouth

These are the same groups as last year. All groups relate they are seeing new people through the doors, but not all staying. Some newcomers are staying, as seen in my home group New Plymouth, building up to a strong core with some taking on chairing meetings. At our last Assembly in March each Group reported attendance of around six as an average attendance.

Area Five has held three Area Assemblies since last Conference 2018, one in Palmerston North in July, where we are invited to participate with AA when they hold their annual Central Area Business Conference. This has been ongoing for some years, Al-Anon is invited to share their premises, but with separate spaces. We can attend each other's sharing sessions - flow between the spaces, then hold our Business Meetings separately. At the end of the day we all gathered together to have a combined sharing time, co-chaired by the AA Area Chairperson and our Central Regional Board Member, Amadee. Each chairperson selects a person from their respective program to share, usually this would be about four from each program. This for me has always been a highlight as I appreciate the humour, humility and success of the AA program. This allows me to have hope for my loved one. Some Al-Anon members visited from Wellington to join in the sharing sessions.

The next Assembly was in November 2018 in Waverley (not far from Whanganui) which is our half-way meeting point for Palmerston North and New Plymouth and the most recent in March 2019, was held in Waverley again. The Whanganui Tuesday Night group were responsible for the sharing sessions. The first session "What brought us to Al-Anon"; was a good occasion for reflection. The second session was on "How to inspire others into service in Al-Anon". This was a harder topic but good to talk about it.

There is at present a small core group who attend our Assemblies. At our last Assembly we were still seeking an Alternative Area Delegate, and a Public Outreach Co-ordinator. I personally am not too worried about the Public Outreach person as there is advanced access to our website. Our Alt Area Delegate position was filled, but due to a resignation of the Area Chairperson the business committee felt it more important to have that position filled and only our Alt Area Delegate offered, so he is now the chairperson, but does not wish to do both roles. We have a committee of some younger members who are serving as Area Secretary, and Treasurer and coping well. One older member Chairperson, myself as Area Delegate and a Group Representative from each group in the area have been attending the Assemblies regularly.

All groups are struggling with finding Sponsorship both 'personal and service'. The Group Rep from Growth and Recovery Monday Night in New Plymouth suggested bringing to our Assemblies a short bio of people willing to sponsor, so far no response. In our New Plymouth group and at our last Assembly we discussed the idea of finding sponsors at other events such as held at Forest Lakes (serenity weekends) or the larger areas such as Wellington/Auckland. In our New Plymouth group some of us who have attended longer have said to newcomers we are willing to sponsor, but those newcomers have not taken up the offer. An evening on the importance of sponsorship would be an occasion to help newcomers understand this concept. I have found for myself this year a personal and service sponsor and have been comforted and set on a path for growth by following a formula for approaching the Step work.

The Forest Lakes Serenity Weekend is coming up for Areas Three, Four and Five in May. Personally I have not been able to attend any preparation meetings but hope to attend and help where possible.

I have been filling my service as part of the editorial team in checking the Messenger before publication. I do hope I am useful to Melda.

I have only popped into one group in my Area and that was the Whanganui Tuesday night meeting last year. They were very welcoming and had a well-attended meeting.

In summing up I would judge from the feeling of my Area that our groups are all established with their core attendances. I do wish that the two Whanganui groups will seek more occasions for communication with each other.

Reflection: I wish to communicate much better with my Committee members when organising the Assemblies. I have found my role a bit isolating as there is not the older people from Al-Anon in my home town available as before. "Progress not perfection" looking forward to this Conference.

Patty J

Area Five Update and Comments

- ⌚ *We have a big combined assembly coming up on 6th July with AA. Wellington, Area Three are coming and Area Four attend too. Working on putting that together.*
- ⌚ *We are wanting to find out about other helping agencies like NA etc.. to reach out to in New Plymouth.*
- ⌚ *I don't get to all the regions I would like to. I am finding the role quite isolating, it's a big area, with lots of new members.*
- ⌚ *No public outreach is being done and we rely on the website. I am finding, with new members, they are finding Al-Anon through our website. It seems younger members primarily are looking on the Internet for information about us. We couldn't fill our public outreach role and are struggling to fill other roles first.*
- ⌚ *It was suggested that if you fill the role of Alternate Delegate, they can fill public outreach role as well?*
- ⌚ *I try to inspire members into service through liaising with members at Assembly. I find the same struggles with new people, younger members seem too busy, don't stay around for fellowship after meeting, difficult to build those relationships.*
- ⌚ *The KN-17 on arranging an Assembly has been very valuable for support around Assembly preparation.*
- ⌚ *In our group in New Plymouth it was communicated to the group that sponsorship is available. My 'to do list' is to talk more about the importance of sponsorship.*
- ⌚ *When we held separate Area Business Meetings at the AA Area assembly members could flow between business and sharing meetings. We did attend a Business Meeting with Area Three, and it was very valuable in sharing knowledge between Areas. This year we were not sure if Area Three wanted to hold a separate Business Meeting, and in the end, it came down to time constraints on the day.*

Area Six

Area Six Stretches from Taumarunui up to Taupō, but there are Al-Anon meetings at Whitiangi, Waihi, Tauranga, Rotorua, Hamilton.

List of Al-Anon Groups in Area Six

At present we have six Al-Anon groups, including Taumarunui which at present has a lone member.

Tauranga Monday Night AFG

Rotorua Geyserland AFG

Waihi AFG

Hamilton Courage to Change

Tamahere Hamilton Sunday AFG

Taumarunui AFG.

Any New Groups or Disbanded Groups

Hamilton Lunchtime Serenity AFG, Thames AFG (both disbanded)

Alateen Report

There are still no Alateen groups in Area Six but we have one AMIAS who is current and there has been discussion within the area of what is required to start up an Al-Anon group. On 9 March at the AA Assembly in Hamilton there were Alateen meetings running.

Highlights during the year

I was privileged to attend the 56th Annual Convention for Alcoholics Anonymous on the 18-20 January 2019 at Ellerslie to represent Area Six. It was a fantastic three days of wonderful sessions and fellowship, and this was passed on in my report to the Area. All the topics were relevant with great sessions.

On 9 March our area was invited to attend the AA Assembly in Hamilton. The theme was Personal Boundaries and Responsibilities. I had the privilege of sharing at the public meeting in the evening my experience, strength and hope and there was encouraging feedback from AA members thanking me for sharing my story.

Planning is on the way for another Serenity Weekend on the 22-24 November 2019 at Papamoa which we are looking forward to. A deposit has been paid to the venue, and it has been put into the calendar of events.

Public Outreach

It was brought up at our last Area Meeting that there was not much outreach mentioned in the group reports so this was discussed and members were encouraged to step up with public outreach. We have not had a Public Outreach Coordinator on the Area Six Committee for a while but at the last Area meeting we were really pleased to nominate a member as Public Outreach Coordinator and they accepted.

Area Assemblies, workshops and numbers attending

We had a recovery day included in our March Assembly. In the morning we had a workshop on Steps 1-3, and in the afternoon we had a workshop on Self-care. The workshop on Self-care had been used by someone previous, but the information was still relevant and important for us today to help in our recovery.

S – Strength of the Steps

E – Eleventh Step is practiced

L – Letting go and letting God

F – Forgiveness

C – Calling our sponsor

A – Attending Meetings

R – Reading and Literature

E – Ensuring we're not hungry, angry, lonely, tired

Concerns and positives in Area Six

Area Six seems to be struggling in numbers and there are fewer groups up and running. The Area Committee is small in numbers as well, which meant that the two on the committee had to double up on roles. There is also the concern that with smaller numbers it is harder to rotate the positions and lower finance to send to the Area in donations, pay rent owing, purchase literature and send donations to GSO. It is more difficult in Area Six, as we are not like the bigger cities who have several meetings during the week. We are only limited to mostly one meeting per week in most of the places.

We were pleased when we had our March Assembly that there is two new committee members on board now – Secretary and Public Outreach. It was good that all the groups sent in reports especially the ones that don't come to the Area Assemblies. We are hoping the numbers will increase at Area Assemblies with the emphasis on recovery. I like the idea of having goals for our Area so will put this forward at the next Area Meeting.

In conclusion this has been a challenging year in Area Six with a couple of groups closing and numbers in groups lower in attendance. We need to work on our public outreach within the Area and in individual groups to attract members and also share the message of hope. Look forward to Conference and meeting with the Board members and the other Delegates.

Helen P

Area Six Update and Comments

- ⌘ *I am excited that we have a public outreach coordinator for our Area. I was concerned about only having two in committee, but we did meet up, and thinking we could include GRs to come to boost numbers, especially with Serenity Weekend coming up.*
 - ⌘ *We have tried to be autonomous, and perhaps it is time to ask for support from Auckland as Area Seven Delegate offered to help and support us.*
 - ⌘ *Realising Public outreach is necessary and the need to up the work in this area. Felt encouraged to hear people not standing back and focusing on negatives, but to focus on the positives in public outreach and to work on the strengths we have in the Area. The new coordinator is keen and capable.*
 - ⌘ *I have trouble getting around to all the meetings, I keep in contact by phone and other ways.*
 - ⌘ *Great to have cooperation with AA and have the support of the RBM to get the committee on board and the assembly went well.*
 - ⌘ *We are expecting others to come on board which is great. Yes, we have asked for support, and have had people happy to step up for specific things. It is important to have that support as standing alone isn't a good thing.*
-

Area Seven

Area Seven covers from the Bombay Hills south of Auckland to the south side of Dominion Road in Central Auckland. We have 12 groups currently, one less than last year, the Howick Pakuranga meeting closed recently. We have one Alateen group. One small rural group, Pukekohe, has dropped to monthly meetings due to members' commitments.

Alateen

We have one Alateen group (with steady attendance of two members since November) – we had an Alateen attending the Al-Anon meeting for a year until another member joined. Public outreach doesn't appear to impact on attendance, we only appear to attract Alateen who have a parent active in Al-Anon or another 12 Step fellowship. One of the Alateens were sponsored to attend the AA Convention and she attended the entire weekend and got a lot out of the weekend. We have eight approved AMIAS and another one to be renewed. We provide AMIAS at AA events with Al-Anon participation to run Alateen meetings.

Highlights

The major activity in the Area this year has been the AA Convention with Al-Anon participation. Most of the service efforts have gone into this. Although well supported and reasonably well attended, I think the higher cost of registration due to the venue, possibly limited some of the registrations. We had a number of other members attend the open (and free) public meeting.

Our steps study weekend at Aio Wira in March was fully subscribed with 21 registrations – (it is a whole weekend event and members stay on site). Steps 10, 11 and 12 were the focus. A number of younger members attended this year. Fundraising reached approximately \$470 from raffles that were a mix of donated items to form gift baskets and literature and a weekend at a member's bach. \$215 worth of literature was sold. Area Seven and Eight share a stock of literature that gets taken to events. We review regularly keeping this stock on hand as it is approximately \$1,000 worth.

A number of groups have slips of paper in their Tradition Seven baskets with their groups bank account number for members to do donations direct into if they don't have cash on them.

Some groups also encourage temporary sponsorship by asking members who are willing to be temporary sponsors to put up their hands for new members to ask.

One of the more unusual public outreach activities was educating hairdressers about Al-Anon.

Our Area committee meets twice between the Area Assemblies – often these meetings are done by a video conferencing app called Zoom which we have purchased a licence for to hold our meetings. Although the distances are smaller for Auckland the traffic can make it very difficult to get across the city after work for meetings. It has worked very well for us after teething difficulties.

Group activities

Groups celebrate their anniversaries with special meetings and hold fundraising events for the bi-annual appeal. Potluck dinners are popular with trading tables or auctions, raffles of literature or homemade items. Gift baskets made up of donated items have done well to raise funds.

Public Outreach

Most of the groups undertake some sort of Public Outreach activity. There are a number of groups assigned to keep police stations up to date with pamphlets, there are still only small numbers of pamphlets taken monthly. Some Police stations have removed the holders due to safety issues. Members of various groups undertake public speaking at Treatment facilities e.g. CADS Central, we haven't been able to get into CADS Manukau. The Bridge Counties Manukau has stopped asking for Al-Anon speakers, however they only spoke to participants of the program rather than family members. Some groups are very active in putting pamphlets in public places, speaking at treatment facilities, libraries, and doctors.

We continue to focus more on providing speakers to facilities where we can have direct contact with family members although we still provide speakers on a four weekly roster speaking to clients of Alcohol and Other Drug (AOD) facilities, e.g. Wings Trust (halfway house with eight houses).

Central Auckland groups club together and put an advertisement in a community newspaper quarterly or in Stuff. Efforts are being made to utilise the family in a bottle ad to put up on community noticeboards. We have been trying to get a high resolution image to use.

A small group are still looking at how we can reach out to Māori and Pacific communities. I am exploring purchasing literature from India in several other languages. I tried to find out what other languages that WSO had but it seemed to focus on French and Spanish only.

Area Assemblies:

We have four Assemblies per year, attended by serving GRs. We have three small groups who have not had a GR or their GR hasn't been able to attend. I have tried to stay in touch with those groups through individual members or encouraged them to have a group contact so we don't lose touch.

The Assembly is usually well attended by members – up to 15 or so regular attendees. It starts at 9.30am – runs through to 2.30pm on a Saturday and starts with a 20 minute GR only meeting.

Area Seven Concerns:

Attendance by members at wider events seems to be going better. We hold a monthly Intergroup meeting and have shifted venues, further out of the main city and closer to South Auckland groups. Attendance hasn't altered much and seems to attract the same members who are interested in and do or have done a lot of service.

Our Public Outreach chairperson travels for half of the year, however it has meant that the Groups have had to step up. But coordinated activities are not occurring. We are trying to put a committee together to help support the Chairperson as we went for several years without a Chairperson.

Goals during my term

I read some news about the WSO Conference with interest, saw the resolution on creating a new resource on diversity and the most recent membership survey. One thing that struck me was that 35% of new members join due to the exclusive drug use by a family member and that the high proportion of these (77%) are for their children. This tallies with my observation of the change in members I observe joining our groups. The new pamphlet for parents and grandparents is meeting a need, and might even be useful for a special interest meeting or workshop.

I keep trying to encourage members to keep reaching out to AA where we are most likely to get new referrals from, I would like to focus on trying to do some work with their Treatment and Institutions Committee. Having a cooperative relationship seems key to me to grow Al-Anon. According to the survey 10% of our members are also in AA.

I haven't been able to achieve all my goals but continue to work towards these goals and to try and create healthy groups that are attractive and that retain members.

Sheryl G

Area Seven Update and Comments

- ⌚ Since the report we have had a chair for public outreach that is away a lot which meant we suffered. We asked the groups to support this, and asked that GRs feedback on what has been working and enabled knowledge sharing. Our Public Outreach coordinator is stepping down, so we are on the lookout for a new person. She has produced a new poster, groups have ability to feedback on where and how posters are being erected.
 - ⌚ We had a group to put signs on community notice boards, but has currently fallen over, due to person who was organising it is very unwell. We have picked it back up again and are working on getting this organised.
 - ⌚ We are exploring doing some stickers in various sizes for AA awareness week.
 - ⌚ We have been trying outside of AA assemblies, to infiltrate into the local AA groups. Asked if we could send letter out about getting people to come to a meeting about Alateen. The idea is getting Al-Anon Members to invite AA members to come, to break down misconceptions about Al-Anon.
 - ⌚ Our group in Pukekohe has dropped to monthly meetings, they have developed a closed online Messenger group for outside of meeting times. We have also encouraged them to tap into the Thursday online meeting.
 - ⌚ We are working on succession planning for Alternate Delegate.
 - ⌚ Only low resolution images are available but Rana offered to assist with those versions to be able to add written content.
 - ⌚ It was suggested to contact the IAGSM Delegates if you have requests for specific literature in other languages.
 - ⌚ AA members do not share their AA story in regular meetings. In meetings like Intergroup, you can invite speakers to share their stories, it's a great opportunity for them to hear Al-Anon message too.
 - ⌚ We have provided some literature to educate hairdressers due to hairdressers hearing a lot of problems, potentially a good opportunity for outreach.
-

Area Eight

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

AL-ANON FAMILY GROUPS

- Fourteen groups in Area Eight plus two Alateen groups.
- The "Pt Chev. Evening" group has closed.
- A new meeting in Kaitia has started (Twelve Steps Through Traditions AFG) at 2pm on a Sunday.
- An Online meeting (registered with WSO) continues to run on a Thursday evening via Skype.

