



LET IT
BEGIN
WITH ME

Conference Summary

NZ Al-Anon Service Conference

18-21 June 2020

NZ Al-Anon General Service Office, PO Box 68124, Victoria Street West, Auckland 1142, NEW ZEALAND
www.al-anon.org.nz

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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NZ Al-Anon Service Conference purpose

Al-Anon's 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."

NZASC makes the group conscience available and effective for all Al-Anon. It is the practical means by which the group conscience can speak; it is the voice of Al-Anon and the guarantee that our services shall continue to carry on under all conditions.

NZASC protects Al-Anon and Alateen against a service breakdown; it makes for unity and enables our fellowship to act as a whole upon important matters. This makes it the principal guarantor of Al-Anon and Alateen's harmony and survival. NZASC is primarily a service body for Al-Anon in NZ and meets annually. All NZASC members are servants of NZ Al-Anon.

Thursday

Welcome to the 2020 Al-Anon Service Conference as we come together virtually in everybody's home throughout New Zealand.

Each and every one of us has the privilege and spiritual responsibility to carry the message of hope and awareness within Al-Anon.

Our fellowship's unity and survival depend on our conversations and our leadership over the next few days.

SO! ... Use your Survival Kit to: soak up new knowledge, grow a bright future, leave your mark, make good decisions, shine your light on others, look for the bigger picture, pick out the good in everything, stretch yourself beyond your limit, fit all the pieces together, support and encourage each other.

May a loving God express Himself in our group conscience as I declare the conference open ... *Let it Begin with Me.*

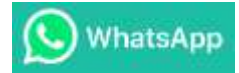


Zoom Familiarisation

Rana S did a fabulous job of instructing us all in the Zoom environment. Due to her expertise and the help of Conference Host Madelaine D, members were able to meet their Buddies and chat together about the Spiritual Goals of Conference and throughout the conference, vote anonymously, go into groups during workshops and share presentations on screen.

Delegates' meeting

The Delegates met in a separate virtual meeting to share ideas, information and problems and generally to support each other. They decided to organise to meet 2-3 times online during the year. The Area Three Delegate volunteered to set up a 'WhatsApp' for Delegates to stay in contact. Area Eight Delegate offered to revise the questions at the Delegates meeting to be more in line with meeting the needs of the Delegates and be more inclusive for new Delegates. The group decided on the following two points to bring to the conference floor for discussion on Friday after the Delegates' Reports were heard.



1. How we build healthy service structure and participation within NZ?
2. How to strengthen and grow PO activities within NZ?

Friday

Board Chair Welcome to Conference

Let it Begin with Me

I sincerely welcome each and every one of you to the 50th New Zealand AI-Anon Service Conference, our very first virtual conference, and hope you will continue to find at this conference, the hope, fellowship and support we have been privileged to enjoy in the past.

Since the last Conference the Board has acknowledged the resignation of Chris H from NZAGSB duties on 29 March 2020. As Alternate Board Chair, and with the Board's approval, I have taken on the responsibility of Board Chair. I thank Chris H for his organised approach to the role and appreciate and acknowledge the work he has done that makes it easy for me to follow.

During this time New Zealand has been in lockdown due to the COVID-19 Pandemic circling the globe. As no face to face meetings were permitted, the fellowship has adjusted with virtual meetings for Groups, Area Committee meetings, Area Assemblies, Board meetings and other Service meetings. The NZ General Service office was closed, plans disrupted and processes having to be adjusted or new ones created to cope with the demand of restrictions.

Conference preparation became a challenge due to the unknown dates for COVID-19 restrictions and shared wisdom was called upon before decisions could be made, how to manage the 2020 Conference. The Board let the fellowship know as soon as decisions were made. A big thank you and appreciation is extended to the Delegates and Regional Board member for their forthright, diligence and resourcefulness in sharing the Board's decisions and ensuring their Area continued to function both in fellowship and service.

We appreciate conference time on screen may be very tiring and the time restraints we have placed on the Agenda will not give time to excessive reasoning as would be the case in face-to-face discussions. The conference will focus on the points of interest/concern from the Areas and the necessary AI-Anon service nominations and approvals.

In my lockdown I learnt how to do online meetings, work from home, new ways to do celebrations, I missed physical contact with family and friends, discovered how to do tasks by myself, appreciated my natural surroundings and the weather, felt blessed to have electronic connections for what I needed to do and only twice had a melt-down due to the pressures of work, service and isolation. I give thanks to my Higher Power who knows me, guides me and gives me strength to carry on.

We are here now to support one another, to share the burden of service, to stand firm in our structure of unity. The basics we learn and believe in, need to be the same. Confusion arises in the fellowship when we are 'singing our own song' and it is different from where the Handbook is guiding us. Members will find it reassuring to follow our lead when we are marching in sync with one-another, keeping in-step and united in fellowship. Let us be united against

alcoholism, let us be united in fellowship, let us be united in service, enticing others to join us so for this conference let us unite and Let it Begin With Me.

With love and fellowship
Julie Wilson
Board Chair

Conference Voting

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

Voting Procedure

As in the New Zealand Al-Anon-Alateen Service Handbook (PN-27, p54 NZ Manual 2019)

9 Delegates

4 Board members

Eligible members with voice and vote:

All 9 Delegates

The 4 voting Board members drawn by ballot are: John B, Rana S, Sarah R, Tracy B

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.

Host attending has no voice and no vote. They may make announcements and comments related to the position they held.

4 Board members remaining (voice NO vote)

Julie W, Melda T, Liz A-S, Sam Mc.

Two RBM Nominating Committees (See p49 NZ Handbook 2019)

| | |
|---|---|
| <u>NRBM 2020</u> Area Six – Karen J-C Area Seven – Robyn D Area Eight – Susan B Board Chair – Julie W Drawn by lot: 2 Delegates – Marguerite B & Margaret J 1 Board member – Melda T | <u>SRBM 2020</u> Area One – Lucy A Area Two – Jess H Area Nine – Marguerite B Board Chair – Julie W Drawn by lot: 2 Delegates – Robyn D & Susan B 1 Board member – Tracy B |
|---|---|

Spiritual Goals for Conference

Why have goals for the Conference?

Having simple and clear goals that are mutually agreed upon creates a commitment from the participants that creates focus, commonality and accountability. Our Board acts as custodian of the Twelve Traditions and our Conference is the principal guarantor of Al-Anon's and Alateen's harmony and survival.

We are guided by the Traditions and Concepts of Service in our service work. The idea is that the goals would support and reinforce these foundations and the purpose of the Conference. They would be reminders of the spiritual nature of our organisation.

These particular goals

Focus on the spiritual aspect of our Conference encourages us to take responsibility for the partnership relationship of the members of the Conference and also for personal conduct. This goal supports practising the aspects of Knowledge-Based Decision-Making, open communication between leadership and membership, dialogue before deliberation, all decision-makers having common access to full information and existing in a culture of trust plus our practice of presuming goodwill.



Spiritual Goal 1

"That the spiritual tone of the Conference will prevail through mutual respect and acceptable conduct of its members."

Spiritual Goal 2

"Conference members will understand the purpose of Conference, the relationships within Conference and be able to articulate Conference decisions."

Spiritual Goal 3

"Knowing that our Higher Power is present in the expression of our group conscience and we will presume goodwill."

The above Spiritual Goals for Conference
were mutually agreed upon by all in attendance who confirmed to uphold them
throughout Conference.

Area Delegates' Reports

Area One

Lucy A

Area

Area One covers from Oamaru south taking in Dunedin, Queenstown, Alexandra, Gore, Maitua, and Invercargill. In total 11 AFG meetings, all meetings with GRs. Balclutha is closed but hoping to open again soon. An extra afternoon meeting is operating in Queenstown, a new meeting is almost underway in Wanaka and there are definite enquires about one in Oamaru. There are three approved AMIAS members waiting for meetings. This is my third year as the Area Delegate.

Assemblies

Dunedin (May), Southern Area Assembly Hokitika (June), Alexandra (Aug), Southern Area Assembly Methven (Nov), Invercargill (Nov), Southern Area Assembly Mosgiel (March).

Convention

January 2020 Christchurch. Great meeting, especially seeing the other Delegates and Board Members again. Fantastic meetings and loved Wellington members saying the Serenity Prayer in Te Reo Māori. The venue at the Convention was amazing and being able to continue with fellowship at the St Andrew's College Boarding House in the evenings and mornings was an added bonus

Group Visits

Maitua, Invercargill (Sat morning, Mon night, Wed night and Thurs night), Dunedin (Sun night and Fri lunchtime), Queenstown (Thurs night) Alexandra. That covers every meeting in a large geographic area. Many of the groups host shared speaker meetings with AA participation, movie nights, open meetings, fund-raising nights and our famous Area Serenity Weekend at Pounawea which I always attend.