ALATEEN REPORT

- Area Eight has eleven AMIAS.
- Browns Bay Alateen is continuing with two or three members.
- Red Beach Trust Alateen meeting has access to five AMIAS from the Red Beach Step Study group and does not require the help of AMIAS outside their group. Attendance of Alateen is sporadic.

HIGHLIGHTS DURING THE YEAR

- The Area Eight PO Coordinator arranged to have a "Stall" at the Annual Big Gay Out.
- Area Eight will be holding a Serenity Weekend on 13-15 September 2019 in Mission Bay.
- Area Eight (and Area Seven) were involved in a very successful AA Annual Convention with Al-Anon Participation at the Ellerslie Event Centre.

PUBLIC OUTREACH

- The Area Coordinator organised an information site at the Big Gay Out in Pt Chevalier on 10 February 2019.

- We run a roster of members who attend the Henderson AODTC (Alcohol and Other Drug Treatment Court) on a fortnightly basis.
- Two members are rostered to speak at Zen on a monthly basis.
- We focused on speaking at CADS (Community Alcohol and Drug Services) which has been appreciated by CADS and their clients. This has resulted in new members from CADS attending Al-Anon meetings.
- A six week block of "Newcomer" meetings was held in Pt Chevalier on a Monday night.
- We have supported the Waipareira Trust with speakers, who were very well received.
- Groups regularly provide literature to branches of Victim Support, to schools and libraries and support the efforts of our Public Outreach Coordinator.
- Because there is a vast amount of PO material out in the community, Areas Seven and Eight have decided to run their 09 379 4871 phone number for one more year alongside the new 0508 4 AL-ANON phone number.

AREA ASSEMBLIES

- Four Area Assemblies held each year. Most GRs are engaged and we are making a push to have the Alt-GR attend if the GR is unavailable.
- A 30 minute GR meeting is held at the beginning of each Assembly to discuss issues and pass on information. This is always well attended.
- Workshops are scheduled for three of the four Assemblies.

AREA CONCERNS

- Due to the workload involved, the Area Eight Committee has proposed (at the time of writing this report) to restructure the role of Secretary, by creating a *Minutes Secretary* role and *Communications Secretary* role. The Public Outreach role would also split to become a *Public Outreach Coordinator* role and a *Speaker and Roster Facilitator* role.
- Some groups do not have a GR, so we are trying to stress to groups the importance of the GR role so that there is movement of information and communication between the NZ Al-Anon Board and members. We are encouraging the groups in the Far North to send a representative to Assemblies. A billet can always be found if necessary.

Jannene A

Area Eight Update and Comments

- 🕒 *Annually checks in with Groups*
- 🕒 *Northern Area Assembly is coming in July in Kerikeri*
- 🕒 *Visited the two Alateen meetings*
- 🕒 *Having the Calendar on the website assists with planning activities throughout the year*
- 🕒 *AA Group – Women Out West have asked for an Alateen meeting*
- 🕒 *GSO donations matched to Public Outreach*
- 🕒 *Committee meeting dates set 12 months in advance*
- 🕒 *Request for literature in Hindi and a few other languages*
- 🕒 *At the Cutting Edge Conference we were able to greet everyone, handed out postcards, and gained a lot of contacts*
- 🕒 *At the Big Gay Out the banner with questions got a lot of interest, literature and meeting lists were handed out, all well received*
- 🕒 *Workshops are held in three of the four Area assemblies. The fourth assembly is the election assembly*

Area Nine

Area Nine stretchers from Hokitika on the West Coast through Nelson/Tasman regions to Blenheim in Marlborough. Our groups are Greymouth, Hokitika, Nelson Wednesday, Nelson Monday night, Nelson Friday, Nelson Thursday steps meeting and Blenheim. Hokitika and Nelson Thursday steps meeting both started from popup meetings. We have also had a new loner registered to increase our loner numbers to seven.

HIGHLIGHTS. The Serenity weekend we had at Marahau on the edge of Tasman National park early October. The weather was much improved this year with some hearty souls going for a swim. We had some amazing meetings, sharings and fellowship. We share the organising of these weekends between the Areas and Blenheim had the baton this time. The workshops and meetings are then shared between all meetings in Area Nine and housekeeping chores and clean up has a roster. It works very well with no one person doing all the work.

PUBLIC OUTREACH. We continue to attend the Nelson Community and Whanau meetings as these meetings are a great place to network with other not for profit organisations. Two contacts from the last meeting I attended were Fresh FM radio station who are interested in a Radio opportunity and Addiction Advice and Assessment Services whom I will contact for a meeting to talk about Al-Anon Family Groups. Two of our members spoke to the group in July and were really well received. Our local Marae and the Alcohol and Drug clinic have also expressed interest in having us speak to them as well.

AREA ASSEMBLIES. Other highlights as always were our Area Assemblies. We have three a year and rotate between the West Coast, Blenheim and Nelson. This means travel twice a year for all of us and we stay overnight. We carpool and end up having a meeting on the journey there and back. Saturday night is a time to get together with good food, fellowship and FUN.

AA ASSEMBLY WITH AN-ANON PARTICIPATION. It was a pleasure being on the AA organising committee for this event held at the end of June in Stoke Nelson. Robbie and myself were made very welcome and a valued part of this committee. These events are a great Public Outreach opportunity. Cooperating with AA in this way has formed a close relationship and we do get referrals from them.

CONCERNS IN OUR AREA. The concern about a lack of members is still to the fore. I would like to see a Public Outreach person in our area, but alas, it is the only vacant service position in Area Nine. Some groups have had growth in numbers whilst other groups remain static. We do have growth in the area with a new meeting started so it can't be all bad. We have had a better attendance of GRs travelling to our Assemblies which helps to get the information out to the area. I would like to see more members attending both our Assemblies and the combined AA Assemblies as these are so beneficial for personal growth.

Whilst writing this our Area is excited and gearing up for our TEAM Event and also have the additional gift of having Chris from Stepping Stones address us in the evening. Our Area is excited about this event but the feedback I am hearing is that only the usual attendees will be present for the TEAM Event. A few more will be attending the Stepping Stones presentation.

Marguerite B

Area Nine Update and Comments

- ⌚ *TEAM Event in Nelson was amazing*
 - ⌚ *Has not got around to all the meetings yet*
 - ⌚ *Rang two groups that had not registered*
 - ⌚ *Decided ringing GRs when could not visit, this worked well and will continue to contact GRs by phone*
 - ⌚ *The TEAM Event was rushed with the change from October to March but the investment in running the event was worth it. The committee met once a week. Sometimes for dinner. There was a change of venue required to accommodate the Stepping Stones speaker. The feedback was positive. Sharings were relatable. The impromptu Health and Safety act was received well. The Committee will decide on further TEAM Events.*
 - ⌚ *Yes, the Lone Members know of the Thursday online meeting. One or two members have registered for this.*
-

Board Reports:

Board Chairperson

Sally-ann M

It has been an exciting and incredibly busy twelve months of service at the Board level.

My focus as Board Chair is and always has to be, to ensure that we keep our Board goals and mission front of mind in all of our decisions. I ask myself will this decision help support healthy groups? I reflect on how a proposed action keeps our service structure healthy and strong? How does this decision raise the profile of NZAFG so that everyone, everywhere knows who we are and what we offer to those still suffering and finally, and crucially are we considering the future of AFG in NZ? How are we evolving so that we can continue to help friends and families of alcoholics?

In September the Board completed the annual inventory. We do this annually as we recognise that we are humans with both strengths and weaknesses. An inventory gives us clarity as a group and as individuals on where we are at and where we need to improve. I always take out of it the recognition and a deeper understanding of where and when my character defects come out to play in service and I have a list of things I can improve on. It's a long list, but through participating in this process I also get to see my own growth and the growth of the fellow members of the Board and that is a very beautiful and inspirational thing to be part of.

Also in September we participated in our second national Cutting Edge conference, this time it was held in Rotorua. As a Public Outreach exercise this event gives us the opportunity to raise our name recognition and credibility within the professional addictions practitioners sector. Our stand was once again well received.

Currently we are working on creating a Board year planner with all significant dates for members of the Board with Area events included. This will help us all plan for the future and enable us to support each other in our responsibilities outside of Board Meetings.

The Board is thrilled to have co-hosted two TEAM Events in the last 12 months. Held in Wellington in early November (Area Three) and Nelson in late March (Area Nine). TEAM Events are a rewarding and enriching experience that I am always excited and humbled to be involved in. It's particularly rewarding to see attendance numbers grow and to talk with those engaged and enthusiastic members in attendance. TEAM Events are a big part of working towards our Board goal of encouraging healthy groups, a strong service structure and increasing visibility and connection of the fellowship and the Board.

I have remotely attended our monthly Exec/Budget meetings (over the phone) and found them a great opportunity personally for growth and learning in service. As a group we discuss literature stock importation for NZ, finances, we plan the contents of our NZAGSO News and hear a report from the Office Manager about the day-to-day work involved at the NZAGSO. There is a great deal of work that this committee does to keep NZAFG operating successfully on the business side of things.

I was asked to serve on a taskforce of members that worked on the process of recruiting the new Office Manager which is a paid employee role. Our only one in the service structure of NZAFG. That person reports to the Exec/Budget Chair and the Board Chair. The process was thorough and robust following best business practice, our spiritual guidelines as well as NZ legislation and the taskforce was able to use their management and recruitment skills for the benefit of AFG. We have captured the learnings and documents we created for that purpose and have created systems and templates to better support future members on a task force such as this if the need arises in the future.

I am currently on a taskforce working on the investment and upgrade of our website. This is a crucial and hugely exciting development for NZAFG and when I stood down as web oversight in 2015 this was a recommendation to the Board in my final report. I am thrilled that we now have the commitment, the time and the resources to begin to invest in our most important outreach and in-reach tool – our website. This is (in my opinion) long overdue and a reminder that things in AFG happen in God's time, not my time. (I can hear my late sponsor's voice as I type this reminding me to have patience).

Working with our friends in AA we are looking at NZAFG officially adopting the Serenity Prayer in Māori. AA commissioned a version through the Māori Language Commission in 2017 and we are going through the process of asking the NZ fellowship of AFG if we want to adopt it ourselves and also discussing with AA our part in self-support around this.

I attended my second IAGSM, this time in Virginia Beach in the USA. I was asked to share my experience, strength and hope (ES&H) as a returning delegate at the opening session and also was asked to research, prepare, write and present a paper on Service Sponsorship. I now know a great deal more about this topic as a result. Feel free to quiz me on it the next time you see me. I also was given time on the agenda to say the serenity prayer in Māori which was a personal goal I set for myself after attending the IAGSM in Rome in 2016 and hearing it spoken in so many different languages.

As international delegates we took the opportunity to share the successes and challenges of each of our structures around the world, sharing our common problems and offering helpful solutions. Hearing first-hand how others around the world are struggling with the same service issues we are and hearing about how they applied our spiritual principles to overcome them gives me a unique opportunity for growth and this brought the 2018 theme of "Structures Supporting Structures" to life in a tangible way. The wisdom, experience and ideas that we have brought back for the benefit of the NZ fellowship will benefit us all for years to come.

A successful AA Convention was held in Auckland in January and this event was well supported by the AFG fellowship. There were a large number of current and former Board members present and (speaking for myself) it is a joy for us to see each other for fellowship. Many people attended their first AFG meeting at the Convention and this is always a great result. Al-Anon members were invited to participate in the AA countdown and that was a first for me which brought tears to my eyes.

Succession planning is always on our mind. I learnt at the IAGSM that a key part of any service role is to replace myself. I really like that perspective and as I am about to complete my final term as Board Chair this is very much on my mind. Our Alternate Chair is stepping up and we are recruiting a new Alternate Chair. The Board are also reviewing how we recruit future Board Members and are looking to our WSO for their lead on this. Utilising learnings and documents brought back from the IAGSM.

As Chair it has been a privilege in 2018/19 to offer support and encouragement to my fellow Board members through the year as we all learn, stretch and grow in service.

Thank you for this opportunity to give back to Al-Anon in gratitude through service. I cannot believe how much service at the Board level has enriched my life, opened my heart and sharpened my recovery tools, all with the help and loving support of my sponsor and service sponsor who I could not have even begun to attempt this role without. They have my deepest gratitude.

I'm especially grateful to all who joined me on this journey of participation on the NZAFG Board. Thank you.

Your trusted servant,
Sally-ann
Board Chairperson

Treasurer's Report

Rana S – report to 31 March 2019

Financial Year and Audit



Our financial year runs from 1st April in each year until the following 31st March. This report has to be completed in time for inclusion in the Conference Brochure. Consequently, the accounts have not yet been finalised. The final audited accounts will be provided at 2019 New Zealand AI-Anon Service Conference (NZASC). Those accounts will be very close to these results.

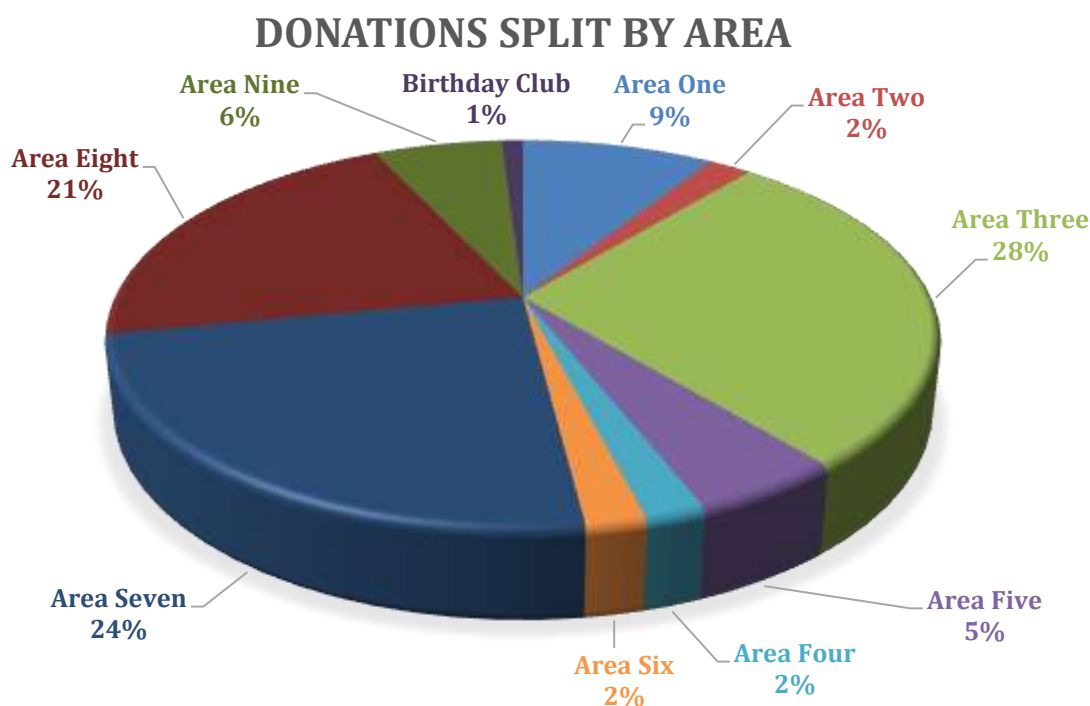
Donations



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

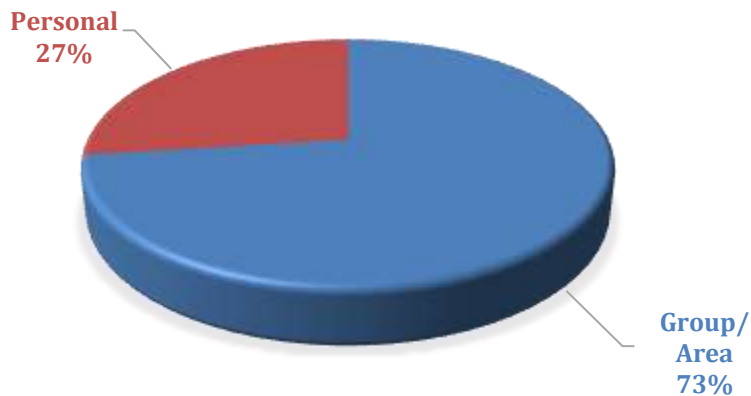
The approved budget for donations for 2018/2019 was \$59,672. We received \$52,523. As members it is very easy for us to think that NZAGSO does not really need the money and seems to endlessly ask for it. However, experience from the last 15 years has shown that the fellowship accounts are prone to “lurch from crisis to crisis” (much like being in an alcoholic home). This is why the NZ AI-Anon General Service Board have chosen to maintain the request for donations to enable us to work toward sustainability as a fellowship. We are very grateful for the donations that we did receive.

The split of donations by areas is as follows:



The split of between personal donations and group/area donations is as follows:

DONATIONS SPLIT BETWEEN GROUP/ AREA VS PERSONAL



As with prior years, we have reviewed the distribution of the number of groups and the distribution of members within this (based on the best information - 2018 group registrations). For the 2018/2019 year we budgeted to receive \$1.70 per week per member. This gives the following breakdown:

	No of Groups	Approx Members	2018/2019 Budget
Area 1	11	89	\$ 7,868
Area 2	11	90.5	\$ 8,000
Area 3	15	114	\$ 10,078
Area 4	4	14	\$ 1,238
Area 5	4	22	\$ 1,945
Area 6	11	63	\$ 5,569
Area 7	13	124.5	\$ 11,006
Area 8	15	118.5	\$ 10,475
Area 9	5	35	\$ 3,094
	89	671	\$ 59,272

Comparing this budget to the 2018/2019 result, it is clear that the majority of areas were well above budget (including personal donations) and helped to carry those that did not make it.

Deeper analysis shows, that of the \$52,523 received in donations, \$10,217 was received from just 11 members (through regular automatic payments or a single large donation). As reported last year, if we were to rely solely on group donations we would currently be making a loss.

In my second year as Treasurer, I still have concerns about whether all areas (and their groups) are hearing the message that NZAGSO and the NZAGSB need help from the groups to maintain the services currently provided. The best way we know of to do this, is to encourage areas and groups to do a budget, to make all the members aware of it and budget for donations to NZAGSO, consider making regular donations to NZAGSO by automatic payment. This does stimulate discussion on what donations are used for.

Other income



We get a small amount of income each year from interest on our ample reserve and from Messenger subscriptions. The effect of those items is negligible. There is also often a contribution arising from our participation in the annual Convention of Alcoholics Anonymous.

Literature Sales



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

Any profit on literature sales does not include the costs of:

- Our rent,
- Time of our Office Manager,
- Time donated by volunteers.

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 more than worthwhile in terms of our spiritual purpose.

We buy CAL from the 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 wildly. In the 2018/2019 financial year the rate has varied from as low as \$0.6400 to \$0.7373 with an average of \$0.6810. Our current pricing assumes a rate in the \$0.65 to \$0.70 range, which is almost exactly the average of the fluctuation in the year.

Overall the gross profit on literature is \$6,551 (bearing in mind this does not include the costs listed above). This is an increase on last year as a consequence of a significantly higher volume of sales (as a result of new literature being published by WSO). While the gross profit has increased, the gross profit as a percentage of sales was 27.6%. This is down from 35% in 2017/2018, this reduction is a consequence of the lower exchange rate throughout the year.

Expenses



Expenses have remained low, despite that the \$69,782 reported expenses, were \$6,792 more than last year.

At NZASC 2018 a budget of \$6,000 was approved for the rebuild of the NZAFG website. At 31 March 2019 \$3,455 had been paid on a deposit for the initial development with a quote of \$6,910. Accordingly we have accrued a further \$3,455 for the work approved to be completed against the budget for 2018/2019. As the Treasurer I took the right of decision to spend more on the initial development knowing our finances could accommodate it and the importance of the website rebuild.

We are anticipating expenses will rise again next year.

NEW ZEALAND AL-ANON FAMILY GROUPS

Balance Sheet

FY2018		Assets	2019
\$ 3,603.01		Cash at Bank	
\$ 7,210.21		ANZ-00 Cheque Account	\$ 6,943.21
\$ 1,341.10		ANZ-02 IAGSM eSaver	\$ 4,260.31
\$ 81,880.96		ANZ-01 Online On Call	\$ 5,715.23
		ANZ-Ample Reserve Account	\$ 86,686.19
	\$ 94,035	Total Cash at Bank	\$ 103,605
		Other Assets	
-\$ 104		Sundry Debtors	-\$ 157
\$ 4,641		Literature On hand	\$ 3,469
	\$ 4,536	Total Other Assets	\$ 3,312
	\$ 98,572	Total Current Assets	\$ 106,917
		Fixed Assets	
\$ 767		Office Equipment over \$500	\$ 414
	\$ 767	Total Fixed Assets	\$ 414
	\$ 99,338	Total Assets	\$ 107,331
		Liabilities	
\$ 1,020		Sundry Creditors	\$ 4,750
		GST	
-\$ 571		GST on Purchases	-\$ 72
		GST to/from IRD	
	-\$ 571	Total GST	-\$ 72
	\$ 449	Total Liabilities	\$ 4,678
	\$ 98,889	Net Assets	\$ 102,653

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 2019 as far as verification is available in a society of this type

Auditor – Murray Hunter FCPA FCIS

Date

Profit and Loss FY2018 Actuals				FY2019 Actuals		
			Income			
			Donations			
			Area/Personal Donations			
\$ 5,062			Donations Area One	\$ 3,531		
\$ 79			Donations Area One Personal	\$ 1,005		
\$ 2,305			Donations Area Two	\$ 790		
			Donations Area Two Personal			
\$ 7,032			Donations Area Three	\$ 7,127		
\$ 7,631			Donations Area Three Personal	\$ 7,828		
\$ 444			Donations Area Four	\$ 920		
			Donations Area Four Personal	\$ 340		
\$ 1,868			Donations Area Five	\$ 2,053		
\$ 300			Donations Area Five Personal	\$ 326		
\$ 841			Donations Area Six	\$ 823		
\$ 730			Donations Area Six Personal	\$ 154		
\$ 10,926			Donations Area Seven	\$ 10,651		
\$ 11,721			Donations Area Seven Personal	\$ 2,043		
\$ 8,378			Donations Area Eight	\$ 9,548		
\$ 1,530			Donations Area Eight Personal	\$ 1,500		
\$ 1,361			Donations Area Nine	\$ 2,759		
\$ 678			Donations Area Nine Personal	\$ 417		
\$ 448			Donations - Birthday Club (ex Personal)	\$ 710		
	\$ 61,333		Total Area/Personal Donations		\$ 52,523	
			Other Donation Income			
\$ 5,984			Equalised Conference Contribution	\$ 5,701		
\$ 3,393			Convention Donations	\$ 2,639		
			TEAM Donation	\$ 26		
\$ 1,141			Messenger Donations	\$ 1,484		
	\$ 10,518		Total Other Donation Income		\$ 9,850	
			Other Income			
			Total Donations			
			Other Income			
\$ -			Other Income			
\$ 6,216			Literature Profit	\$ 6,551		
\$ 1,423			Interest/Dividend Received	\$ 1,872		
\$ -			Received Interest - Term Deposit			
	\$ 7,638		Total Other Income		\$ 8,423	
		\$ 79,489	Total Income			\$ 70,796

			Expenses				
\$	63		ACC Levy	\$	43		
\$	174		Audit/Accounting Fees	\$	200		
			Assets<\$500				
			Archives	\$	278		
			Bank Charges				
\$	4,685		Board Member Expenses	\$	4,287		
\$	261		NRBM Expenses	\$	417		
\$	-		CRBM Expenses	\$	49		
\$	165		SRBM Expenses	\$	1,173		
\$	906		Computer/Office Equipment	\$	7,471		
\$	697		Donation to WSO	\$	1,000		
\$	267		Accum Depreciation	\$	353		
\$	51		Charities Commission Fee	\$	44		
\$	8,421		Conference Payments	\$	7,748		
\$	1,115		Conference Travel Delegates	\$	1,490		
			Convention Expenses				
\$	3,450		IAGSM Paid Expenses	\$	3,976		
-\$	151		Postage (less recovered)	-\$	260		
\$	2,007		Printing & Stationery	\$	2,152		
\$	2,036		Public Outreach Expenses	\$	1,097		
\$	11,500		Rent & Rates	\$	11,845		
\$	-		Repairs & Maintenance	\$	-		
\$	91		Staff Amenities (ex Petty Cash)	\$	62		
\$	1,960		Telephone/Internet	\$	2,800		
\$	500		Volunteer Travel Fun	\$	581		
\$	22,883		Office Administration	\$	20,164		
\$	576		TEAM Expenses	\$	1,182		
\$	95		Stock Adjustment	\$	78		
	\$	61,751	Total Expenses		\$	68,230	
		\$	17,739	Net Profit/(Loss)		\$	2,567
			Literature Income Account				
FY 2018				FY 2019			
	\$	17,780	Literature Sales		\$23,755		
\$	3,893		Opening Stock	\$4,641			
\$	9,068		Purchases	\$12,536			
\$	3,245	\$	16,205	\$3,497	\$	20,673	
			Freight				
\$	4,641		Closing Stock	\$3,469			
		11,565	Cost of Sales		17,204		
		6,216	Profit on Sales				6,551
		35.0%					27.6%

NZ AL-ANON GENERAL SERVICES
STATEMENT OF ASSETS AS AT 31 MARCH 2019

Funds at Bank	2019	2018	2017	2016	2015	2014
ANZ-00 Cheque Account	\$6,943	\$3,603	\$2,781	\$2,781	\$4,985	\$7,545
ANZ-02 IAGSM eSaver Account	\$4,260	\$7,210	\$1,019	\$1,019	\$750	\$4,970
ANZ Term Deposit					\$23,750	\$10,321
ANZ -01 Online Call account	\$5,715	\$1,341	\$3,391	\$3,391	\$2,453	\$22,565
ANZ eSaver Ample Reserve Acc	\$86,686	\$81,881	\$63,678	\$63,678	\$25,987	
undeposited cheques/cash						\$0
	\$103,605	\$94,035	\$70,869	\$70,869	\$57,925	\$45,401

Schedule of Fixed Assets and Depreciation
For the Year Ended 31 March 2019

ASSET	Date	Cost	Depr 18 Accum	Book Value 31-Mar-2018	Additions/ (Disposals)	Rate	Acc Depr 19	Book Value 31-Mar-2019
Office Equipment								
Binding Machine	1996	501	501	-	-	15.50% SL	0	0
Projector	Apr-12	1,128	1,128	-	-	17.50% SL	0	0
Brother Printer/Copier	May-13	599	599	(0)	(0)	30.00% SL	0	0
Computer (Pryon)	Aug-14	477	477	0	0	40.00% SL	0	0
MS Office (Computer)	Aug-14	624	624	0	0	40.00% SL	0	0
HP Laptop	Dec-17	882	116	766	0	40.00% SL	353	413
		4,211	3,329	766	0		353	413
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			7,996			Total Depreciation	353	413

LITERATURE STOCK on Hand	31/03/2019	31/03/2018	31/03/2017	31/03/2016	31/03/2015	31/03/2014
at US dollars before freight	2,361	3,358	2,799	2,434	3,050	2,674
Exchange rate at 31 March	0.68	0.72	0.70	0.69	0.75	0.86
at NZ \$ Cost Price excluding GST	3,469.44	4,640.62	3,995.50	3,527.54	4,082.76	3,110

Notes to and forming part of the financial statements for the year ended 31 March 2019

General Secretary (trial)

John B

The role was established following the Transforming NZAFG GSO review of 2013. At the General Service Conference in 2014 the following motions were passed by the Conference:

- ◆ That the role of General Secretary for AFGNZ be a voluntary role for a term of 3 years and the appointee may serve 2 consecutive terms.
- ◆ That the role of the General Secretary for AFGNZ be for a trial period of 6 years.

The job description for the position, provided that the General Secretary:

- ◆ Support effective functioning of the Executive Budget Committee and Board working with each preparing agendas
- ◆ Work with selected Committee Chairpersons in helping to see their roles and functions and act as a guiding force
- ◆ A member of the Executive Budget Committee and is an ex-officio member of the selected committees
- ◆ Attends NZ AI-Anon with an annual report for inclusion in the Conference Brochure
- ◆ Serves as an initial contact between WSO and the New Zealand AI-Anon General Service Office (NZAGSO) in all matters affecting both fellowships
- ◆ Co-operates with the Office Manager regarding all correspondence received by GSO which relates to the fellowship (excludes administrative functions)
- ◆ Ensures confidentiality of the fellowship records within the General Secretary's control
- ◆ Will be responsible for the taking of the Board minutes and keeping the official record.

In addition to these functions the General Secretary is also responsible for dealing with applications for TEAM Events and coordinating with the Area requesting the event and the Board members who are attending. Also liaises with Alcoholics Anonymous concerning requests for the participation of AI-Anon at Conventions and Area Assemblies.

The Transformation review identified the advantage of the fellowship of having a General Secretary and pointed to the need for improved communications with our membership.

Current position

Arnold H was the first General Secretary appointed under this trial and he served for one term, declining to stand again. I was approached and asked to stand and was subsequently appointed General Secretary at the 2018 Conference.

Job description Responsibilities

- ◆ Executive Budget Committee – I attend all meetings and have input. Don't have input into the agenda, this is not necessary in my view
- ◆ Selected Committees – no current input
- ◆ Attends NZ AI-Anon Service Conference – will be attending
- ◆ Initial contact between WSO and GSO – yes
- ◆ Co-operates with the Office Manager regarding all correspondence, I am contacted if necessary
- ◆ Ensures confidentiality of the fellowship records within the General Secretary's control. These are added to Dropbox for AI-Anon NZ
- ◆ Taking Board minutes and keeping official record – I do (See above)

In addition to the job description responsibilities I am the point of contact for TEAM Events and this year have been involved with the TEAM Events in Wellington and Nelson. I have found this very interesting and I was really pleased to be able to attend the TEAM Event in Wellington and it was great to participate in the interaction with AI-Anon members attending.

Also in my role in liaising with Alcoholics Anonymous this has been minimal so far, but I expect this will change.

I suggest that we could to add the role of TEAM liaison or TEAM co-ordinator to the job description of the General Secretary to better reflect and capture the true nature of the role as this is an important function that the General Secretary performs.

Summary

I have been in the role for a year, I was part of the Board that established this position and helped write the job description for the position. What I have found in the year I have been in the position is that as General Secretary I am able to actively take part in the Board meeting and Budget Executive meetings – which I have found very worthwhile. I am keeping the minutes for the Board – which could no doubt be done more efficiently by a touch typist with reporting skills, but I do my best and that is enough.

I also understand that through their considerable service experience the General Secretary has a role in guiding and supporting the Board Chairperson and the Board in service matters. Having a thorough understanding of the service structure, the legacies and our policies and procedures is vital and I am happy and humbled to offer my support in this way.

In general I am impressed by the work the Board has done since I was last on the Board and I am grateful to see that we are now in a sound financial position, thanks to the membership and the hard work of Board members. The circulation of a summary of Board meetings (the Board Newsletter), usually within a week of the Board meeting has improved our communication with the fellowship. It is also great to see work has started on the update of the website – this is now an important means of communication and public outreach for the fellowship.