Public Outreach

As an Area we have really put our heart and soul into this even though we still have no PO person appointed. I have organised a local newspaper interview, café drop-offs, PO evening (with food), visiting support groups e.g. Victim Support, open Christmas Party, hairdresser chats, Pee-Oh-The-Puppet, High School Liaison and Te Reo support for the Serenity Prayer.

Highlights

Convention 2020, already saving for 2021. It is always a highlight of my year. The 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 groups and personal donations. I am proud of the way Area One comes up with fund-raising ideas and that they are positive about giving to GSO. The recent Southern Area Assembly at Mosgiel was supported by 20 or more members with the Dunedin groups happily hosting as a pre-run to the TEAM meeting later in the year. I was delighted at the Convention when one of my Al-Anon Crochet Rugs sold to a member, who described it in her sharing.....*Like-Being - Wrapped-In-Al-Anon*. Glad someone else liked it!

Concerns

As in many areas, we continue to update contact information every Area Business meeting so that the important link between meetings>GRs>Business meetings>Area>Board is not lost. Often Board news and Area minutes are going to the wrong people! An on-going challenge! At the last Business Meeting we discussed the importance of communication so we will try again. We do have an issue with members avoiding service positions. As a result of this we are offering a Workshop highlighting the importance of these roles, reading the job-descriptions, question-time and the impact Service has on our own recovery.

Love-in-Al-Anon-Service

Lucy A

Area One Update and Comments

- ▲ The groups that have speaker meetings with AA participation were Bill W's birthday where Al-Anons speak and also Invercargill meeting had a late Christmas party in January and asked AAs to participate. They asked speakers to participate.
 - ▲ I make the crochet rugs for sale and a member at Convention bought one and shared it was like being "wrapped in Al-Anon!"
 - ▲ To get more people on board with service roles we are holding a workshop at the next Area Assembly on the different roles of Service. This was requested by the Area.
 - ▲ To expand on visiting the High School liaison, we approached the local High School to say we were available as support, went a second time with notice of Public meeting and gave out pamphlets. Told to come back as the need arises. For the te reo support request we had two local Māori AA gentlemen who came to two meetings to help us with the pronunciation of the Serenity Prayer in te reo Māori. They told us that it is better to have a go than not to try at all!
 - ▲ The movie night is a social event once a month, shared fellowship and food as we watch a movie, usually comedy. Have watched Lois and Bill's story "When love is not enough". Great
-

Area Two

Jessica H

Area Two covers a geographical region from Kaikōura, through Canterbury region down to Timaru. We have one AMIAS approved member and are hoping to have one more. Moving forward would like to see an Alateen Group start up in Christchurch.

Groups

Area Two has 11 meetings:

Nine meetings are spread through the Christchurch region (two of these are new, both are on the website).

One meeting in Lyttleton (new meeting) hope to be registered on website before end of March.

One meeting in Timaru.

Nine Group Representatives out of the 11 meetings.

Group Visits

I make regular visits around all the groups. As the Literature Coordinator I am able to take the literature to groups I visit and this is a good way for the groups to keep their literature libraries growing. Taking members to visit Timaru group has been rewarding for our members visiting. Timaru group has a very welcoming atmosphere (Woop Woop). Timaru GR has been struggling with one member in the group. We are currently working together, there are some personality dynamics happening. As Area Delegate I am making regular trips to Timaru to support the GR. I have suggested the GR hold a Group Inventory meeting with the group, using GN-8 notes in the KN17 as a guideline. Also to have the Al-Anon Spoken Here - Table Card (S-24) read out and starting with the meeting welcome from the Al-Anon/Alateen Service Manual (P-24/27).

Public Outreach

At present the Area does not have a Public Outreach Coordinator. The Area has been involved in Twelve Step Panel Talks to fourth year medical students. This is held one day of the month from March to October 2020. There are also other fellowships there. I am working and coordinating support with the GRs to have a member attend.

Area members attended a **Positive Aging Expo** which was held at a local high school on 3 September 2019. It was a great opportunity to talk with the public and spread Al-Anon's message and inviting individuals to meetings. The 0508 425266 number was readily available and we handed out meeting lists and pamphlets. I took the opportunity to connect with other services and to share and spread our message. Five members attended, it was a great day.

Assemblies

As Area Delegate I attended my first Assembly in Methven on 3 November 2019. The day was filled with lots of good solid recovery. We sold literature, which was great. I loaded the car and enjoyed travelling with members. Having members from other parts of NZ attend was great. I believe twenty attended.

Highlights

The highlight for me was being a part of the AA Convention that was held in Christchurch. As a Committee member I loved it. A great weekend of recovery.

I am nervously excited to be a part of conference as a Delegate this year. Lots and lots to learn? I know my personal growth will expand. This year is going to be awesome.

Summary

The Area has just nominated a Treasurer, which is great. I stepped up to Area Chair from November 2019 due to the member in this role having a medical issue, she resigned at our last Assembly meeting in February 2020.

Area Two has struggled with filling these service roles, currently do not have Public Outreach, Public Speaker, Area Chair. However I am confident we will overcome this hurdle and Area Two will grow as I am.

Area Two Update and Comments

- ▲ The Twelve Step Panel Talks were stopped due to COVID lockdown.
 - ▲ We had a member willing to become Area Chair but the Assembly was cancelled so the nomination will go to the August Assembly.
 - ▲ As there is no PO person I will utilise the 'shoulder tap' technique and with more support than before we hope to get a new PO person.
-

Area Three

Jason T

Area

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

Groups

We have 11 groups in our Area, covering all days of the week except Friday. Those groups are Many Voices One Journey, Lower Hutt Strength and Hope, Principles Above Personalities (Step 11 Meditation), Paths to Recovery, Courage to Change, Kapiti Wednesday, Wainuiomata AFG, Steps by the Sea, Saturday Serenity, Rocket Recovery Speaker Meeting and Al-Anon Works – Paraparaumu. Hope for Today Wairarapa disbanded in Nov 2019. Rocket Recovery Speaker Meeting launched in July 2019.

Highlights

The new Rocket Recovery Speaker meeting has been a highlight for the Area, an opportunity for members to hear a speaker share their story of working the Twelve Steps across a month of Sundays. This meeting has been well received and attended since its return.

The AA Convention in Christchurch was attended by a large contingent of over 12 members from Area Three and was a great source of fellowship and recovery.

Lois' 129th birthday was celebrated with a party which included several fun recovery-themed party games, good food, and a speaker recording of Lois and Bill. The fellowship was enjoyed by all who attended.

Our Area Committee have better aligned themselves with the service handbook by having one election assembly a year in November and staggering the service terms rather than all terms finishing around the same time.

Public Outreach

We have seen a large uptake of groups filling their public outreach positions, or GRs stepping up to participate in PO. The first event for our new Area PO Coordinator organised was the birthday party for Lois and several more events are in the works. A new outdoor PO banner has been sourced using the family in a bottle imagery.

Area Assemblies

The July Assembly was combined with AA and AFG Areas Four and Five in Palmerston North, with 21 attendees from Area Three. Our November Assembly had 23 and March Assembly had 18 attendees. Each Assembly has a workshop after a shared lunch. The business meeting follows the workshop and this agenda change has meant we have been able to attract more non-GR AFG members to participate. The GRs meeting is held 4 weeks before the assembly which has been very well attended and has helped with good attendance numbers in the Assemblies.

Group concerns

There have been some ongoing challenges with bank accounts. Our Area Treasurer has written a very good guideline document on options for banking which will be very helpful to our groups.

Some groups are finding business meetings challenging to chair. The Alternate Delegate and myself have offered to help, reminding GRs that the Delegate's role is to offer support with Group problems.

Covid-19 awareness has already shaped some groups' behaviours around abstaining from holding hands, discussions and planning to offer virtual meetings has begun in groups with the ability to remain autonomous in how their meetings run. At our recent Area business meeting we discussed Concept 9 'good personal leadership' to encourage meeting chairpersons to lead by example during this pandemic with a discussion about the elephant or 'virus' in the room, reminding members that they have choices.