On a personal note, I attend four AI-Anon meetings a week and have a good understanding of the membership's concerns in Area Three.

NZ Al-Anon General Service Office (NZAGSO)

Sam Mc and Michelle M

Volunteers

The NZAGSO is open three days a week Tuesday to Thursday from 10am to 3.30pm, the involvement of the regular volunteers is crucial. NZAGSO Volunteers are responsible for the picking, packing and shipping of literature orders for the fellowship. There is a team of volunteers that also lovingly prepare the monthly mail-outs. The NZAGSO would not be able to function without the essential input of these nine regular volunteers. We have welcomed three new volunteers to the team with others stepping down for various reasons. 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 a lovely time for relaxed fellowship. We continue to look for additional volunteers, and it would be a bonus to have some that are familiar with MYOB should the Office Manager be absent.

Office Manager

Since last year's report, Julie M, who was the Office Manager for five years, moved on in June 2018. We held a farewell lunch to acknowledge her input into this role and the warm atmosphere she had created with many volunteers attending this event to show their appreciation. While in the recruitment process volunteers stepped up in service and the Executive Budget Committee, NZAGSO remained open. After a recruitment process, Michelle M started in the role in September 2018 and has settled in well.

Literature

Literature continues to flow out to the fellowship from the NZAGSO. New literature introduced over 2019 included the Special 50th Anniversary edition of One Day at a Time (ODAT) and Intimacy in Alcoholic Relationships.

We continue to run a regular book special including it in the NZ Al-Anon General Service Office News.

Top Literature Sales for 1/04/2018 to 28/03/2019

Item No.	Title	Units Sold
Top selling books and workbooks		
P24-27	Al-Anon/Alateen Service Manual	91
B32	How Al-Anon Works (soft cover)	86
B33	Intimacy in Alcoholic Relation	79
B16	Courage To Change	58
P92	Reaching for Personal Freedom	52
PN27	NZ Service Handbook	40
B06	One Day At A Time	37
B27	Hope For Today	29
B29	Opening our Hearts	20
P91	Blue Print For Progress Large	22
Top selling pamphlets		
K10	Newcomers Pamphlet	1008
P03	Merry-Go-Round Named Denial	148
P94	Hope & Understanding for Parents	92
P24-27	Al-Anon/Alateen Service Manual	91
P04	Alcoholism The Family Disease	90
P07	Guide for the Family of an Alcoholic	86

Group Numbers

In NZ there are currently 85 groups in total with the following group closures and 6 new groups.

New Groups	Disbanded Groups
Helensville Lunchtime AFG	Tokoroa AFG
Warkworth Family Recovery AFG	Dannevirke AFG
Remuera Personal Freedom AFG	Addington AFG
Darfield AFG	Wednesday Steps & Traditions AFG
Twelve Steps Through Traditions (Kaitaia)	Upper Hutt Steps to Solutions AFG
Golden Bay AFG	Lunchtime Serenity Group
	How Al-Anon Works Study Meeting AFG
	Thames AFG
	Howick New Beginnings AFG
	Pt Chev Monday Night AFG

	2019	2018	2017	2016	2015
Total Number of groups	85	94	91	87	90
Al-Anon Groups	81	89	86	82	84
Groups focus on Adult Children	1	2	2	2	2
Alateen Groups	3	3	3	3	4
Al-Anon Information Service (AIS)	0	0	0	0	0
Loners	16	13	12	12	7
Institutions	0	0	0	0	0

Birthday Club

There are currently 32 members subscribing to the Birthday Club and a volunteer makes the beautiful handmade cards that are enjoyed by subscribers.

Mailouts

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 subscribers (groups and individuals). There are currently 100 Messenger subscribers (70 Postal and 30 e-mail). The whole mail out is sent to 220 recipients with 86 being by post and 134 being sent by email. It is good to see that we are reducing the number of postal items gradually.

Mail Out Summary for period March 2018 to March 2019			2018	2019
Postal	Group	Messenger	32	26
		Newsletter	14	14
	Individual	Messenger	56	44
		Newsletter with Group		2
		Total	102	86
Email	Group	Messenger	6	1
		Newsletter	42	61
	Individual	Messenger	29	29
		Newsletter	37	43
		Total	114	134
GRAND TOTAL			216	220

Messenger

There has been a good response to the Messenger Editor's calls for sharing and we will be encouraging members to send sharings to Messenger in NZAGSO News.

Office and Equipment

- ◆ The NZAGSO lease was renewed last year.
- ◆ The website and 0508 telephone numbers have been separately reported on by the Treasurer.
- ◆ The Executive Budget Committee completed an inventory in September 2018 and will do the same in September 2019.
- ◆ A new Public Outreach banner with the 'Bottle Image' is now in the GSO for member to borrow for Public Outreach events.
- ◆ The clearing of the Post Office Box in Wellesley Street is being done by a volunteer once week and by the Office Manager when needed.

NZAGSO made a donation of \$1,000 to the World Service Office this year.

Northern Regional Board Member

Chris H

AREA SIX

For a short period early in the last year I became optimistic that Area Six had “turned a corner” with the Area Committee working hard, an almost full Area Committee which had rotated membership and with newer and younger committed members stepping into service roles. Unfortunately, my optimism was short lived. The Area reverted and now still continues to struggle. At the time of writing this report the Area Committee now consists of only the Area Delegate and the Area Treasurer. There are now only two small groups in the whole of Hamilton and still only one small group in the whole of each of Tauranga and Rotorua. Those cities are respectively the fourth, fifth and tenth largest population concentration in the entire country and I understand that our national toll-free number receives a significant number of calls from within the Waikato region. It is difficult to understand why any efforts to grow the fellowship in the Area are clearly not working. My own efforts to encourage public outreach activity appear to have achieved little.

I continue to assist Area Six by attending all of its Area Assemblies where possible - devoting my entire NRBM annual travel budget to that end with the Area having agreed to meet my travel expenses for travel to the Area once my total budget has been exhausted. That commitment has not been at the cost of Areas Seven and Eight because where possible I have attended, and will continue to attend, Area Assemblies in Areas Seven and Eight and AA Northern Area Assemblies at my own cost simply as a member of the fellowship – as I would do even if I were not in the NRBM role.

I attended Area Six Assemblies in Tauranga on Saturday 17 March 2018, in Hamilton on Sunday 24 June 2018 and in Rotorua on 27 October 2018. In each case few of the groups in the Area sent Group Representatives. The trial by holding the June Assembly on Sunday will continue this year but in 2018 seemed not to have had any significant effect in terms of increased group participation.

On a positive note the scheduled Area Assembly in Tauranga on Saturday 17 March 2018 will take place despite the lack of a functional Area Committee. Even with no Area Chairperson and no Area Secretary the only two hardworking committee members have arranged the Assembly and in an effort to attract more participation have even planned to include two workshops which they will themselves chair. I hope that the outcome will be positive for them.

The Area will again hold a Serenity Weekend at Papamoa on 22-24 November 2019 and currently has a Serenity Weekend Committee committed to make that event a success.

The initiative to encourage communication within the Area through an Area Six gmail account accessible to all GRs and Area Committee members broke down when gmail security protocols were tightened and the desired common access was frustrated.

On 14 July 2018 the Area was responsible to host AFG participation in the AA Northern Area Assembly in Waihi. I was out of NZ at the time and unable to attend. I am aware that two members from Area Seven were approved as AMIAS in Area Six to enable them to travel to Waihi to be able to offer an Alateen meeting. The Area reported that the AA Committee was “very welcoming” but I understand that only two members from Area Six attended the event and that otherwise the only AFG members present were the few who had travelled from Areas Seven and Eight.

The Area is responsible to host AFG participation in the AA Northern Area Assembly in Hamilton on 9 March 2019 and has already asked for support due to low numbers in the Area. I have asked the Area Eight Assembly to provide support, will ask the Area Seven Assembly to do likewise and have encouraged the Area to specifically ask its GRs to support the event and to ask group members to support it.

AREA SEVEN

In the year to date I have attended Area Seven Assemblies in Ellerslie on 19 May 2018, 18 August 2018 and 16 February 2019. I was not able to attend the Area Seven Assembly in Ellerslie on 17 November 2018.

My view is that Area Seven is currently the most functional of the Areas in the region. All of the Area Committee roles are filled. Groups are almost universally represented at Area Assemblies with GRs almost universally “engaged” at those

Assemblies. The groups in the Area are very active in public outreach activities although there is some controversy about public outreach at the Area level. The Area generally remains focused on matters within the Area itself and seems to be a rare example of an Area within which the fellowship is growing.

The “pop-up” meeting in Remuera has developed into a stand-alone group – a second success for the Area in that regard. A new “pop-up” effort in the Auckland Eastern Suburbs is still in the planning stages.

On 10 March 2018 the Area was responsible to host AFG participation in the AA Northern Area Assembly in Howick. Despite the increased distance from the central city, attendance was much better than on recent occasions with some members from outside of Area Seven having travelled considerable distances. Several AA members attended their first AFG meeting and the late afternoon session was a combined meeting. The evening public meeting was poorly attended but overall it was a good day and I believe that the outreach to AA was successful.

On the weekend of 29-31 March 2019 the Area will again host its always popular and successful “Who Am I” Recovery Weekend at Aio Wira.

AREA EIGHT

In the year to date I have attended Area Eight Assemblies in Point Chevalier on 5 May 2018, 4 August 2018 and 1 February 2019. I was unable to attend the Area Eight Assembly in Point Chevalier on 3 November 2018.

Attendance at Area Assemblies is usually good although quorum is an ongoing problem as a consequence of the geographic isolation of some groups and other groups which fail to send along – or even appoint – any GR. Public Outreach activities within the Area had become focused almost exclusively on institution outreach with speakers regularly provided to several institutions. The Area is now considering creation of a new Area Committee role exclusively for Institutions with a view to encourage public outreach to become focused on other approaches.

The Area ran a one-off series of Beginners meetings over a six-week period. No group was ever registered but the event was reported to have been successful with beginners moving into groups and even stepping up into service. There seems to be no intention to repeat the event or for any group to run any Beginners meeting as part of the group.

On 10 November 2018 the Area was responsible to host AFG participation in the AA Northern Area Assembly in Dargaville. Despite the lack of any AFG group in Dargaville, attendance by AFG members was surprisingly good with several members, including relative newcomers, having travelled from Whangarei. At one stage I counted 22 who all appeared to be AFG members only. At another stage there were so many AA members visiting that there was barely enough room. There was a combined sharing session in the late afternoon and many AA members spoke very favourably of AFG. It was a good day and I believe that the outreach to AA was successful.

It is of some concern that Area Eight frequently turns its focus to the existence of an online meeting in the apparent misconception that it is an Area Eight matter – simply because that meeting was initiated by members from Area Eight. There seems to be a lack of understanding that online meetings are international by nature and not the concern of any particular Area.

Central Regional Board Member

Amadee R

My first 8 months

I'm now more than half-way through my first year as Central Regional Board Member (CRBM). It has been an honour and a challenge and fun. As always, doing service has brought me nothing but gifts of recovery. I am truly grateful to have been elected to this position. I am also grateful for the support and welcome shown me by the Board. I know at my first two Board meetings I was more consumer than contributor.

Understanding my role as CRBM

My biggest challenge in this first period has been to understand my role. I'm still coming to terms with the full extent of what is, and what is not my area of responsibility as CRBM. I'm pleased to say it is starting to make sense.

My role is not specifically to act for Areas Three, Four and Five, but to provide considered input to the Board on any aspect of the Al-Anon fellowship that is the Board's responsibility. (RBMs vote according to their conscience for the good of Al-Anon as a whole and not for their region – NZ Service Handbook.) Bearing in mind that part of my role and the Board's is to support, sustain and grow the Al-Anon fellowship in New Zealand.

Nonetheless, my role does include representing the Board in the Central Region, being a real and visible presence for Areas Three, Four and Five, and gathering the thoughts and views and issues from those Areas, and presenting these to the Board where relevant.

Moving forward

My focus now is to organise myself to build my contact with the Area Delegates, to grow my understanding of my role on the Board itself, and to continue to meet my own recovery needs. I am lucky in both my programme sponsor and my service sponsor. I believe sponsorship is the most important way in which we keep Al-Anon alive. That and good record-keeping of course.

Area Assemblies

My goal is to attend an Area Assembly at least once a year in each of Areas Three, Four and Five. I am working with the Area Delegates to make this happen. I am delighted and grateful for the welcome and support I have received from the three Delegates, and from others in each Area, who have supported me so kindly and effectively, as I take up my role.

Area Three

So far in my term as CRBM I have attended two Area Assemblies in Area Three. Both were well attended, and well run. I believe Area Three benefits from including Wellington, Lower Hutt, Upper Hutt, Masterton, Porirua and Paraparaumu in its coverage. In addition, the communication of Assemblies and events in the Area is excellently handled, both in content and coverage. The Area has a high functioning committee and all Area Committee positions are filled apart from the AMIAS Coordinator role.

The November Assembly was held during the very successful TEAM Event hosted by the Area that month.

TEAM Event – 3 November 2018 – Wellington

This was well received. As a Board member I took part in the requested presentations from the Board. As such I had the amazingly helpful experience of reading large parts of the World Service Manual in order to prepare my part of the 'Guide to the Galaxy – Service Structure' opening presentation/workshop.

Further, I also took part in my first ever Board Panel – a somewhat nerve-wracking experience up on stage in front of a large group of Al-Anon members. But a real privilege, and a wonderful way to confirm the benefits of service at all levels.

Area Four

I have yet to attend any Assembly in Area Four. My aim is to attend the next Area Assembly, and we are working to find a date that suits us.

The Area Delegate is currently working with the groups in her Area to prepare for Al-Anon participation at the AA Central Area Assembly in Gisborne on 2 March 2019. Our Area Four made a decision to attend that and hold their own Assembly there. In part this is intended to provide support to the Gisborne group which is still quite small.

As part of Public Outreach the Napier group hand delivered pamphlets and a letter to all doctors in Napier. They plan to do the same in Hastings. The Area has a focus on growing their membership.

Area Five

I have been able to attend one Assembly in Palmerston North, held at the AA Central Area Assembly there in July 2018. I found the whole day a great experience, with very good attendance from all of Areas Three, Four and Five. Each Area provided a chairperson and opening and closing speakers for at least one of the AFG meetings. Areas Three and Five provided a speaker each for the Public Meeting. Both were excellent. There was also a meditation meeting held which received very positive feedback.

Area Five has had an almost complete change of committee members since July. They have a new Secretary and the Area Minutes were out very promptly from the November Assembly. Area Five has a current focus on encouraging the use of sponsorship, both personal and in service roles. They are considering liaising with Area Three over service sponsorship.

Co-operation with AA – AA Assemblies and Annual Convention

I attended the AA Convention with AFG participation in January in Auckland, and was invited and took part in another Board Panel there. My experience at the TEAM Event really stood me in good stead.

As CRBM I am responsible for AFG participation in AA Area Assemblies in the Central Region (Guideline GN-3(a)). I thank the previous CRBM and the Area Three, Four and Five Delegates, and others, who worked together to have our participation in the AA Central Area Assembly in July well underway by the time this became my responsibility.

And, it is customary for the relevant RBM to have responsibility for Al-Anon participation in the AA Annual Convention when it is held in their Region. I am thankful that I do not have to undertake this until the 2021 Convention, and will be drawing on the experience and preparations of those who have undertaken this before me, and am grateful that I can. I have begun mental preparation already.

I also thank the previous CRBM/Board Chair for setting up good lines of communication with AA for invitations and liaison for Al-Anon participation in future AA Central Area Assemblies, and the AA Convention. The focus for me moving forward is to understand these better and maintain and strengthen them.

I am really looking forward to attending my first ever Conference.

LIAS - Amadee R

Southern Regional Board Member

Melda T

AREA ONE

The Business Assembly was hosted by Invercargill Wednesday night Al-Anon Family Group on Saturday 24 November 2018. There were 15 members present for the business meeting I was very pleased, nine of those were GRs and the number of members increased to 20 over the day.

Public Outreach role is vacant, Aileen may be a possibility she is considering it, the role to be discussed at the March Assembly.

Treasurer Report

Shona reported financially we are able to meet all our commitments. Colleen thanked the smaller Groups for their contributions to the Area.

Literature Report

Stocktake has been completed. Literature has been displayed at various groups and this has generated interest and sales. Discussion on literature stock and cost management followed. It was decided \$300 of literature to be purchased ready for the Southern Area Assembly in March 2019.

Area Delegate's Report

Lucy reported all eleven Groups now have GRs. Dunedin Friday morning Group visited to assist and support grief stricken members with the sudden death of a committed longstanding member leaving a huge hole to fill. It was a relief to find members stepping up into service roles. Lucy intends visiting Queenstown AFG.

Group Reports

Overall all the Groups are functioning well, membership is mostly six to twelve members. Two of the groups have grown in the last three months which is pleasing to report. The majority donate to Area regularly. The Dunedin Friday Morning group needs support to get better established, most are new in the fellowship, and are enthusiastic.

In the afternoon a very interesting and informative literature workshop was held generating a lot of interest and brisk sales.

AREA NINE

Area Nine Business Assembly was hosted by the Greymouth Al-Anon Family Group on 3-4 November 2018. There were 13 members present.

Claire from Greymouth AFG was voted in as Area Chairperson. Margaret the outgoing chairperson was thanked for her service in that role.

The Public Outreach role is still vacant. Every group was encouraged to do their own outreach. Nelson AFG is continuing to attend the Community and Whanau meeting monthly, 25 different organisations attend. This is a great tool for networking.

Treasurer Report

Area Nine is financially stable and will be sending the Conference contribution of \$650 to GSO for the Area. The Groups were reminded \$130 per group was their contribution, due every November Assembly. It was suggested Groups include \$2.50 a week in their budget to cover cost.

General Business

It was decided to apply to the board for a TEAM Event to be held in 2019.

Area Delegate Marguerite presented an informative report. Highlighting the Board needing skilled IT members for a digital strategy team. I was encouraged to read that Marguerite was reminding members about what was in the Board Newsletter - Cutting Edge and the Al-Anon website. The Blenheim AFG hosted the very successful Serenity weekend at Marahau in October 2018.

Group Reports

All the Groups reported membership fluctuated: smallest two to four and the largest six to eight. They all reported new members coming and some are coming back and are staying. The groups are in good heart, are financially independent donating to GSO and Area. They are enjoying healthy meetings sharing their experience, strength and hope, also socialising with potluck dinners and other social gatherings.

AREA TWO

The Business Assembly was cancelled in November and was held on the 23 February 2019. Hosted by Bishopdale AFG. Christchurch. Six GRs and nine members attended being fifteen in total.

Treasurer Report

The Treasurer thanked groups for their input of money to Area Two since the last business meeting held September 2018. They now have sufficient funds, groups may go back to splitting their donations between GSO and Area.

Financial report was read out, Treasurer was on holiday. Delegate's Conference contribution can be paid in instalments the last one in November. The upcoming expenses were discussed, specifically the cost of \$86 for telephone, they are going to look into the Al-Anon toll free number. Discussion was held over. The high prudent reserve was questioned. This was held over to think about lowering it.

Correspondence Inward.

Letter from Sarah Area Two Delegate received on 17 Jan 2019 resigning from this role as from that date.

Communication from Jess, the coordinator of public speaking, resigning from this role. Jess offers support to whoever is willing to step into this role.

Group Reports

All the groups reported the average attending is seven to seventeen the largest group, the Steps, Traditions and Concepts are being used. There is friendly, and honest raw sharing. All groups are financially healthy. Another group said they had some newcomers referred by AA 0800 number.

All the groups in the Areas are very positive and working the program, I have seen growth and happy members willing to share their experience, strength and hope. With gratitude for Al-Anon and their Higher Power.

Conference Report

Julie W

The NZ AI-Anon Service Conference (NZASC) brings together Area Delegates and Board Members plus a Host who are all servants of AI-Anon. NZASC makes the group conscience available and effective for all AI-Anon. It is the practical means by which the group conscience can speak; it is the voice of AI-Anon and the guarantee that our services shall continue to carry on under all conditions.

Tradition Two states "For our group purpose there is but one authority – a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants – they do not govern".

The Delegates do not represent local interest and pressures. They reflect Area opinion but are not bound by directive from groups. (2017 PN-27 page 51-52). I believe our Delegates are the messengers of HOPE for NZ AI-Anon to continue, they need the Areas' support and encouragement to action what they bring back from Conference. Each Area contributes \$650 for their Delegate to attend and the NZ fellowship as a whole contributes the remainder of the cost of Conference so our fellowship relies on Delegates' feedback and communication of initiatives throughout NZ.

NZASC is an important part of the NZ AI-Anon structure that requires significant preparation, organising, time management skills, and coordination. My first Conference was a bit overpowering as I came into this position half way through the year. With great support from Board members and a small committee we pulled it off, the Conference ran smoothly and the 2018 Conference Summary was completed by October 2018.

I apologise for the omissions of the following from the 2018 Summary:

- ◆ The 2018 Area Nine Delegate's name
- ◆ The 2019 NZASC Theme - 'Service is Gratitude in Action'
- ◆ The 2018/2019 Conference Goal - 'From AI-Anon Membership to Leadership'
- ◆ The 2019 AA Convention - AI-Anon theme was 'Opening Our Hearts'.

I appreciate that doing service in AI-Anon gives me the opportunity to serve a loving fellowship but it also gives me guidelines to work with so I do not have to 're-invent the wheel.' The work done by previous Conference Chairpersons has been invaluable but flexible enough for me to add my own experiences, talents and preferences.

The 2019 NZASC is once again being held at the Friary in Auckland. This venue is described as warm, inviting and comfortable, in peaceful surroundings and well organised. The venue costs have increased for 2019 which will be absorbed into the 2020 budget.

It is encouraging to note that the 2018 Conference members enjoyed discussion of the Spiritual Goals of Conference, question and answer opportunities, the sharing meeting at the beginning of the Friday and Saturday sessions and being an observer at the Board Meeting before Conference. Conference this year will be a similar format to last year. We have endeavoured to have the Conference theme 'Service is Gratitude in Action' remain throughout the Conference presentations and workshops.

The following suggestions will be implemented from the 2018 feedback:

- ◆ an impromptu session about two topics coming from the Delegates meeting,
- ◆ improved recording and management of members participation during sessions.

Members will need to prepare well as they have extra reading before Conference as significant time is required this year to review literature amendments.

We are looking forward to the fellowship's national group conscience coming together to serve New Zealand members.

Yours in service

Julie W

Editorial Report

Melda T

Mission Statement

We carry the Al-Anon message of Hope, by creating an engaging and attractive magazine of inspiring recovery, made possible by regular and abundant personal sharings from our members across NZ and beyond.

I am pleased the December/ January/ February Messengers all went out on time without disruptions. This was quite a mission as everything had to be set up and ready to go before I left for my holiday on 18 December. I would like to thank Eleanor for her help and dedication in finishing each edition then sending them to NZAGSO on time.

The members' sharings have slowed down, without the Board's support we would be struggling, I would like to draw the members' attention to our Mission Statement. The Messenger needs **all members across NZ to contribute** by sharing their Experience Strength and Hope in their NZ magazine. We would like six a month as this would give us an ample prudent reserve.

My Committee have all contributed in putting together, and proof reading, GSO printing and volunteers folding and posting out.

It was 16 months ago we decided as a Committee of four to take up the challenge. I had an experienced member who knew how publisher worked the rest of us were willing to learn. Did we know if it would work? No we didn't. Al-Anon had taught us, 'if you don't give it a go, you will never know'. We were all passionate about keeping the Messenger going.

Well what a rewarding year we have had, we had some setbacks and all learnt from them. Our Committee has grown to nine dedicated members. Thank you everyone together, we are making it and having fun on the way.

I sincerely hope the fellowship will continue to send in their sharing's. I thank everyone who has supported the Messenger team through this Committee's first year.

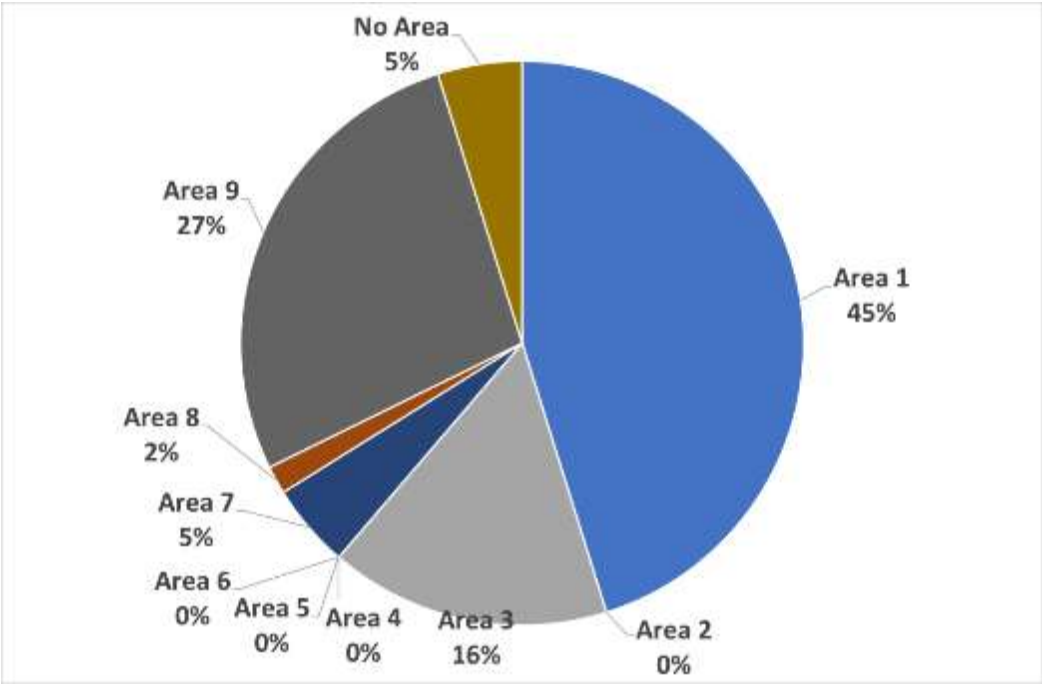
Messenger sharings 2018

		-- Area submitting sharings for Messenger --										
2018	Numbers	1	2	3	4	5	6	7	8	9	No Area	
Jan	3	2								1		
Feb	17	2		1						14		
Mar	6											
Apr	13	10		3								
May	3											
Jun	4											
Jul	3											
Aug	9	6		2								
Sep	9	6		2				1		1		
Oct	3	1										
Nov	2	1		1				1		1		
Dec	3							1			2	

Messenger sharings (2019 to date)

		-- Area submitting sharings for Messenger --										
2019	Numbers	1	2	3	4	5	6	7	8	9	No Area	
Jan	1										1	
Feb	2			1					1			

Sharings to date by Area (14 months)



Literature Committee Report

Chris H

Since the NZ AI-Anon Service Conference (NZASC) in June of 2018 the Literature Committee has done a huge amount of work. I am very grateful to Arnold and Liz for their efforts.

We have produced proposals to be brought to NZASC 2019 subject to approval of the NZ AI-Anon General Service Board (NZAGSB) at its March meeting.

1. KN-17

Initially our committee took to the September meeting of NZAGSB a proposal to remove the GN-15 "District Meeting" document from the KN-17 Guidelines Kit - because there have been no Districts in NZ since 2009 and there is no foreseeable likelihood that any Area will in the future split into Districts.

This was a proposal by the previous Literature Committee Chairperson - which we adopted as a perceived "no brainer".

At its September meeting, NZAGSB requested our Committee to relook at the GN-15 document before discarding it - to assess whether there was any content of value which might be useful elsewhere.

As we considered that issue, we noticed that the KN-17 has no similar document for "Area Meetings". This led us to notice that the very old GN-15 document had been adapted in 1992 - seven years before the decision at NZASC 1999 to change the NZ structure to Areas in lieu of Districts. We consequently considered whether the GN-15 should be retained, relabelled "Area Meetings" and updated.

We then noticed that much of the content of the GN-15 was duplicated in the NZ AI-Anon Alateen Service Handbook ("Handbook"). We believe such duplication to be unnecessary and even undesirable. If the Handbook were to be updated and simultaneous updating of the GN-15 were to be overlooked (as seems to have frequently occurred in the past) then an inconsistency/contradiction would be created with consequent potential for confusion and argument.

We considered whether the GN-15 should be updated and made available online (along, in due course, with all other documents in the KN-17) with all duplicated material removed from the Handbook and a reference to the updated GN-15 incorporated.

We also considered whether it would be preferable to incorporate into the Handbook any useful additional information from the GN-15 with the GN-15 to then be scrapped. We believe this approach to be a better alternative with all of the guideline in the same place.

This led us to consider whether it would be preferable to adopt the same practice for all of the other KN-17 documents where practicable - a choice which would represent a literature policy change (in effect to largely "do away with" much of the KN-17 on a progressive basis). Such a policy change would require NZAGSB and NZASC approval.

I am especially grateful to Arnold for initial preparation of a KBDM paper on the issue. We considered that paper and then submitted it to the December meeting of NZAGSB for consideration. The Board considered the issue and supported our committee's proposal to remove documents from the KN-17 into the Handbook over a period of time.

In the meantime, we had also been working on revision and updating of the GN-12 "Group Secretary/Treasurer" document. By September 2018 that revision had reached the final proof-reading and comment stage. Identification of the "duplication" issue, however, led us to re-examine our work on the GN-12. We found, of course, that most of the content of our revised GN-12 was already duplicated in the Handbook. If NZASC 2019 approves our proposal to remove the documents from the KN-17 into the Handbook over a period of time then the GN-12 document will be assessed for any information which should usefully be included in the Handbook and then scrapped.

The raw text of all of the KN-17 documents has otherwise already been converted from the existing MS Publisher format to the MS Word format but conversion has otherwise “stalled” due to focus on the other matters considered and the potential effect of the proposed policy change.

Pending the decision of NZASC 2019 preliminary work has continued to assess the content of documents in the KN-17 with a view to inclusion in the Handbook and in each case assessment of where the content should be placed.

2. NZ Service Handbook

Our guideline makes it clear that the Handbook is our first priority!

We have proposed numerous amendments for the proposed revised 2019 Handbook. The “Simple Mark-up” copy is presented to Conference members for final approval.

A) NZASC CHARTER AMENDMENTS

The first matter to arise involves amendments to the New Zealand Al-Anon Service Conference Charter (Charter). Those amendments must be dealt with separately because the wording of the Charter cannot be changed except with a vote of $\frac{3}{4}$ of the NZ Conference (Article 3(e)).

- a) Article 5(a) (page 57) currently provides “Assemblies convene at least every three years” That provision is clearly outdated and inadequate. Some Areas meet four times a year and some three times a year. We are not aware of any Area scheduling less than three meetings a year or more than 4 meetings a year. The amendment reads “Area Assemblies convene at least three times every year ...”
- b) Article 5(b) (page 57) currently provides “Assemblies are concerned primarily with New Zealand service affairs of Al-Anon”. To clarify that each Area is concerned only with matters within its own Area, the amendment adds “within the Area concerned”. Article 5(b) will consequently read “Assemblies are concerned primarily with New Zealand service affairs of Al-Anon within the Area concerned”.
- c) Article 10(f) (page 58) currently provides “At the close of each yearly session, NZASC shall send a comprehensive summary of its proceedings to all NZASC members”. Ongoing increases in postage costs have led to moves to encourage electronic communication and when the current (modern) practice of posting an electronic copy of the Summary on our website was adopted the contrary (and outdated) provision of Article 10(f) was overlooked. The amended Article 10(f) will consequently read “At the close of each yearly session, NZASC shall post a comprehensive summary of its proceedings on the NZAFG website”.
- d) We consequently propose that NZASC 2019 pass a separate motion:
“That NZASC 2019 approves the proposed amendments to the NZASC Charter by substituting ‘three times every year’ for ‘every three years’ in Article 5(a); by adding ‘within the Area concerned’ to the end of Article 5(b) and by substituting ‘post a comprehensive summary of its proceedings on the NZAFG website’ in place of ‘send a comprehensive summary of its proceedings to all NZASC members’ in Article 10(f)”.