Summary

With half of our Area Committee being new members we have been able to maintain the strength of the committee while allowing for healthy rotation of leadership with fresh members to expand on our capabilities and talents. The Public Outreach focus is encouraging and we look forward to how those efforts effect the next AA Convention which is in our area. The absence of a CRBM has been and will continue to be a challenge, particularly with events that have co-operation with AA eg: the upcoming AA Convention planning. Covid-19 will be a difficult period for members and groups, using technology we hope to support one another in a safe way.

Area Three Update and Comments

- ▲ All groups moved to online meetings quickly.
- ▲ Serenity weekend went ahead in May as a one day online event instead of a three day in person event.
- ▲ Institutions coordinator and committee have successfully held meetings in Arohata women's prison over the last 18 months until lockdown.
- ▲ Most groups have now moved back from online to in person meetings.
- ▲ Some groups maintained a holiday roster of Christmas to be sure all meetings remained open with at least two members present.
- ▲ Masterton group closed and were an orphan group for a while not following guidelines, long three hour meetings, no preamble or structure.
- ▲ Did I offer technology support outside of our Area? No but I am happy to assist.
- ▲ For our Lois' birthday event we got the recording of Bill and Lois from the Stepping Stones website www.steppingstones.org
- ▲ In order to stagger our Area Committee terms as per the handbook guidelines we extended some terms and shortened others so we now only have 1/3 of roles ending each year. We also enable the chairperson to appoint interim roles should a position become vacant unexpectedly.

- ▲ Getting meetings in prison started. Our committee all went through the prison visitors' process and were vetted to be able to do so and hold meetings. One prisoner has since been released and was able to be guided to a local meeting.
-

Area Four

Margaret J

Area Four covers the area from Gisborne in the north and Woodville to the south. Major cities in the Area are Gisborne, Napier and Hastings.

Gisborne holds their meeting on a Tuesday at 5.30 pm. Hastings holds their meeting on a Wednesday at 6.45pm. Napier's meeting is at 7.00pm on a Thursday (note the time change).

Highlights

Gisborne Group hosted the Assembly for the first time. Hastings and Napier had four members all travelling in one car for the day. Really good sharing was had in the two sharing meetings and our business meeting. All went well.

The Napier Group was looking likely to close down one night, being held open each week by two-three members attending. On that same night two newcomers turned up, the following week more newcomers came along. Now we have up to ten at our meetings. The newcomers have continued to attend.

Public Outreach

The Area has the pull up banner. It has been displayed at the Napier police station, and a Napier medical centre and the addiction centre. The Gisborne Group now have it to display. Doctors have been updated with the changed time to our meetings. Posters have also been placed in appropriate places, eg. Dove, CAB and Family Centre.

Assemblies

The Area has three Assemblies a year and share the hosting with the three groups with the next one in Hastings in July (date yet to be confirmed) and November will be in Napier. Last year in July at Hastings Assembly we were fortunate enough to have our Regional Board Member attend. Whenever possible members do try to attend AA Assemblies with Al-Anon participation each year. The Area has had a good year with our Groups growing, healthy and happy. The Gisborne Group has started an ACA meeting.

At one of our Napier meetings a member brought up Tradition Eleven in relation to Online and Social media, wondering if it could be possible to be added to the Tradition wording. It was discussed and agreed to take to Assembly. The topic was discussed at Assembly and all agreed that it would be a good question for the 'ask it basket' at Conference.

Area Four Update and Comments

- ▲ The Gisborne Group has started an (ACA) Adult Children of Alcoholics meeting.
 - ▲ Members are finding the 0508 number is working well. They encourage callers to come to a meeting, where help and support is from people who have good understanding of what they are going through.
 - ▲ DOVE is a non-profit organisation – Catholic Fellowship for Women
 - ▲ It is good having the Banner at the Police Station but so far we have not had any members from that source.
 - ▲ Due to present circumstances with meetings being held in a private home, and to keep ourselves safe, we are telling newcomers/members that we will let them know when the rooms are again available. In the meantime they are invited to ring me, and I keep in touch by phone.
-

Area Five

Patty J

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

| | | |
|--------------------------|-----------------------------|---------------------------------|
| Area Five current groups | 1 group in Palmerston North | Thursday evening |
| | 1 group in Whanganui | Friday midday |
| | 1 group in Hawera | Thursday evening |
| | 2 groups in New Plymouth | Monday evening, Thursday midday |

Groups have changed a little from last year. One group has closed in Whanganui (Tuesday evening). We have a new group in Hawera (Thursday evening) which started November 2019. They are finding difficulty attracting participants but in spite of that, thanks to one member's dedication they are still with us. A new group has started in New Plymouth (Thursday midday) providing a helpful balance with a day group and an evening group, convenient for choice of times for people. As Area Delegate I have visited both these new groups.

Assemblies

Area Five has held three Area Assemblies since last Conference in 2019.

1) Palmerston North in July 2019, as long standard practice we were invited to participate with AA Central Area coinciding when they hold their annual Area Business Conference. Al-Anon is invited to share their premises, with our separate spaces. We attended each other's sharing sessions, we hold our Business Meeting separately. At the end of the day we all gather together for the combined sharing time, chaired by a Central AA Area Representative and our Al-Anon Central Regional Board Member who has unfortunately since resigned due to work commitments. Each chairperson selected a person from their prospective program to share, averaging 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. There was also a public open meeting that evening where both groups shared their journeys. The Central AA Area covers the regions of Wellington to Gisborne/Napier so our Al-Anon Areas Three and Four are always included.

2) Our next Area Five Assembly was in November 2019 in Whanganui being our half-way meeting point for Palmerston and New Plymouth.

3) The third was held on 14 March this year, held in Whanganui again. At this Assembly as an Area Five we agreed to purchase the bottle banner, to be care-taken of by our Whanganui group. Coming up in July we will be combining again with AA Central Area holding our Area Assembly in Palmerston North.

Our Treasurer has resigned but we have that covered for the interim and a new Treasurer will step in at the end of the year. As an Area we are going to explore internet banking, as we are in the process of arranging new signatories for a change of Treasurer.

All Area Five positions are filled except for a Public Outreach Coordinator. There is at present still a small core group who attend our Assemblies, and every time there is a newcomer who has a taste of Assembly life. Every GR is in attendance regularly representing their group. At our last Assembly we were able to select an Alternate Area Delegate, who is from my home group, so I will be able to assist her next year. We have had to say good-bye to one of our valued members who had been serving as GR for Whanganui.

On Saturday 7 March, our Area was invited to participate at the Central Area AA Assembly, in Taranaki. Venue was Mamaku Centre, Inglewood. Hosted by Taranaki Intergroup. The AA theme was "I am responsible" so we adopted that same theme for our morning sharing and in the afternoon we shared about "What I am NOT Responsible for". At the end of the day the opportunity again to joint share with the AAs to relate our journeys. Members who had association with both AA and Al-Anon joined our sharing times, which was a bonus as not many Al-Anon people attended. One Al-Anon member from Whanganui came. Central AA people had travelled from as far afield as Wellington.

All groups were struggling with finding Sponsorship both 'personal and service'. In our New Plymouth group and at our last Assembly we discussed the idea of finding sponsors at occasions held at Forest Lakes (serenity weekends) or the larger areas such as Wellington/Auckland. In our New Plymouth group those of us who have attended longer have conveyed to newcomers our availability to sponsor and a couple have taken on board this offer. I was fortunate to obtain a format guide setting out how to proceed through each step from my former sponsor. I have made available these guides. I have asked a member in my group if she would sponsor me. An evening gathering on the importance of sponsorship would be an occasion to help newcomers understand this Al-Anon tool.

The Forest Lakes Serenity Weekend is coming up for Areas Three, Four and Five in May, which will have passed by before this conference.

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 the Editorial Team.

When the Hawera Group started, myself and another member were able to support the two members who started up in the same building where AA meet. It was a rather shabby space we all agreed, but I heard at the AA Assembly last weekend that it has been spruced up by a member, well done. It could also be deemed an earthquake risk in the near future; I do wish them the best at finding other premises.

Reflection:

In summing up I would judge from the reports of the Group Representatives that positions are held to maintain stability and each group have their core attendees, Palmerston North reported that they are growing. This is encouraging.

I wish to communicate better and help establish committees, when necessary, following the Al-Anon guideline manual. This includes all Area Assemblies and especially coming up again the much larger combined event shared with Central AA in Palmerston North in July. Talking about big events as quoted from the General Secretary's letter in March, "The Board have started the planning for Alcoholics Anonymous Convention with Al-Anon participation 2021 to be held in Palmerston North." Our Area Five.