NB: a two thirds majority vote is required for this proposed amendment to be passed!

B) POLICY AMENDMENTS

- a) Every reference to Al-Anon Information Service (AIS) has been removed from the Handbook.
 - 1) There has been no AIS in NZ since the AIS in Christchurch closed as a consequence of the 2010 earthquake.
 - 2) Many, if not most, of our current members have never heard of an AIS, have no idea what an AIS is or what an AIS involves and are confused by references to AIS.
 - 3) There is no likelihood that any AIS will be set up in the future.
 - 4) If any AIS is set up in the future then reference can be put back into the Handbook at that time.

Removal of all reference to AIS has involved extensive amendment (including many consequential amendments).

- b) A section for Knowledge-Based Decision-Making (KBDM) - outlining the reasoning and approach – has been included. Although a Board paper about KBDM was delivered to NZASC 2007, most of that information has just

"dropped off the radar" in the intervening 11 years (except only for less than fully informative papers available to the NZAGSB). The "KBDM" section is inserted at page 14.

- c) A useful section providing a guideline about the appropriate process for groups ceasing to host a meeting has been inserted at page 17 to address the frequent misconception that a group can be "in recess".
- d) An additional bullet point has been inserted on page 40 (into the defined service authority of the NZAGSB) to clarify that NZAGSB authority extends to "exercise ultimate service authority where considered appropriate in all matters relating to national service".

This clarifies the operation of Tradition 9 and Concepts 6, 9 and 10. Useful background reading is found in the discussion of Concept Ten in *Paths to Recovery* (particularly from the final two paragraphs on page 310 through to the first two paragraphs on page 311) and to the discussions in the *Al-Anon/Alateen Service Manual 2018-2021* of Concept Three from page 181 to page 184 (particularly in the penultimate paragraph on page 182 where it states "Therefore some traditional and practical principle must be applied that at all levels will continuously balance relations between ultimate authority and delegated responsibility. How shall we accomplish this?" and the third line on page 183 where it goes on to record "There will always be plenty of ultimate authority to correct inefficiency, ineffectiveness or abuse.") and of Concept Ten from page 199 to page 203 (particularly the full discussion of "ultimate authority" from the third paragraph on page 199 beginning "The first characteristic that any working structure must have is a point, or succession of points, where there is ultimate responsibility and ultimate authority. We have already seen..." through to (and including) the third paragraph on page 200 beginning "These are the proper uses of ultimate authority, because...." and in lines five to eight of the final paragraph on page 201 where the manual goes so far as to state "However, the legal authority of the Trustees over all of its subsidiary committees and boards is not only ultimate it is absolute the moment the Trustees have reason to make such a decision". The suggested insertion into our Handbook resists "absolute" by reference to "ultimate service authority" and "matters relating to national service".

- e) The provisions on page 50 relating to appointment of IAGSM Delegates have been amended.

Prior to the NZASC 2017 review, the Handbook provided that IAGSM Delegates were elected by NZASC subject to approval by NZAGSB. Historically, however, the practice had been that IAGSM Delegates had simply been put forward by NZAGSB and approved by NZASC. NZASC 2017 amended the Handbook to reflect the historic practice and provide that IAGSM Delegates are "appointed by NZAGSB subject to the approval of NZASC".

After the Conference Brochure had been issued and immediately before NZASC 2017 it became clear that there were three applicants for the two IAGSM Delegate roles for IAGSM 2018. The amended provision of the Handbook could not become operative until adopted at NZAGSB AGM 2017 after NZASC 2017. The appointment of IAGSM 2018 Delegates consequently proceeded to an election at NZASC 2017.

In the course of that election process it became clear that the historic practice of appointing the previous "Year One IAGSM Delegate" as the "Year Two IAGSM Delegate" was not reflected in the guideline. A simple election for two IAGSM Delegates from the three applicants was consequently conducted.

The proposed amended provision of the Handbook provides that one IAGSM Delegate is appointed for a four year term every two years, on a rolling basis (except that in 2021, as a transitional measure, one IAGSM Delegate will be appointed for a two year term and one for a four year term). That will formally provide the "Year One/ Year Two" historic practice. The change cannot be available unless and until adopted at NZAGSB AGM 2019 after NZASC 2019. For NZASC 2019, NZAGSB may nominate two IAGSM Delegates for a two year term to attend IAGSM 2020 in London.

We propose that the qualifications required for IAGSM Delegates around NZAGSB service are also amended by clarifying the existing qualification which is "Be knowledgeable of NZAGSO's current activities". We propose including an express preference (but not a requirement) that IAGSM Delegates be currently serving at NZAGSB level (as opposed to that being merely an example of qualifying service). The proposed amendment arises from the clear expectation at IAGSM itself that our IAGSM Delegates have knowledge of NZAGSB current activities and policies.

We propose that the example suggesting that current service as paid staff can qualify as current service for IAGSM purposes should be removed. An IAGSM Delegate immediately becomes a NZAGSB member –

a role which paid staff cannot take up in terms of the principles outlined in the *Al-Anon/Alateen Service Manual 2018-2021* on page 109 "Employees in Al-Anon Services".

- f) On the same basis, we propose that the example on page 52 suggesting that current service as paid staff can qualify as current service for World Service Conference Representative purposes should be removed.

C) GENERAL AMENDMENTS

Numerous minor suggested "edits" have been incorporated.

Cover page - 2017 amended to 2019.

Inside Cover page – inserted "Freephone: 0508 692 476 (0508 NZAGSO)"; inserted "Revised 2019" and deleted "Fax: (09) 309 4790".

Index page - index updated.

Page 3 - chart updated to remove "Information Service" information and clarify relationships.

Page 4 – inserted KBDM abbreviation and deleted "AIS Al-Anon Information Service" and "ISR Information Service Representative" abbreviations and "Al-Anon Information Service (AIS)" definition.

Page 5 - inserted "Al-Anon Member Involved In Alateen Service (AMIAS)" definition and in the "Area Committee" definition substituted "and coordinators of special services" instead of "coordinators of special services and liaison member from AIS (where applicable)".

Page 6 – inserted "Knowledge-Based Decision-Making (KBDM)" definition and deleted "Liaison Member" definition.

Page 15 - inserted "KBDM" section (2 pages).

Page 17 - inserted "Groups Ceasing to Host Meetings" section and in "Group Problems" section updated the edition years for *Groups at Work* and the *Al-Anon/Alateen Service Manual*.

Page 18 - deleted the bullet point "If the group is served by an AIS, and time" and the bullet point "May act as a link in this capacity"; substituted "Notifies NZAGSO of the postal and email address for the group," instead of "Notifies NZAGSO of the group mailing address," substituted "Notifies NZAGSO the name and postal and email address of the GR and any change" instead of "Notifies NZAGSO the name and address of the GR and any change" and in the "At the end of the term" bullet point updated the edition years for the *Al-Anon/Alateen Service Manual*.

Page 19 – in the "Group Treasurer" section deleted the bullet point "contributions to the AIS where there is one" and in the "May initiate Public Outreach activities ..." deleted "and the AIS where one exists".

Page 20 – substituted "When the annual Conference Summary becomes available on the NZAFG website reviews it ..." instead of "Reviews the Conference Summary ..."; deleted from "Alternate GR" section "In a city where there is an AIS (See page 36 for discussion of AIS representation.)"; in the third line of the "Public Outreach Coordinator" section corrected "organisations" instead of "organizations" and in the "Dual Membership" section substituted "A dual member" instead of "A dual members".

Page 21 – in the "Dual Membership" section, updated the edition years for the *Al-Anon/Alateen Service Manual*.

Page 23 - in the "Group Secretary's report" section updated the cross references; substituted "NZAGSB newsletter" instead of "AIS newsletter"; in the "Group Representative (GR)" section substituted "A brief presentation on a regular basis keeps the group informed of content from NZ Al-Anon News, the NZ Al-Anon Messenger and NZAGSB Board Newsletter, information received through the Area Delegate and the service structure, matters of interest from WSO The Forum and useful links to items in the NZAFG website and the WSO website" instead of "A brief presentation on a regular basis of Area matters keeps the group informed. Announcements from NZAGSO News and the NZ Al-Anon Messenger and matters of interest from WSO The Forum" and deleted the "ISR Report" section.

Page 25 – in the "General Information for Areas" section, updated the cross reference; in the "Area Committee" section corrected to "Area Committee" instead of "Area committee" and updated the edition years for the *Al-Anon/Alateen Service Manual*.

Page 26 - corrected to "Area Committee" instead of "Area committee" (two occasions); in the "Composition" section deleted "liaison member from AIS (if there is any AIS)," and deleted the bullet point "Liaison member from AIS (if there is any AIS)" and in the "Election ..." section updated the cross-reference.

Page 28 – in the "Area Treasurer" section updated the cross-reference.

Page 29 – in the "Area Literature Officer" section, deleted "Where there is an AIS supported by the groups it serves, the Area Committee can obtain literature for Area assemblies from the AIS on a sale or return basis" and in "Area Delegate" section updated the edition years for the *Al-Anon/Alateen Service Manual*.

- Page 30 – in the “Duties in the Area” section, updated the cross-reference and in the final bullet point corrected to “Area Committee” instead of “Area committee”.
- Page 31 – corrected to “Area Committee” instead of “Area committee” (two occasions)
- Page 33 - in the 2nd line of the “Interim Assembly” section, corrected to “affairs” instead of “affair”.
- Page 34 - deleted the bullet point “Films and videos: Al-Anon Speaks for Itself, Alateen Tells it Like it Is, and Walk This Path of Hope”; from the “Reports from other committees, such as AIS, convention” bullet point, deleted “AIS, ” and in the “Area Business Meeting” section, updated the cross reference and deleted the bullet point “Discuss the need for an AIS, or when one exists, ways and means of supporting this service”.
- Page 35 – in the “Voting” section updated the cross reference and in the “Area Finances” section deleted “and AIS where applicable” from the “Send regular contributions ...” section and updated the cross reference.
- Page 37 – deleted the entire “Al-Anon Information Services” section.
- Page 39 - in the “What it does” section, deleted from second bullet point “any AIS ”.
- Page 40 – in the “Composition of NZAGSB” section, inserted the bullet point “exercise ultimate service authority where considered appropriate in all matters relating to national service;”.
- Page 41 – in the “Length of Service ...” section, inserted “or will serve” before “more than 6 years.”
- Page 42 – in the “It may be necessary ...” bullet point, deleted “General Secretary or” from third line.
- Page 43 – Corrected the font for the “General Secretary ...” heading.
- Page 47 – in the “Public Outreach Committee” section, in the 4th paragraph corrected “utilising” instead of “utilizing”.
- Page 50 –
- a) in the “International ...” section, inserted the paragraph
- “Preferably two IAGSM Delegates attend the IAGSM with one having attended a previous IAGSM. IAGSM Delegates are appointed by NZAGSB from members who have served at least three consecutive years at NZAGSB level (and preferably are currently serving). Appointment is subject to the approval of NZASC. In 2021 one IAGSM Delegate should be appointed to serve a term of two years and one IAGSM Delegate should be appointed to serve a term of four years and thereafter IAGSM Delegates serve for a term of four years appointed on a rotational basis every two years. If an appointed IAGSM Delegate is prevented for any reason from fulfilling the assignment to attend the IAGSM or from completing a four year term then that IAGSM Delegate can be replaced by an Alternate IAGSM Delegate appointed by NZAGSB when required.”
- instead of the current paragraph which reads
- “Two IAGSM Delegates attend the IAGSM. IAGSM Delegates are elected from members who have served three consecutive years at NZAGSB level (and may still be currently serving). IAGSM Delegates are appointed by NZAGSB subject to the approval of NZASC. IAGSM Delegates serve for a term of two years and may serve for two consecutive terms. If an elected IAGSM Delegate is prevented for any reason from fulfilling the assignment to attend the IAGSM, that IAGSM Delegate can be replaced by an Alternate IAGSM Delegate appointed by NZAGSB when required.”
- b) In the “Qualifications” section inserted
- “Have served at least three consecutive years, and is preferably currently serving, at NZAGSB level”
- instead of
- “Currently serving or have served three consecutive years at NZAGSB level” and
- Inserted
- “Be actively involved in service, preferably a current member of NZAGSB but otherwise as volunteer staff, or a member of a selected committee”
- instead of
- “Be actively involved in service. For example, a member of NZAGSB, paid or volunteer staff, or a member of a selected committee”.
- and in the “Responsibilities” section, inserted “communications” instead of “mail”.
- Page 52 – inserted “Be actively involved in service, preferably a current member of NZAGSB but otherwise as volunteer staff, or a member of a selected committee” instead of “Be actively involved in service. For example, a member of NZAGSB, paid or volunteer staff, or a member of a selected committee” in qualifications section.
- Page 57 – Articles 5(a) and 5(b) of the Charter are amended as outlined earlier.
- Page 58 – Article 10(f) of the Charter is amended as outlined earlier.
- Page 64 – NZ Al-Anon history to 2017 and the edition years for the *Al-Anon/Alateen Service Manual* are updated.

Two motions were put to the NZASC (see page 25 of this Summary document).

National Public Outreach Report

Tracy B

Cutting Edge Conference

Cutting Edge is the NZ Addiction Practitioners Association Annual Conference.

The conference runs for two days. In 2018 the dates were Thursday 13 and Friday 14 September 2018 at The Energy Event Centre in Rotorua.

Last year, Al-Anon Family Groups national PO Co-ordinator identified that AA, NA and OA have had a presence at these conferences in previous years. The Board and the wider fellowship agreed, so in 2017 we worked towards our attendance for the first time.

The 2018 theme was: "It's all about connection" – Humans are social beings and the essence and meaning in our lives is found in the connections we share with each other, with our family/whānau members and within our communities. These relationships have the power to build us up or to tear us down and the roots of addiction are frequently found in the breakdown of important relationships – often early in life. Those of us working with people affected by addiction offer hope by supporting them to strengthen their connections. Whether it's connection to whānau, culture, spirituality, pro-social community activities, or a deeper connection to self, we help people uncover a multitude of positive opportunities at any stage of their recovery journey.

Speaking to professionals in the addiction field is a huge untapped market for Al-Anon NZ and so being at a conference where there were 582 of them, from across NZ, in one place was a fantastic opportunity to carry the message.

When we are participating in public outreach and public outreach events, it is sometimes hard to quantify if the work that we do relinquishes results. I was busy working our stand and a young lady came to see me from across the room. She said to me, "I heard you and a couple of your friends speak at Higher Ground I just wanted to come over and thank-you for sharing your stories, as it has changed my life".

It transpired, that she was from a large family who were struggling with her drinking and as part of their culture, they found it hard to reach out for help. After hearing our experience, strength and hope, she spoke to her mother, who in turn went along to an Al-Anon meeting. Her mother found what she needed and has been attending Al-Anon meetings ever since. The family now have a better understanding of the disease, and in turn, this has allowed this young lady to talk with her family about her disease and has aided in her recovery as well as recovery within her family.

This goes to show, that what we do with public outreach, does have an impact and does make a difference to people's lives.

We worked on the stand for three days as the 12th was pack-in day to set up the exhibition stand.

There was a separate hall for the exhibition stands and we were next to AA which was ideal and in prime position on stand number 2 as you walked into the exhibition hall. The stand was 3m x 2m with a table which we positioned to the side and used for literature. This meant that the stand was open and inviting. Especially so since we had some set dressing to make it look like a 'sitting room' with a holiday theme. This was decided on as this time of the year can be very stressful for family members and we could make our stand vibrant and interesting.

This year the cost for the exhibition stand was \$600.00 + GST which was met by the National PO budget. That cost included a pass for two people to staff the stand and food was also included on both days for two people.

Being positioned next to the AA stand was an advantage, whilst most people had not heard of AFG they all knew about AA and so we were able to cooperate and take a joint approach to talking with people. We were also situated across the aisle to NA, so we did also get people pop over to see us from their stand as well.

We had a full table of literature including meeting lists for the whole country, pamphlets, flyers, AI-Anon Faces Alcoholism 2018, post cards with our new bottle image to give away. We also had some sweets to give away and encourage people to leave their contact details with us.

Challenges

- This was the second time that AFG NZ had ever attended a conference of this sort and as such it was all very new for those of us involved.
- Last year, one of the local AFG organising committee had experience of exhibition designing and working in trade shows so was able to bring that skill to the task. This was extremely helpful for us this year as well, as we could use the same format when dressing our stand.
- We were fortunate to have access to a vehicle that could transport some of the furniture and props required for the dressing of the stand. Some of these items were large and heavy, so you need to have help on hand to load and unload and carry these into the exhibition hall. Once there, large moving trolleys were provided for us to assist with transporting props into the exhibition hall.
- Use high resolution AFG logos from WSO for use in the exhibition catalogue. (These were held on file from last year, so we did not have to provide these again.)
- Once again, the largest number of people were there at break time and so we had two people on the stand at those times, but it was important to have someone there all the time throughout both days as some people preferred to approach when it was quieter.
- It was during the day and so meant that members had to take time off work to staff the stand.

Learnings

- Start planning early, as soon as the venue is announced.
- Get a committee so the work doesn't fall to just a few.
- When available, the use of Māori literature on the stand.
- When available, the use of the serenity prayer in Māori.
- Perhaps use the word whānau as well as the word family in the sign.
- Have sweets to hand out and give away to give to conference members to encourage them to supply their contact details.
- Take time out during the quiet time to do networking around the other stands as this is a perfect time to speak to other services that we may be able to co-operate with nationally.
- We had a tablet available to show people our website.

Successes

- Networking - we met a great many professionals working in addiction.
- Handing out post cards and pamphlets to the professionals working in addiction.
- Name recognition was hugely increased.
- Credibility for AFG - people saw us and got to hear from us what we do for the community.
- We collected business cards and contact details of people who want to hear more about AFG.
- The stand was attractive and welcoming.

Recommendations

- Have meetings lists for the whole of NZ available and on display.
- Have an interesting/eye-catching theme for the stand. This year we made it look like a home/or a living room with a rug, table, chair, Christmas tree theme. Perhaps in the future a kiwi holiday, a party scene or BBQ/outdoor, child's bedroom/playroom theme could be a good idea. Feedback was that people liked our stand, were attracted to it, and wanted to come and hear what we were about.
- Make sure the literature is tailored specifically to the target audience – professionals.
- Use Māori language where possible.
- Have two professional, approachable and friendly people on the stand.
- Hold an open meeting at lunchtime (if possible) and mention it in the blurb for the program.
- Have lollies and pens in the jar as an incentive to collect business cards.
- Have a plastic carry bag with the AI-Anon logo on it for conference members to put extra information in, as many commented that they had too much information that would not fit into the bag that they were supplied.
- Use the bottle Image sign from GSO, as this is very visual and powerful and sent a very strong message.



The literature table was kept well stocked and we used the tablet to show people where meetings were across New Zealand.

Our table was covered in AFG blue tablecloths, we had decorations on the walls and the pull-up banner to make our stand eye catching and attractive.

We had people come over just to see us, as our stand looked intriguing and they wanted to know what we were about.



NA stand was across the aisle from us.



AA stand that was next door to us.

A letter has been received from DAPAANZ (the Drug and Alcohol Practitioners' Association Aotearoa–New Zealand), thanking Al-Anon Family Groups for our attendance and inviting us to attend again in Auckland 2019.

National Pull-up sign of bottle image

As a national event, the AA Convention is the ideal place for public outreach, as AA is one of our biggest potential outreach areas, especially the public meeting that is held on the Saturday night. As detailed in the report this year from the Convention chair, our new bottle image has been widely distributed along with a copy of the flier by the committee to local professionals and around the country.

From separate feedback that I have received from various sources since the launch of the new bottle image last year, has been extremely positive, with many commenting on the power of the image. A national pull-up sign is available at GSO for all areas to use, however, I strongly encourage areas to download the image from the Al-Anon website and get their own pull-up signs made as an effective public outreach tool.

Public outreach in the Media

The festive season brings with it each year many challenges for our members and families around New Zealand.

Some member during this festive season brought to my attention some articles that were in the media regarding problem drinking that they had responded to and gave me the opportunity to make contact these organisations on behalf of our fellowship on a national scale to give them our details and thank them for the publicity of our fellowship.

Some examples of these are articles in the NZ Herald and The Dominion Post. Also, through the year, I was contacted by members of the fellowship regarding articles in Mindfood Magazine. The Project (TV3) had a week where they discussed different addictions as examples.

Google Ad Words Report to March 2019

Since 25 September 2017 as part of a Public Outreach AFG campaign, we have been using Google Ad Words to see if this would give our fellowship more exposure on the internet when people are searching for help.

At the December 2018 Board Meeting there was discussion regarding the continued use of Google Ad Words. It was determined that the Google Ad words had changed over previous months, due to restricted advertising for recovery-based addiction services. This was making it difficult for us and the results had not been successful, and this service was not functioning in the last quarter up to December.

A letter was written to Google asking for AFG to receive special certification that we are a mutual support group and not a pharmaceutical organisation selling drugs. This was granted however, it seems that the reporting had not changed and is currently not active.

	CLICKS	IMP	CTR	Cost USD
September 17	0	0	0	
October 17	101	2,236	4.52	70.97
November 17	143	3,871	3.69	113.34
December 17	82	2,471	3.32	61.88
January 18	40	1488	2.69	32.66
February 18	13	736	1.77	16.35
March 18	13	708	1.84	15.50
April 18	18	794	2.27	18.54
May 18	12	591	?	14.73
June 18	3	133	?	4.62
July 18	NA			
August 18	NA			

Google Ads was continuing to operate for us as an NFP. We were not always meeting the new threshold of minimum click through rates.

It is clear from the report above that the number of clicks were declining. Based on the figures it seems that we may not be an ideal on-going candidate for Google Ads grants.

After discussion, the Board voted that NZAFG would terminate the use of Google Ad Words.

Convention 2019 Report

Chris H

The 56th Annual Convention of Alcoholics Anonymous in New Zealand with Al-Anon Family Groups participation was held in the Ellerslie Events Centre on 18-20 January 2019. The AA theme was "The Keys of the Kingdom". The theme chosen for AFG was "Opening Our Hearts" with an attractive compatible logo chosen, approved and consistently adopted.



Venue and room allocation

The venue was selected and confirmed by Alcoholics Anonymous (AA) long before there was any involvement of Al-Anon Family Groups (AFG) and without any consultation with us. The choice created several problems for AA (principally around frequent changes in the venue's requirements and costings) and those problems did have a trickle-down effect on us. The cost increases quickly threatened the AA budget for the event and caused concerns as to whether the event could be self-supporting. Economies were required and those particularly affected us when it became apparent that our planned usage of the venue's audio-visual systems would be available only at major and uneconomic additional costs. We improvised by borrowing a private portable sound system and using NZAGSO's projector and screen (all at no additional cost).

The room allocated to us was large with very comfortable seating for up to 160 people and provided a delightful view over the green of the Ellerslie Racecourse. It was conveniently located alongside the main AA room and immediately in front of participants as they emerged from the "tunnel experience" which the AA Convention Hosting Committee (CHC) had arranged as a welcome to their event. Entrance to the main AA room involved a turn immediately before the entrance to our room.



Our room also had an entrance to the covered spectator stand immediately outside. That provided us with an opportunity to offer Alateen meetings in a secure environment.



Room decoration

We took advantage of the location to ensure that our "Trapped by Alcoholism" banner was placed alongside our entrance and that prominent signage announcing our "Family Recovery Spiritual Meeting" was on our door.

Area 3 had kindly lent us their attractive printed tablecloth for the front table and their AFG bunting by way of decoration.

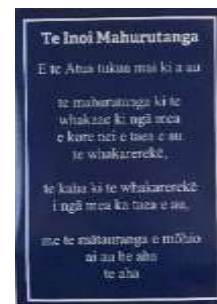


Three A3 copies of our programme were printed and laminated. We displayed one copy inside our room and two copies outside our room.

The AA Board had kindly consented to allow us to use for this Convention a copy of the Serenity Prayer translated into Te Reo Māori which had been obtained by AA through the Māori Language Commission. I was also grateful to our NZAGSB Chair for her efforts in obtaining that consent and arranging for a poster containing that translation to be delivered to us.



The rear of the room, alongside the entrance doorway, provided more than ample space for the literature and fundraising tables which the members of our Committee had arranged and set up. Those tables completed a great final touch to the room set-up and I received many positive comments about the atmosphere which we had created.



Sessions

We held five general sharing sessions and two Alateen meetings in addition to a Board Panel discussion session and a Family Recovery Spiritual Meeting.

Topics for the five general sharing meeting topics were all chosen from “Opening Our Hearts Transforming Our Losses”. We suggested to each of the persons chosen to chair the general sharing meetings that they open, and set the tone, with readings from that book selected as consistent with the topic. Feedback about the general sharing meetings was universally positive.

The experiment of including a Board Panel discussion session was continued. This is a part of the on-going effort to take the opportunity to make the members of the Al-Anon General Service Board visible and available to our wider membership – as modelled by the Board at World Service level. The session was highly interactive with members provided with an opportunity to ask questions of the Board members present. The Office Manager did a superb job of facilitating the session and I am grateful to her and to the Board members who all gave their time and their considerable service experience so freely.

The initial AA flyer, as approved by the AA Board, stated that the Spiritual Meeting on Sunday morning would be a combined meeting. On that basis, I agreed that the significant cost of hiring a room for AFG for Sunday morning could not be justified. The CHC was, however, subsequently directed by the AA Board that there were to be no combined meetings, that AFG members were to be able to attend the AA Spiritual Meeting but would be unable to share. I was very disappointed by that significant change. We consequently required an AFG room on Sunday morning and arranged to host a “Family Recovery Spiritual Meeting” alongside the AA Spiritual Meeting. That meeting was co-chaired by an AFG member and an AA member (both locals). Both AFG members and AA members were invited to share. The “Family Recovery Spiritual Meeting” was judged to be a huge success.

My decision to invite visitors from outside the Auckland area to chair the general sharing sessions was a success in terms of exposing local members to service faces other than those familiar to them. I was able to choose people who I knew to have strong Al-Anon recovery. The experiment seemed to be generally well received, if not universally well received by local members who expected greater local participation in chairing sessions. Significantly, the survey of participants following the Convention disclosed numerous complaints that the Convention was dominated by chairpersons and speakers from Auckland to the exclusion of visitors.

Session types, topics and attendance numbers were:

Day/time	Session type	Topic	Attendance
Friday 7:30pm-9:00pm	General sharing	I Chose Recovery	40
Saturday 9:00am to 10:30am	General sharing	Change	55
Saturday 11:00am to 12:30pm	General sharing	Feelings Aren't Facts	96
Saturday 11:00am to 12:30pm	Alateen		5
Saturday 1:30pm to 3:00pm	General sharing	Caretaking	85
Saturday 1:30pm to 3:00pm	Alateen		2
Saturday 3:30pm to 5:00pm	NZAGSB Panel	Q&A	25
Sunday 8:30am to 10:00am	General sharing	Hope	53
Sunday 10:30am to 11:30pm	Spiritual meeting	Spiritual	90

Attendance

AA calculated before the event that a total of approximately 300 registrations would be required for the event to breakeven, but the AA Board hoped that a total of 400 registrations could be achieved. When online registrations closed only a week out from the Convention, there were only 266 registrations. 200 of those were registered as AA members, 1 was registered simply as “partner”, 64 were registered as AFG members and 1 was registered as an Alateen member.

“Walk-up” registrations during the event resulted in approximately an additional 162 registrations (38% of the new total 428) of which 145 were registered as AA members (42% of the new total 345) and 16 were registered as AFG members (21% of the new total 81) and one was registered as an Alateen member (total two). At the time of writing this report numbers are approximate because the CHC has yet to finalise matters.

Many who registered as AA members were also AFG members but there is no way of tracking how many fell into that category. I am also aware of at least one AFG member who is known by me to also be an AA member but who chose to register as an AFG member.

I was really pleased to notice that 14 AFG members from Area 3 registered and travelled up from the Wellington region to support the Convention. I was grateful for their support.

Committee activities

Responsibility for the fundraising, literature, hospitality and treasurer roles fell to the committee comprising Jannene, Susan, Sheryl, Robyn and Minal. I am very grateful to them and their many volunteer assistants for the work that they did to make the Convention a success.

Literature sales amounted to \$1,155.50.

The fundraising effort was extensive with many of the fundraising items created and/or donated by local members. Inspirational cushions, bags, AFG logo badges, slogan bags, slogan tea towels and “Friends of Lois” polo shirts (as worn over the weekend by the AFG committee to help identify the committee members) were offered for sale. Mosaic slogan stones were offered by silent auction. A bag of slogan stones, a set of etchings from Stepping Stones, two quilts featuring the AFG logo and books were separately raffled.



Because all attending had paid registration costs, we decided to not pass a Tradition 7 basket at meetings. We did, however, place a Tradition 7 basket on the literature table near the entrance, announce its presence and invite any members who wished to make a voluntary contribution to NZAGSO to do so.

In all, after expenses had been met, a net amount of \$628.70 had been raised for NZAGSO from the fundraising effort and the Tradition 7 contributions. Fundraising goods not disposed of at Convention will continue to be offered at local AFG events for the ongoing benefit of NZAGSO.

The Committee was very active in promoting the event directly to the local membership through flyers, repeated mention in the local Highlights publication and frequent personal mention in meetings and Area events. The success of those efforts was evidenced by the large number of locals who attended the event despite frequent complaints that the cost was prohibitive.

Local professionals on a large database were sent email copies of the bottle image with copies of a flyer containing our programme and an express invitation to the public meeting. No information can be obtained as to any success from that effort but the impression is that no professionals attended.

A digital image and subsequent flyers were distributed to the various Areas throughout NZ with a request of the Area Delegates that the event be promoted through the Area structure. No spectacular results were seen.

The intention to promote the event internationally did not eventuate.

Financial report

Literature sales		\$1,155.50
Fundraising income	\$776.00	
Fundraising costs	<u>\$237.50</u>	\$538.50
Tradition 7 income	<u>\$153.20</u>	
	\$691.70	
Signage costs	<u>\$63.00</u>	
Fundraising and Tradition 7 profit		<u>\$628.70</u>

Relationship with the AA Committee

The CHC was a complete delight to work with. I could not speak more highly of them. Without exception they were all very friendly, welcoming, inclusive and cooperative. It was clear from the outset that they were all determined that the AFG and Alateen involvement should be successful and enjoyable and they extended to us every reasonable accommodation.

The CHC readily agreed to insert into the registration lanyards copies of our programme (which we separately supplied) and they declined to take up our offer to assist them with the stuffing of lanyards.

Our AFG members were even invited to join the AA Sobriety Countdown before the official closing of the Convention (I believe this to have been the first time).

I am extremely grateful to every one of the CHC for the way we were treated throughout.

I was able to further foster the relationship through assisting the CHC Transport sub-committee by doing an airport run to meet an AA registrant and transport him to the City.