"Progress not perfection" looking forward to this conference.

Area Five Update and Comments

- ▲ All the Area Five groups joined or held Zoom meetings while in lockdown.
 - ▲ The Area Assembly committee meeting was held with Zoom to arrange the upcoming Assembly in July.
 - ▲ In level two not everyone could meet in their usual buildings so some met in homes or restaurants.
 - ▲ There is no 2021 AA with Al-Anon Convention in Palmerston next year.
 - ▲ There is no Assembly combined with AA and Al-Anon in Palmerston 4 July 2020.
 - ▲ At the Central Area Assembly some responses for: "What I am Not Responsible For" were; behaviour of the alcoholic; other people's behaviour; other people's roles to avoid double headed management.
 - ▲ We will consider if the Alternate Area Delegate could be our next PO person.
 - ▲ To help with sponsorship the format guide setting out how to proceed through each step from my former sponsor has helped me, I feel they are legitimate and appropriate for Al-Anon.
-

Area Six

Karen J-C

Geographical Area

Area Six stretches from South of Auckland, Coromandel to Turangi.

Groups

| | |
|--------------------------------|-------------------|
| Tauranga Monday Night AFG | Monday 7.00pm |
| Hamilton Courage to Change AFG | Tuesday 3.30pm |
| Waihi AFG | Wednesday 10.45am |
| Rotorua Geyserland AFG | Thursday 7.30pm |
| Tamahere Hamilton Sunday AFG | Sunday 7.30pm |

Lone Members

Taumarunui and Whitianga

Alateen

We do not currently hold Alateen meetings. We have an AMAIS renewal and new application for our March Area Assembly in the hope of holding Alateen meetings in the future and being able to offer them during AA Convention with Al-Anon participation.

Highlights

- All Committee roles have been filled with the exception of GR for Hamilton.
- Group attendance at Tamahere, Hamilton, Tauranga, Waihi and Rotorua have all had cycles of increases in numbers.
- Assemblies have included workshops on Steps and also other topics.
- The Serenity Weekend in November was a wonderful weekend of fellowship and learning. Many participants had attended previous Serenity Weekends but there were many who were attending for the first time. The Serenity Weekend Committee and Area Six Committee shared responsibilities and all attendees shared tasks and contributed openly throughout their time. For the next Serenity Weekend we will need to increase our registration slightly as we were just short of our break even amount after all expenses paid and deposit returned to the Area.
- Waihi AFG is hosting our first Assembly of 2020, they now have the resources and numbers to be able to do this.

Public Outreach

We now have a Public Outreach member on our Committee, who has approached healthcare services and ensured our details are on their database. His next project is literature to give to interested organisations/ individuals.

Area Assemblies, workshops and numbers attending

Steps One, Two and Three - Steps Four, Five and Six - Steps Seven, Eight and Nine were covered during our three Assemblies and we also held topical workshops - Self-care, Alcoholism and Relationships and our first workshop of 2020 will be Boundaries.

Numbers have been twelve, six and ten. Now that we have a full committee we expect these numbers to be more stable.

Area Six is working on awareness of structures within groups, Area, Board, GSO and worldwide, and our direction as an Area. New bank policies are to be dealt with early this year, having a full committee makes this a lot easier. A member is investigating the possibility of opening a meeting in Whakatane. Hamilton Courage to Change have had the challenge of rent increase and finding new premises.

I look forward to lots of learning and fellowship on my journey as the new Area Six Delegate.

Area Six Update and Comments

- ▲ Delegates' meeting on first night was very helpful, other Areas have similar challenges.
 - ▲ Service positions are full except GR for Hamilton, but there are often up to three members absent at Area Assemblies.
 - ▲ The Public Outreach Survey we completed prior to Conference made me very aware that Public Outreach is not currently active in Area Six.
 - ▲ Last Area Assembly was cancelled due to lockdown. Offer of virtual meeting was not accepted.
 - ▲ Next Assembly is 26 July in Tamahere, we will also look at a Serenity Weekend Committee for 2021.
 - ▲ New Whakatane meeting not currently progressing.
 - ▲ There may be a new meeting in Tauranga.
 - ▲ After much planning and effort on the part of our Area Treasurer, Sarah, we now have our new online banking and signatories completed with ANZ. We have four authorised people; Chair, Treasurer, Secretary and Area Delegate. Three can complete transactions and only two existing members are required to make future changes to people authorised on the account.
 - ▲ We obtained a new member through the toll-free number during lockdown.
 - ▲ Several groups set up Zoom meetings during lockdown, one group used a personal Zoom account, so the meeting was not made public, just by invitation. One group met online twice per week instead of their usual one meeting.
 - ▲ Our Public Outreach had consisted of giving details to healthcare services by our Public Outreach Coordinator.
 - ▲ We have not had a response from contact with our lone members.
 - ▲ One member attended the AA Convention in Christchurch.
 - ▲ Topics for workshops at Assemblies have been from Reaching for Personal Freedom and online. (Other delegates would like copies.)
-

Area Seven

Robyn D

Area Seven covers from the Bombay Hills south of Auckland to the south side of Dominion Road in central Auckland. We have 12 groups, one of which is an Alateen group and an Intergroup, which was recently changed to the first Wednesday of the month. This made our meeting on the 4th March, our first opportunity to celebrate Lois birthday.

Alateen

There are three regular Alateen members over the last quarter with a few new attendees. There are currently eight AMAIS regularly turning up as part of a roster, four AMIAS renewals and one new AMIAS, waiting for her police approval. The Alateen Coordinator was disappointed there were no provision for Alateen meetings at the recent AA Convention with Al-Anon participation, held in Christchurch. Potential Alateen members were seen at the weekend and there was nothing set up to welcome them. Area Seven is pleased to now have allocated budget money for Alateen members wanting to attend Assemblies and Conventions, where the registration fee can be a deterrent for them to attend these events. The Coordinator has requested all group representatives mention Alateen as part of the closing and asks for volunteers to become AMIAS.

Highlights

As Delegate I feel well supported with a great sense of unity and fellowship. At our recent Assembly there was much discussion initiated from a group report, around NZAGSO's request for notification of groups closing over the holidays. We would like it to be more in line with the Al-Anon declaration and request a review of the wording. This all came about when a newcomer to a meeting asked why Al-Anon meetings close during the holidays, "the alcoholic doesn't stop in the holidays". This followed further Area Committee discussion and what came out of it was that the present wording around closing over the holiday and letting NZAGSO know when groups are closely almost encourages groups to close and doesn't fit with our declaration, to be open for when a potential newcomer

reaches out for help. Many groups receive newcomers over the November/December/January, a time when things become unmanageable for families.

Group activities

A quiet start to the year; Manurewa luncheon's 36th birthday was celebrated with a high tea, members brought a plate and paid \$5. This was well supported with a trading table and they raised \$171. 'Who am I' weekend is set for 18th-20th March, and is now filled with a waitlist.

Public outreach

Four groups: Sunday Sharing, Steps to Recovery, How Al-Anon Works, and Tuesday Steps to Recovery contribute regularly financially to placing an ad in the Central Leader, once every 3 months. The opportunity came up at the beginning of last quarter for an article to be attached to the person in the bottle picture. I have brought the newspaper version with me if anyone is interested.

Area Assemblies

I attended my first Area Assembly as Delegate, with 27 people present. The Pop up meeting concept is up for a revival. We have had previous success with this concept and there has been some discussion around starting a new group in Pukekohe. We are currently planning "a pop up" workshop at our next Assembly to help facilitate a new Pukekohe meeting. We have a few outstanding service positions. The Public Outreach Coordinator role remains unfilled but we have a small team of three, now five members. We are trying to create a new Alternate secretary role which is not currently filled. Our highlights editor has stepped down and we have a temporary replacement till May. Area Seven is purchasing a Serenity Prayer in Te Reo Māori banner from AA.

Concerns

NRBM steps down in June, no likely nominations from Area Seven at this stage.

Goals - At the Area Assembly I spoke about setting goals for the Delegate's role for the three years I will spend in this position.

1. To support groups and encourage members to step up into service roles.
2. To increase diversity and inclusion
3. To support public outreach activities of the groups. Each group is encouraged to have a PO person.

Area Seven Update and Comments

- ▲ On this side of lock down, there are a few more members interested in supporting a new Pukekohe group to get started.
- ▲ The Remuera "Pop up" group has become a permanent group now. Just before we locked down, other members stepped into the GR and Alt GR role so the initial members who set up the group and filled the roles have now been able to step down.
- ▲ As diversity and inclusion is one of my goals, I intend to be welcoming and involving all members and potential members. Greeting and involving the person that is quiet and in the background, showing acceptance.
- ▲ There is no Public Outreach Coordinator at present. We do have a committee of five people and the Alternate Delegate is currently chairing the committee. There are a few strong groups with many public outreach initiatives underway. Not only are we looking for a public outreach coordinator we are also encouraging each group to have a public outreach coordinator for their group.
- ▲ For the Public outreach Zoom meeting mentioned we had three members attend a Zoom meeting with the Auckland Medical school, three training doctors doing their Population Health intensive week, our topic was Foetal Alcohol Syndrome. One member communicated with the med school and received the link, forwarding to the other two members and the students and members joined the meeting at the allocated time. Each member offers their experience, strength and hope. We spoke about the devastating effects on the family, husband, other children, grandparents.
- ▲ For Alateen we currently have nine AMAIS members. Two members are rostered for each week for the Alateen meeting.
- ▲ The Area 7 "Who am I" weekend, went ahead with fewer members a week before going into level 4 lockdown.

Area Eight

Susan B

Area Eight comprises all of Auckland west of Dominion Rd and the rest of New Zealand north of the Auckland Harbour Bridge.

Groups

- Thirteen Al-Anon Family Groups and two Alateen groups (15 groups in total).
- Steps Through Traditions AFG in Kaitia has closed.

Alateen

- AMIAS: 14 approved in Area Eight.
- Browns Bay Alateen: Six AMIAS on roster, only one or two occasional attendees.
- Red Beach Trust Alateen: Has access to seven AMIAS from Red Beach Group should any Alateens turn up. No Alateens in the past year.

Highlights

- Our Serenity Weekend held at the Mary McKillop Centre in Mission Bay last September, was a big success. A Recovery Day through the medium of art is proposed for October 2020.
- Our new committee structure is functioning well, all roles are filled except for the Alateen coordinator. The Alternate Delegate is stepping in for the moment.
- There was Al-Anon and Alateen participation in the AA Northern Area Assembly in Henderson last November and in Whangarei on 14 March 2020. Both very successful events.
- We fundraise regularly at Assemblies and other Al-Anon events.

Public Outreach

Our new coordinator is enthusiastic and forward thinking. Members of a sub-committee organise rosters for organisations that request Al-Anon speakers. Public Outreach also includes:

- A stall at the Big Gay Out on 9 Feb 2020. Pamphlets were free to take and a member organised a bowl of resent-MINTS to encourage the public to notice our message!
- Supplying literature to Victim Support and other organisations or professionals.
- Speakers for Community Drug and Alcohol Service (CADS) meetings which often results in new Al-Anon members
- A roster of members attend the Alcohol and Other Drug Treatment Court in Henderson. They approach Family and Friends of offenders outside the courtroom and offer Al-Anon literature.
- The new national toll free phone number is being advertised on all public outreach literature.
- The Area Eight Committee provided all groups in Area Eight with a Public Outreach pack which included a number of posters and pamphlets for distribution throughout their communities.

Area Assemblies

- Four assemblies a year, two held in Pt Chevalier and from August 2020, two in Orewa. This will mean less travel time for the Northern groups and makes it easier for them to attend.
- A GR meeting to discuss issues and share information occurs for 30 minutes prior to Assemblies.
- Workshops were included in three of the four assemblies. It has been found that workshops in the form of skits are engaging and fun and help us all remember the message being delivered.

Concerns

- Constant need to emphasise the importance of GRs or Alternate GRs attending Assemblies.
- Many groups do not have a member responsible for organising public outreach in their area.
- Concerns have been raised about a group that is experiencing dominance and other 'unhealthy' behaviours. For discussion at the next Committee meeting.

2019-2020 has seen a steady attendance at our monthly Intergroup Speakers meetings. Our monthly Highlights newsletter (with Area Seven) continues to provide up to date information to members. The committee has several

new members which means more ideas and enthusiasm. Finally, many of us are encouraging members to consider saving up to attend the Al-Anon Convention in Albuquerque, USA, in 2023 for the best Al-Anon experience ever!

Area Eight Update and Comments

- ▲ The Kaitia group advised that they have closed: This was a group that I (and previous Delegates) had been concerned about due to a history of reports that outside literature was being used, there was dominance and anonymity of members was compromised.
 - ▲ Resignation of Area 8 Public Outreach Coordinator was unfortunate: This member was doing a great job, very enthusiastic and energetic. Unfortunately, there was a traumatic event within her family and she has stepped down. We are actively looking for a replacement.
 - ▲ Alateen KBDM: Some members and AMIAS in Area Eight have long been concerned about very low and in some cases, zero, attendance at Alateen meetings. With the advent of online Al-Anon meetings due to Covid 19 lockdown and the knowledge that Area Seven had set up an online meeting (only for their Alateens), we wondered why an Area Eight meeting couldn't be held online if all the necessary safeguards were in place, plus we reasoned this may be a way to boost Alateen attendance as today's teens already live in a digital world. Since the KBDM paper was written we have discovered that there are many Alateen groups in the USA that have moved to online meetings so they can continue during their lockdown.
 - ▲ Combined Area Seven and Eight Committees are setting up a small PO task force.
 - ▲ Intergroup Speakers meetings April and May and May Assembly were cancelled.
 - ▲ There were PO Speakers organised for Victim Support volunteers meeting on July 29th, North Shore Police Centre.
 - ▲ Many groups set up online meetings during lockdown. These proved very successful.
-

Area Nine

Marguerite B

Area Nine stretchers from Hokitika on the Westcoast through Nelson/Tasman regions to Blenheim in Marlborough. Our groups are Greymouth, Hokitika, Nelson Wednesday, Nelson Monday night, Nelson Friday, Golden Bay and Blenheim. We have also several loners registered. Nelson Thursday Steps meeting has closed.

Highlights

We are in the process of organising another Serenity Weekend at Marahau, which is at the gateway to Abel Tasman National Park. This will be in conjunction with our November Assembly on 6-7 November. We will have Serenity activities from mid Friday afternoon through to Sunday afternoon with the business meetings being held on Saturday morning between 9am and 12 noon. A highlight for me was attending the AA Convention in Christchurch, it was great catching up with everyone and the meetings were awesome.

Public Outreach

We continue to attend the Nelson Community and Whānau meetings as these meetings are a great place to network with other not-for-profit organisations. We are looking to book a time slot to speak again at this meeting. In Nelson we have a committee who are doing public outreach. They recently had an interview with our local free paper 'The Leader' for an article that I hope will be published very shortly (March). They have several organisations in the pipeline to go along and speak at their staff meetings. When I visited the Golden Bay meeting, I agreed that we would go along to speak to their medical clinic as Golden Bay is a small community and they did not want to break their anonymity by speaking there themselves.

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. These are going well but at times numbers are getting smaller. I hope the Serenity meeting combined with the Assembly meetings will help improve our numbers.

AA Assembly with Al-Anon Participation

I had planned to attend the AA Assembly in Greymouth/Hokitika area weather permitting. This was not possible as I was not prepared to travel alone with the road conditions and driving on unfamiliar roads in these conditions. I was in Timaru for a few weeks at the time.

Concerns in Our Area

A recent concern at a Nelson meeting was with a person who had been stalking an existing member and her daughter (who is in AA). This person knowing full well when the meeting was and who was at it, turned up and the members decided to refuse him entry and lock the door. He was extremely irate, and the meeting felt it was a safety issue. He had phoned up our 0508 line to enquire about meetings and phoned back to complain. He also contacted a male member a few days later. I found out later the police were looking for him to serve an order on him. This has been done. After talking to my service sponsor who also got advice, I advised our member to go to police which she has done. I did offer to accompany her, but she declined. We held an inventory/business meeting the following week and the group conscience decided that when it is a safety issue and if this happens again the meeting would do the same thing and phone the police. He did not come the following week, but our member's daughter attended (she qualifies as a dual member) which made the venue off limits for him.

Conclusion

In general, we've had a good year with some meeting numbers getting stronger and doing more service. Having another TEAM event is still being discussed and members are looking for ways to include a TEAM event in our calendar.