It was pleasing that when, at the final debrief meeting, I expressed those thoughts to the CHC they responded that I too had been delightfully easy and fun to work with.

Challenges

- Complaints were received that our meetings should start and end at the same time as the AA meetings. In fact, our meetings were scheduled to start and end at precisely the same time as the schedule for the AA meetings (as set by AA). The apparent discrepancy arose only because our meetings started and ended on time whereas the AA meetings invariably started and ended significantly late.
- A complaint was received that the Family Recovery Spiritual Meeting on Sunday morning was scheduled for only one hour whereas all other sessions were scheduled for 1½ hours. That scheduling was a direct result of the scheduling for the AA Spiritual Meeting – the additional ½ hour set aside for the Closing Ceremony (including the Sobriety Countdown).
- A complaint was received that despite AFG having been clearly informed by AA that all Alateens attending the Convention must pay a full registration fee, children of AA members were allowed to attend the Convention without being required to pay any registration fee. The perceived consequence of the information was that only one local

Alateen attended (despite some others having indicated a clear prior intention to do so). As guests of AA we were in

no position to require AA to enforce the rule as communicated to us and nor were we inclined to complain at the time, given that we were given an opportunity to carry the Alateen message to the children who did attend (whether legitimately or otherwise). Those children attended the two Alateen meetings at Convention and some of them have since attended Alateen meetings. When the complaint was raised with the CHC at the debrief meeting it became clear that the CHC were unaware of the presence of unregistered children and that they would have required the children to leave if they had become aware of it. It was also clarified the directive that children must pay full registration fees was from the AA Board rather than (as had been the understanding of several CHC members) from the venue.

- d) A complaint was received that advice of the decision by local Areas to refund any registration fees paid by their local Alateens was circulated to the membership too late for it to have any effect. This is, of course, an Area matter.
- e) A complaint was received that some extroverts had shared in the general sharing sessions on multiple occasions and were thus seen to have deprived others of the opportunity to share at Convention. It is, of course, always a difficult task for session chairs to seek a balance between encouraging as many as possible to participate and being seen to be so controlling as to discourage any sharing. Session chairs did keep a list of the names of all persons as they shared, did suggest on occasions that persons who had not had the opportunity to share were invited to do so and were able to step in if they considered it necessary to do so. The member who made the complaint had, in fact, shared at the Convention and I did not receive any complaint from anyone who wished to share but had felt deprived of the opportunity to do so.
- f) A complaint was received that when members had successfully encouraged their partners to attend the public meeting the partners should not have been required to pay a full registration fee to stay on for the subsequent dance and disco. This was an AA decision on the basis that the dance and disco were intended to be for the exclusive benefit of participants at the Convention. There was specific discussion of the cost of providing the dance and disco event and discouraging any view that the dance and disco might be able to be seen a separate standalone event. The status of "partners of participants" would be very difficult to police.

Successes

- a) An effort from the first meeting to provide a good, friendly and fun-filled working relationship with the members of the CHC proved to have been invaluable whenever any "difficult issues" later arose. This particularly proved to be the case when occasional suggestions arose that Al-Anon sessions might be allocated to differing rooms during the weekend. These were able to be immediately, strenuously and successfully resisted without damage to the working relationship with the CHC.
- b) NZAGSO's projector and screen were used to present a large display of the topic for each meeting. Comments were received that this clearly helped to keep sharings on topic with several speakers seen to clearly check the screen for the topic. Between sessions a series of welcome messages were displayed.
- c) The number of AA signs was hugely greater than ours. Significantly however, a member of the CHC moved one of our signs away from next to one of the AA signs. She explained that action on the basis that "your signs are so much more professional than ours and make ours look amateurish". Our focus on quality rather than quantity was justified.
- d) A member of the CHC attended her first AFG meetings at the Convention and commented to me "Your meetings are fabulous!" Other members of the CHC also attended their first AFG meetings and each commented to me that they intended to find regular AFG meetings. Such positive feedback in terms of outreach to the AA community was very pleasing.
- e) Many of the longest-term AA members elected to attend our "Family Recovery Spiritual Meeting" rather than the AA Spiritual Meeting. At the end of the Convention, I was advised by several long-term AA members that they intended to take back to their groups a proposal that the AA Guidelines be changed for future Conventions to require the Spiritual Meeting on Sunday to be a combined meeting. Their intention is to move that proposal through to the AA Area Assembly and the AA Conference. I believe that to be a very positive outcome from the approach we adopted.



NZAFG Website

Rana S

Website Rebuild Update

We have formulated the Digital Strategy Taskforce (members being, Rana, Sally-ann, Renée S and Jason T) to manage the NZAFG Website Rebuild, we created a simple scope for the rebuild. We selected two potential partners to implement a new website (and we got a third offer). After an analysis, a thorough review of the quotes (and a reference check) we have selected a provider "The Fold" to deliver a new WordPress website (with a responsive design) for NZAFG. We have paid a deposit and signed the T&C's. Development (initially design) should be underway shortly.

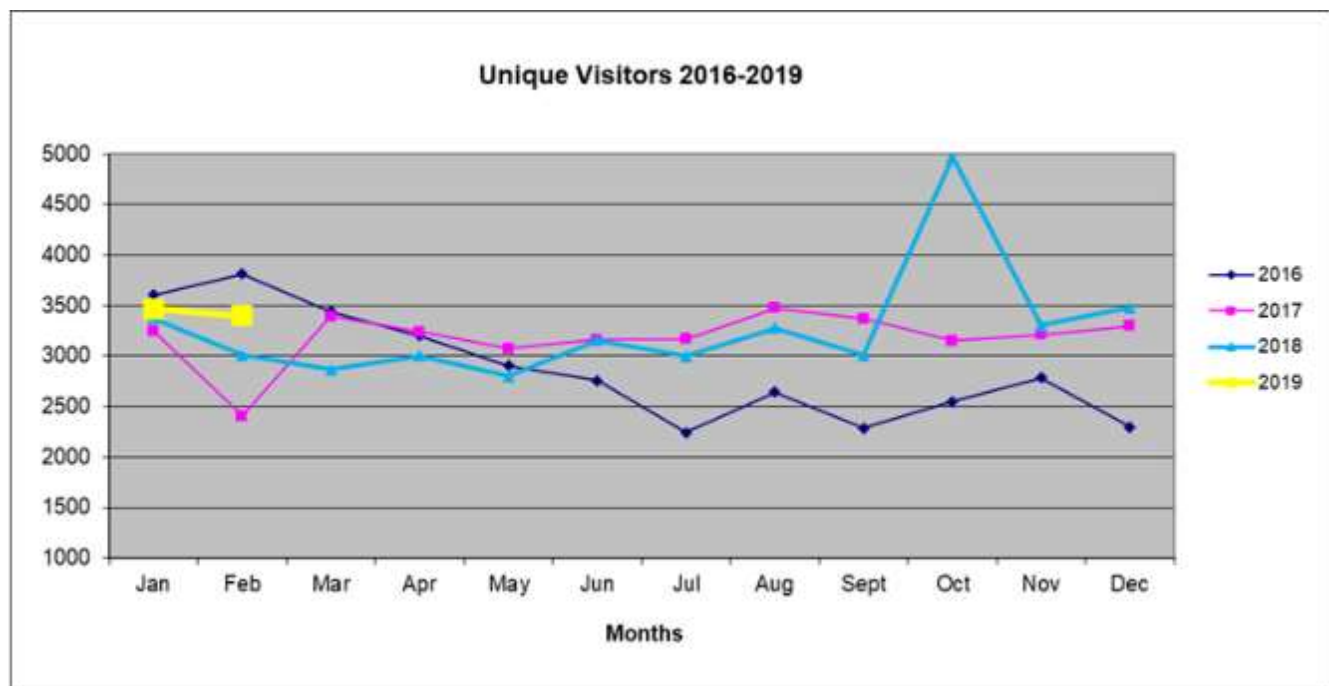
As we will shortly have a new website there are a number of items that we want to implement (phase 2 provisionally planned for 2019/2020 financial year pending budget approval):

- 1) Improvements to the meeting list to make it as user friendly as possible
- 2) "Cover My Tracks online" to maintain anonymity for the visitor on the device they are using
- 3) "Hide This Page" for users to also protect their anonymity if anyone comes up behind them
- 4) Social Media slider to WSO Social Media Sources
- 5) For Professionals (media releases etc)
- 6) Potential for a donation button and then for the use of a pay service (like "PayPal").

Current Website Statistics

Here is a graphical representation of the number of unique visitors. Please refer to the Appendix for the full data set (retained for historical purposes).

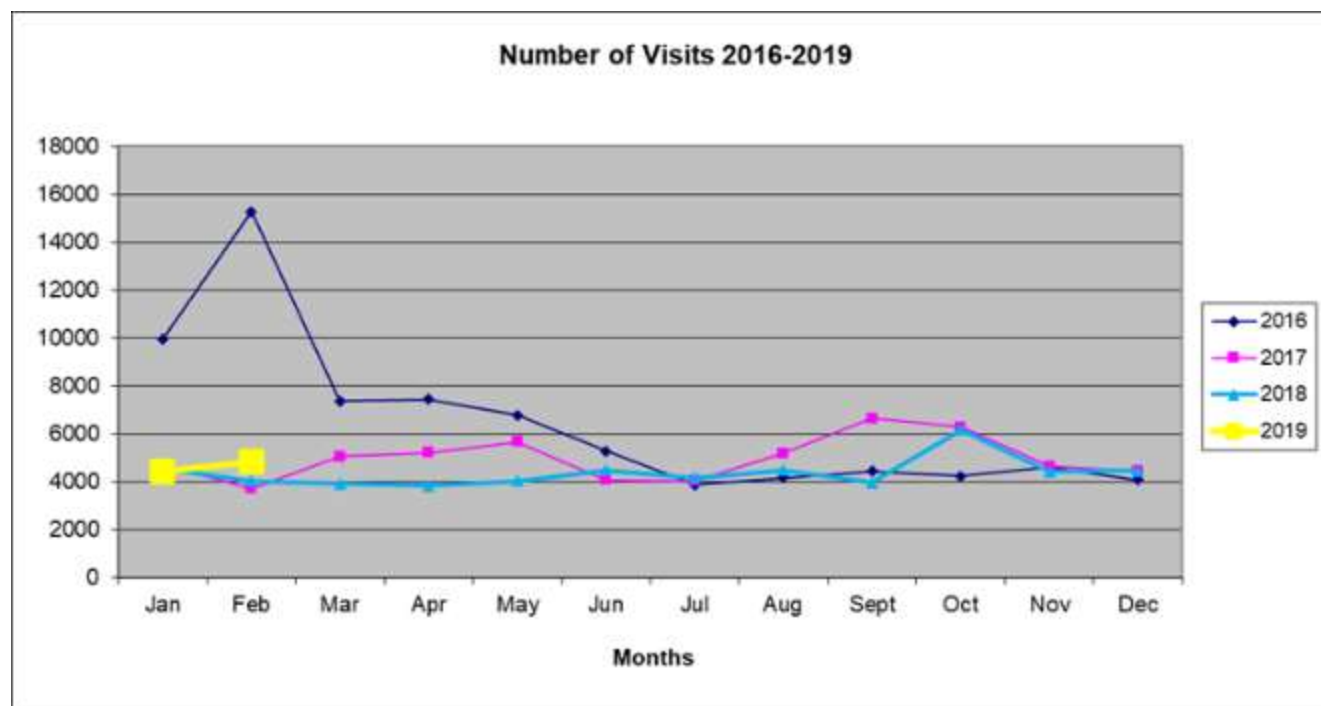
This graph shows the number of people that visited the website, whether that was once or more than once, they are only counted once:



Numbers of unique visitors in a month is typically relatively stable normally averaging about 3200 for 2018.

For the three months (November to January 2019) New Zealand was the top country, visitors to the site, originated from.

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).



Nothing significant to report for 2019.

Content & Maintenance

The content is being maintained and is being well kept up to date.

Future Workload

We will also review the following as some stage:

- 1) Consider the use of other domain names (e.g. www.al-anon.kiwi)
- 2) Consider the possibility of a QR Code

Appendix: Website Statistics

The website statistics for 2019 to date are as follows:

Month	Unique visitors	Number of visits	Identified Robots
Jan 2019	3,469	4,445	49
Feb 2019	3,398	4,842	46

The website statistics for 2018, plus the 2017 statistics as follows:

Month	Unique visitors	Number of visits	Identified Robots	Month	Unique visitors	Number of visits	Identified Robots
Jan 2018	3,377	4,575	50	Jan 2017	3,246	4,751	40
Feb 2018	3,010	4,029	51	Feb 2017	2,492	3,859	36
Mar 2018	2,865	3,932	51	Mar 2017	3,390	5,070	48
Apr 2018	3,004	3,836	51	Apr 2017	3,240	5,225	37
May 2018	2,798	4,048	49	May 2017	3,076	5,665	54
June 2018	3,153	4,491	50	June 2017	3,160	4,081	57
July 2018	2,999	4,169	46	July 2017	3,164	4,039	53
Aug 2018	3,277	4,486	44	Aug 2017	3,473	5,193	63
Sep 2018	3,006	3,962	46	Sept 2017	3,367	6,643	51
Oct 2018	4,965	6,165	44	Oct 2017	3,151	6,281	54
Nov 2018	3,305	4,419	49	Nov 2017	3,209	4,645	51
Dec 2018	3,476	4,463	47	Dec 2017	3,298	4,451	52

The website statistics for 2016 and 2015 are as follows:

Month	Unique visitors	Number of visits	Identified Robots	Month	Unique visitors	Number of visits
Jan 2016	3604	9942		Jan 2015	3903	8084
Feb 2016	3812	15275		Feb 2015	3243	6451
Mar 2016	3440	7383		Mar 2015	1107	1675
Apr 2016	3199	7435	27	Apr 2015	3378	7232
May 2016	2904	6793	31	May 2015	3577	8010
June 2016	2754	5281	32	June 2015	4334	9153
July 2016	2242	3,869	39	July 2015	4010	12199
Aug 2016	2642	4,181	38	Aug 2015	4349	13279
Sep 2016	2284	4,440	36	Sep 2015	4046	13388
Oct 2016	2546	4,246	43	Oct 2015	3889	13270
Nov 2016	2785	4,631	45	Nov 2015	3541	13103
Dec 2016	2295	4,073	40	Dec 2015	3628	11661

Conference Members 2019: Board Members

<u>Roles</u>	<u>Details</u>	<u>Terms</u>
Board Chairperson IAGSM Delegate	Sally-ann M	3rd year 1st term 4th year 1st term
Alternate Board Chair Northern Regional Board Member IAGSM Delegate Convention Chairperson Literature Chairperson	Chris H	3rd year 1st term 2nd year 1st term 2nd year 1st term January 2019 1st year 2nd term
Board Treasurer Web Oversight	Rana S	2nd year 1st term 1st year 2nd term
General Secretary	John B	1st year (4th year of 1st trial)
Executive Budget Chairperson	Sam McL	2nd year 1st term
Central Regional Board Member	Amadee R	1st year 1st term
Southern Regional Board Member Editorial Chairperson	Melda T	1st year 2nd term 2nd year 1st term
Conference Chairperson	Julie W	2nd year 1st term
Public Outreach Chairperson	Tracy B	2nd year 1st term

Conference Members 2019: Area Delegates

<u>Area</u>	<u>Details</u>	<u>Terms</u>
Area One	Lucy A	2nd year 1st term
Area Two (Observer)	Carolyn D	
Area Three	Liz A-S	3rd year 1st term
Area Four	Margaret J	1st year 1st term
Area Five	Patty J	2nd year 1st term
Area Six	Helen P	3rd year 1st term
Area Seven	Sheryl G	3rd year 1st term
Area Eight	Jannene A	3rd year 1st term
Area Nine	Marguerite B	2nd year 1st term

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.

AL-ANON FAMILY GROUPS
for families & friends of alcoholics