Area Nine Update and Comments

- ▲ The Area had a Group organise a movie night showing the Lois and Bill movie borrowed from Melda.
- ▲ After last year's Conference I shoulder tapped my Alternate Area Delegate to step up to do the Public Outreach for Area Nine and she stepped up to this position.
- ▲ The photo shoot for the article in the Leader newspaper, was held up by Covid 19. (This has since been done and will be published this week.)
- ▲ The threatening person at the meeting may have moved to another meeting in the area and concerns were still there. Members will consider writing about the incident for the Messenger to share – keeping meetings safe.
- ▲ During Covid 19 Lockdown there were several online meetings in our area. My home group even had a new member join the meeting after talking to an existing Al-Anon member about joining. The referral for this new member came from an AA member.
- ▲ These the Community and Whānau meetings are held monthly. They are a great way to network with organisations that help at risk people in our community who are affected by alcohol. Many did not know about Al-Anon Family Groups and how they work. These meetings also give us opportunities to go and speak to these groups when they have staff meetings in their own organisations.

Delegates' Points Discussed

Lots of useful points came from these discussions, this is a summary of the discussion:

1. How we build healthy service structure and participation within NZ?

- ✓ Use the handbooks, explain and use the structure - the answers are all there.
- ✓ Don't misquote the literature, do your homework before you give suggestions.
- ✓ Let service be seen as being fun and healthy, show your personality and how it has developed.
- ✓ When you 'shoulder tap', do it enthusiastically and specify what you see in them and how they can contribute, acknowledge their strengths and encourage their participation.
- ✓ Let members know it is not scary, 'you can do this', you are clever enough to have a go.
- ✓ You get back twice what you put into service.
- ✓ Work the Steps, that is where the personal growth is and this allows us to do service confidently.
- ✓ Focus on succession planning – who is going to do my role next? How do I get that person into the seat in a kind and gentle way before I move to another role?
- ✓ Support members in service, show your appreciation for what they do by being there at Assemblies, volunteering where you can, participate in organised events, talk to them, encourage them, openly thank them for their specific skills and talents.
- ✓ Offer new members support by sitting with them when chairing for the first time.
- ✓ Hang around with the winners, branch out to different meetings.
- ✓ Be patient, good things can take time but are worth the wait.
- ✓ Doing group inventories builds healthy groups, rotate chairing, record decisions made for those that are not there.
- ✓ Get and use a Service Sponsor.
- ✓ Don't try to re-invent the wheel, there is 70 years of wisdom in the program, seek it and use it.
- ✓ Just say 'YES!' Concept Four – Participation is the key to harmony.



2. How to strengthen and grow PO activities within NZ?

- ✓ Lead by example, show what to do not just talk about it.
- ✓ PO WhatsApp is good medium to use to connect with others, hear others' experiences, what's working, what's not – join yourself and get others to join – Download the App then contact National PO Coordinator who will join you in the Group.
- ✓ Encourage your sponsees to get involved, do something together.
- ✓ Use the resources available on NZ website, P90 Best of Public Outreach on WSO website, the National PO Coordinator and others' experience, strength and hope.
- ✓ Article in local paper with a member's story.
- ✓ Don't let an opportunity go by.
- ✓ Promote NZ website, WSO website media links to Facebook and Twitter etc

Literature Review

Liz A-S

Tradition 7 Pamphlet (SN-21)

- ✦ The SN-21 has been reviewed by the Literature Committee
- ✦ Very little has changed - you'll have seen the copy in the brochure
- ✦ Contact information was updated
- ✦ An extraneous hyphen was removed
- ✦ All exciting stuff.... 😊



Changes to the 2020 version of the Handbook

- ✦ Updated the edition dates, addresses
- ✦ An extensive restructure of the 'Areas' section which includes defining key terms and adopting a consistent use of references to define terms. (Specifically in this section, "meetings", "assemblies" and "Area Assemblies" are now all referred to as "Area Assemblies".
- ✦ Appropriately recording the protocol required for invitations for NZAFG to cooperate with AA at National AA events in NZ
- ✦ Incorporating the following Guidelines....



We managed to review the following Guidelines to incorporate:

- | | |
|--|--|
| ✦ GN-1 (Members Interested in Speaking) | ✦ GN-35 (Al-Anon Guidelines for Al-Anon Member Involved in Alateen Service) |
| ✦ GN-5 (Alateen Meetings in School) | ✦ PGN-14 (Starting an Alateen Group) |
| ✦ GN8 (Taking a Group Inventory) | ✦ GN-3 (Al-Anon/Alateen Participating in AA Conventions) |
| ✦ GN-11 (Group Representative) | ✦ GN-3a (Al-Anon/Alateen Participating in AA Assemblies) |
| ✦ GN-13 (Suggested Programmes for Al-Anon/Alateen Meetings) | ✦ GN-3b (Chairing Al-Anon Meetings at AA Conventions and AA Assemblies) |
| ✦ GN-15 (District Meetings) | ✦ CN-14 (Editorial Committee Guideline) |
| ✦ GN-24 (Area Alateen Coordinators) | |



The process...

- ▲ Reviewed and researched potential ways to incorporate the Guidelines into the Handbook, with provision to enable separate printing of Guidelines.
- ▲ NB: We learnt the most efficient way to enable our Guidelines to be incorporated for continual review in the Handbook, and to allow the Fellowship to download a pdf. copy straight from their Handbook online, is careful formatting. (We will as the Handbook review continues, consider having our most printed guidelines start on a new page).

- ▲ Read the New Zealand and US version of each Guideline
- ▲ Reviewed relevant material and summarised where appropriate
- ▲ Discussed in Literature Committee meeting
- ▲ Identified suitable placing for material in the Handbook
- ▲ Took to Board to get Board feedback and approval to present to Conference

To Update the Area Descriptions

- ▲ Gathered feedback from all the groups through email to the Delegates
- ▲ As a result, we updated the text to reflect an Area Committee Member to ideally have worked the 12 Steps and to have a Service Sponsor.

Thank you! Your participation (Concept Four) in answering our questions are helping our service leaders of the future (Concept Nine)

Motion

"That NZASC 2020 approves that NZAGSB may make routine housekeeping changes to documents previously approved by NZASC where necessary to update addresses and telephone numbers and to correct obvious typographical, punctuation and grammatical errors without changing the focus, audience or intent of the documents"

CARRIED

Motion

"That NZASC 2020 approves the proposed amended AMIAS Profile Form"

CARRIED

Motion

"That NZASC 2020 approves the proposed amended SN-21" (Tradition 7 Pamphlet)

CARRIED

Motion

"That NZASC 2020 approves the proposed NZ Al-Anon/Alateen Service Handbook 2020"

CARRIED

Motion

"That NZASC approves the removal of the Guidelines that have been incorporated into the Handbook from the KN-17 NZ AL-Anon Service Guidelines"

CARRIED

RBM Nominations

A RBM does not represent a Region, but brings an overall viewpoint from the membership with the Region. RBMs service to their regions is to aid in communication and understanding of service-related matters. They are a member of the NZAGSB.

RBM Nominating Committees (See p48-49 NZ Handbook 2019)

| | |
|---|---|
| <u>NRBM 2020</u> Area Six – Karen J-C Area Seven – Robyn D Area Eight – Susan B Board Chair – Julie W Drawn by lot: 2 Delegates – Marguerite B & Margaret J 1 Board member – Melda T | <u>SRBM 2020</u> Area One – Lucy A Area Two – Jess H Area Nine – Marguerite B Board Chair – Julie W Drawn by lot: 2 Delegates – Robyn D & Susan B 1 Board member – Tracy B |
|---|---|

Motion:

“That Tracy B is voted in the position of Northern Regional Board Member”

CARRIED

Motion:

“That Sarah R is voted in the position of Southern Regional Board Member”

CARRIED

KBDM General Secretary Trial Review

John B

1. What do we know about our members (and prospective members') needs, wants and preferences relevant to this issue?
 - The position of General Secretary was disestablished in the 2012 review of NZAGSO. Prior to the re-structure of NZAGSO, the General Secretary was a paid position and had been for many years. Prior to the restructure the General Secretary managed the office and staff, was a member on the executive/budget committee and was an ad hoc member of all other Selected Committees.
 - NZASC 2014, following feedback which indicated "that there is a definite need to have a person as General Secretary", passed the following motions:
 1. "That the role of the General Secretary for AFGNZ be a voluntary role for a term of 3 years and the appointee may serve two consecutive terms."
 2. "That the role of General Secretary for AFGNZ be for a trial period of 6 years."
 - Arnold H was appointed General Secretary 2015 – 2018 and John B, 2018 -2020.
 - The General Secretary is the NZAFG contact with WSO and has access for NZAFG to the WSO "AFG Connects" web page.
 - When members of the NZ fellowship have contact with NZAGSO it is most commonly with the Office Manager.
2. What do we know about our resources and our vision for our fellowship that are relevant to this issue?
 - The position of General Secretary was disestablished in 2012 by NZAGSB because of the precarious financial position of NZAFG at that time and the need for a better management model to serve the needs of NZAGSB and the fellowship.
 - NZAFG's financial position has since greatly improved through the reduction in costs and the generosity of our fellowship.
 - The fellowship's and the NZAGSB's needs are being met by the current structure.
3. What do we know about our "culture" and "environment" that is relevant to this discussion? Will our decision be consistent with our principles, policies, and legacies (the Twelve Steps, Traditions, and Concepts)? What are the implications of our choices? What are all of the pros and cons?
 - Some guidelines were prepared for the new General Secretary no doubt based on historical functions of the paid General Secretary.
 - It would be fair to say the General Secretary because of the requirement to have served for 10 years, brings a wealth of knowledge to the current sitting Board.
 - The current General Secretary is effectively a minute taker, which leaves the Board free to carry out their role of governance, is the contact for TEAM events which isn't overly onerous and generally communicates with the WSO on behalf of the NZAGSB where appropriate and prepares the Board newsletter after each Board meeting for the fellowship.
 - Is ex officio by choice entitled to sit on Selected Committees of his/her choice.

The General Secretary's responsibilities as set out in the role description in the NZASC 2014 Summary:

- Support effective functioning of the Executive/Budget Committee and Board working with each in preparation of the agenda.
- Work with the selected Committee Chairpersons in helping see their roles and functions and act as a guiding force.
- A member of the Executive Budget Committee and an ex-officio member of the selected committees.
- Attend NZ Al-Anon Service Conference with an Annual Report for inclusion in the Conference Brochure (report to be presented to the Board before Conference).

- Serves as the initial contact between WSO and the General Service Office (GSO) 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 of GSO).
- Ensures the confidentiality of the fellowship records within the General Secretary's control.
- Will be responsible for taking the Board minutes and keeping of the official record.

Actual

- Respective NZAGSB chairs to date have worked the agendas.
- I am not aware of any instance where Selected Committee Chairpersons have sought help or guidance from the General Secretary.
- It has been suggested that the presence of the General Secretary and NZAGSB Chairperson on the Executive Budget Committee and Selected Committees as to date NZAGSB representation on some committees has been top heavy.
- Sees the Agenda from the Executive/Budget Committee.
- Is a member of the Literature Committee and attends all Executive/Budget Committee meetings by phone.
- Attends NZASC.
- Receives and deals with communications from WSO.
- Presents an Annual Report for inclusion in the NZASC Brochure - the requirement for this report might be deleted on the basis that all of the Selected Committee Chairpersons report all relevant information.
- Assists with correspondence when requested by the Office Manager.
- Takes the minutes of the NZAGSB meetings.
- Prepares the NZAGSB newsletter after each NZAGSB meeting for distribution to the RBMs, Area delegates and NZAGSB members.
- Is the intermediary for TEAM events.

Pros

- The current model works

Cons

- Greater use could be made of the General Secretary.
- There is a minimal cost of bringing the General Secretary to NZAGSB meetings and NZASC.
- The General Secretary's ability to actively participate in NZAGSB meetings is limited by the need to focus on taking the minutes.

4. What are the ethical implications of our choices? Would we be practicing our "principles in all our affairs"?
YES - we believe that the role is worthwhile and should continue.
5. What do we wish we knew, but don't?
 - If the General Secretary position wasn't continued would NZAGSB still function well with NZAGSB members having to take minutes on a rostered basis (as was done previously before General Secretary position re-established)?
 - When the current long time NZAGSB members rotate off would the role then become more vital?
 - Could the office manager be the conduit between GSO and WSO?

Motion:

"That the position of General Secretary become a permanent member of the NZAGSB."

CARRIED

Annual Accounts and Budget

Rana S

Refer to Treasurers Report and proposed Budget later in the Summary.



Motion

“That the NZAGSO 2019/2020 annual financial accounts be accepted”

CARRIED

The presented Budget was produced in March this year. These are unprecedented times and it was too difficult to rebuild a budget for the unpredicted future. We will continue with the 2021 Budget. It looks like it has a horrible loss which probably won't matter as we will come out okay. The Board can work with this and money not spent will be held. The Government wage subsidy was not applied for as finances were in a good position so AI-Anon would probably not qualify. See the presented Budget later in the Summary.

Thanks were given to Rana for her amazing service with the finances and thanks go to the fellowship for giving her the money to play with.

Budget 2020/2021

- Profit and Loss (Yearly Action)
- Income (IN) \$75,497
- Expenses (OUT) \$89,621
- **Loss (OUTCOME) \$14,124**
- DONATIONS \$54,889
- Based on 79 groups, 613 members, \$1.70 per member per week (to NZAGSO).

Budget 2020/2021 - ASSUMPTIONS

Included many assumptions

- No Lockdown
- Face to Face Conference Expenses
- Cutting Edge 2020 Expenses
- IAGSM Expenses (2 Delegates)
- Increased Personal Donations

Uncharted Waters



Motion

"That the NZAGSO 2020/2021 annual budget be accepted"

CARRIED

What Can You Take To Your Area?

- There is a spiritual solution
- Groups & Areas need a budget (including donations)
- We pray for \$1.70 per member per week, to NZAGSO
- Sustainability is the key (and that comes from consistency)
- Consider Automatic Payment

Website

Rana S

We were taken on a journey through the NZAFG Website History with pictures of the previous two websites – 2004, 2011 (rebranded in 2015) plus a tour of the new 2019 website. See NZAFG Website Report later in Summary.

NEW WEBSITE IMPLEMENTED

Implemented 15 August 2019

What did it take

- Approximately \$6,300
- Many hours of volunteer work (over 100 at a guess)

What does the fellowship get?

- Responsive design
- More attractive to potential new members
- Geolocating Map (Hopefully)
- Better Statistics (Analytics)
- Better security on the web

WEBSITE STATISTICS

Google Analytics Insights

- 87% of users are from NZ
- Most Popular Pages:
 - Meetings page
 - Home page
 - Common Questions page
 - Shop
- 57% are visiting from a Mobile device
- 80% of users were new users and 20% are returning visitors (average duration of 2-2.5 minutes)
- 47% of literature through the online shop
- How visitors get to the NZAFG website
 - **76% of users searching "organically" (ie for "Al-Anon", "Alanon")**
 - 17% are arriving using the web address (mostly likely members)
 - 3% are coming from another website (eg cab.org.nz)
 - <2.5% are coming from social media (99% Facebook, the rest are Twitter)



al-anon.org.nz



NZ Public Outreach Survey



This is what we have discovered:

| | | |
|--|-------|------|
| • We participate in Public Outreach | Yes 8 | No 1 |
| • We have an Area PO Committee | Yes 3 | No 6 |
| • I have read the PO online Tool (P90) | Yes 6 | No 3 |
| • I encourage others to read and use the P90 | Yes 7 | No 2 |

Our most recent PO as an Area was:

- Invited members of public to a speaker meeting
- Visited Women's Refuge
- Letters to local Doctors
- ESTA – 5 years ago
- Giving contact information to Health Services
- Med School Virtual meeting
- Big Gay Out
- Attendance at Positive Aging Expo
- Lois Birthday Celebration
- Attending Community & Whānau meetings
- Local newspaper article

It was a success because:

- We chose vibrant, out-going speakers
- Lots of questions asked
- Doctors able to let patients know where help is available.
- Well organised. Volunteers turned up to help
- A chance to network and set up speaking opportunities
- A new member
- Innovative different celebration event e.g. recovery-based games, pin the tail on Bill, interactive recovery questions, recording played of Lois and Bill

My favourite Public Outreach tool is:

- Pee Oh- the –puppet
- Pull-up banner
- NZ AFG Website
- Pamphlets
- AFG members sharing the ESH
- Co Operating with AA

- Local members
- The Best of Public Outreach (P-90)

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

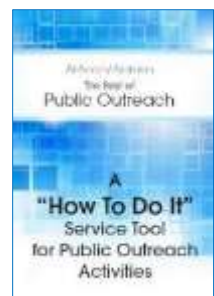
- Some 8
- None 1
- All
- What are they? Pull-up banner, community billboards, postcards, posters, tear-off phone numbers on posters

How are they using them?

- Info inside Foyers— Hospital, Library, Dr's, Info Centers, S.I.T.
- Pull-up Banner
- Signs at venue
- Banners at Assemblies
- Large community billboards
- Postcard size like by a few groups
- Posters at public places
- Pull off tabs
- Meeting location direction signs
- Large outdoor canvas sign

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

- Work on places/people where WE visit. E.g. Cafés, hairdresser
- Encouraging our Area to have a PO Co Ordinator
- Placing pull-up banners in Health care center and Police Station
- Info in all waiting rooms of every helping agency
- Combined Area task force focusing on GP's, updating contacts. Victim Support
- More exposure of AFG in all types of media
- PO talked about at our meetings and what plans they have for Public Outreach
- Contacting more organisations to provide speakers/literature
- QR codes on posters to website and videos, videos from the public outreach website
- Approaching the groups who have shown interest and setting up speaking opportunities at their staff meetings



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

- Display at S.I.T.
- Participating at AA/Al-Anon combined meetings and Assemblies.
- Pull-up banner at our local Police station
- "Pop Up" Meetings
- Providing every group in the area with a PO Pack, that included: posters, AFA Magazines, Pamphlets, stickers with new PO phone number on them
- 12 step panel talks
- Large outdoor billboard outside the Wellington railway station for the AA Convention public meeting

It was a success because:

- Attractive table, free giveaways and literature
- Consistency
- Prompted Police to find out more about AFG
- Support of loved ones in the AA Fellowship
- Team effort, attraction into serviced and unity
- Groups very enthusiastic and proactive about getting resources out into the community
- Members shared their E.S.H
- High traffic, high exposure through the Christmas period

Public Outreach - Workshop

Tracy B

Tracy lead us through groups to roleplay the art of open-ended questions when communicating both within the fellowship and when having the opportunity to reach out to those in need of Al-Anon, opening them up to share information.



A skit about *The Committee in Jane's Head*

Eight members were asked to be the cast and to provide their own resources/props and to wear something that reflects the emotion/character they played. The fun and laughter came as the play enacted what was going on inside Jane's head portraying the following emotions:

Control issues – dressed in suit, jacket and tie with bossy voice

Anger – devil mask with loud scary voice

Fear – dark scarf covering face with soft distressed voice

Depression – dressed in black with black wig with voice of doom and gloom

Insecurity – mask, face shield, glasses with worried voice of self-doubt

Denial – paper bag over head rejecting all participation

Mr Alcoholism – stern Boss man with commanding voice

Serenity – dressed in white with flashy pink fascinator with voice of calm authority

Watch out it may be coming to an Area near you.

This resource is available through your Delegate or the National Public Outreach Coordinator.

NZASC Theme 2021

The Theme chosen for the NZ Al-Anon Service Conference in June 2021.

Action is attrACTion – there is no growth in the comfort zone

NZASC Goal 2020/2021

The Goal that Delegates and Board members chose to take from the 2020 General Service Conference as a guide for service until the next Conference.

To inspire and excite members into service

AA Convention Theme 2021

At the time of conference there was notification that this event was cancelled due COVID-19 restrictions.

Ask it Basket Question

John B

Question

At one of our Napier meetings a member brought up Tradition 11 to online and social media wondering if it would be possible to be added to the wording of the Tradition.

Tradition 11

Tradition 11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, films and TV. We need guard with special care the anonymity of all AA members.

Answer

Al-Anon World Service Conference Charter – 3.d. No changes are to be made in the Al-Anon or Alateen Traditions, the Steps, the Concepts of Service (except the descriptive text), or the General Warranties of the Conference Charter (item 12) *without written consent of three-quarters of the Al-Anon Family Groups.* (From Al-Anon/Alateen Service Manual 2018-2021, Version two, page 224-225)

This provision is also included in the New Zealand Al-Anon-Alateen Service Handbook 2019, p.56 – 3d) No changes are to be made to the Steps, or Alateen Traditions the Concepts of Service (except the descriptive text) or the General Warranties of the Charter (item 12) *without written consent of three-quarters (3/4) of the Al-Anon Groups throughout the World.*

The WSO on 10 April 200 issued Tradition based guidance for temporary meetings to Al-Anon and Alateen members, this was circulated by the General-Secretary to all Area Delegates and Board members. This provides useful guidance to our members for temporary electronic members and in particular addresses the health and safety of members attending these meeting and makes it clear that “we urge application of the same principles in our electronic meetings as in our face-to-face meetings to keep members safe and preserve the unity of the group.”

Sunday

Let it Begin with Me - Workshop

As Delegates, this is part of your role as set out in the Al-Anon/Alateen Service Manual 2018-2021, Version 2, at p.147. To give his Conference report to the Area (World Service Committee) and GRs to carry back to his groups. As often as possible, they make their reports in person; **nothing is more impressive than an eyewitness account.**

Reporting back:

Consider:

- ▲ Content - what do you want to convey about Conference? Plan, keep it simple, realistic.
- ▲ Delivery - energy, enthusiasm, confidence, your personality, passion, humour.
- ▲ Tools that are available – hot topics, presentations, or workshops from Conference. Are there any of these you want to present at assembly?
- ▲ Time - how long have you got to condense 3 days into?

What works:

- ▲ What inspired you? What do you want to convey in the limited time you have?
- ▲ Your passion will inspire and engage others.
- ▲ What does work? Keep it simple, trust yourself as a trusted servant, you can use humour, props, your personality.



PO the Puppet (Public Outreach)



RuRu the Owl (Are you ? Are you ?)

What doesn't work:

- ▲ Being over-ambitious, wanting to regurgitate the whole conference back to GRs, getting bogged down in detail - give some information about a topic, e.g. financial reports, and people can ask you individually for more information or you could present full information at another area assembly.

What is your takeaway?

- ▲ The practical side, saying what happens, the basic plan. Using the Spiritual Goals, task forces and Public Outreach.
- ▲ Inspired by past Delegates, making it interactive and fun. Putting humour into it and chocolate always helps.
- ▲ Bring a projector, use a PowerPoint presentation to show images with anticipation.
- ▲ Make it relevant to Area, what they may be struggling with, solutions that can be worked on together.
- ▲ Inspired by PO the Puppet so will introduce RuRu the owl. Hopefully will leave an impression when it comes to service and carrying the message.
- ▲ The fact that the Conference did go ahead virtually and it went well. Enjoyed the variety of people and different aspects of service.
- ▲ I gained from the Survival Kit and the Serenity Prayer, reminding me why I was there, to take recovery back to the groups.
- ▲ PO and finances were a highlight and the shared wisdom and the connection.
- ▲ Inspiration comes from learning about the structure and Al-Anon's history.
- ▲ Reading from a piece of paper is not that engaging, love PO the puppet, may make my own...
- ▲ The finances are of interest to GRs.

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 Board elects its own successors. It selects nominations for new Board members. Nominees for Regional Board Members are selected by a nominating committee at Conference from a list of candidates put forward by Areas.

At the Conference these nominations and the Regional Board Members nominations are presented for an expression of traditional approval. Traditional approval gives expression to the principles in Concepts One, Three, Six, Seven and Ten.

In summary, the traditional approval vote acknowledges the ultimate authority of the groups through their Delegates and demonstrates the oversight of the Board and General Service Office while leaving them free to carry out their responsibilities while they are functioning adequately.

Nominees leave the room and Delegates can make general comments about the direction and functioning of the Board but generally this is not the time to comment specifically on individual appointments. The vote is an expression of general support of the functioning of the Board. If ever there was a situation of great division, the Conference would have the power to reorganise the Board if that was necessary.

Process at Conference

The traditional approval process is chaired by the Board Chairperson.

The Board Chairperson reads out the new Board Nominees and newly elected Regional Board Members are presented to Conference with their profile forms.

The Chairperson asks for approval to have a single vote by written ballot to approve all Nominees. If declined there are separate votes for each nominee.

Nominees leave the room while there is any discussion.

The Conference votes.

The Board Chairperson thanks the Conference for its ongoing support.

Following the traditional approval vote the remaining Board Members who are continuing their roles are presented to Conference for their information.



After Conference, at the annual Board meeting, the Board formally makes the appointments by electing the nominees.

Motion:

“That the Conference gives Traditional approval of the Board appointments 2020/2021”

CARRIED

Motions and Trials

2020 Motions

- Motion One:** That the NZAGSO 2019/2020 annual financial accounts be accepted.
- Motion Two:** That the NZAGSO 2020/2021 annual budget be accepted.
- Motion Three:** That NZASC 2020 approves that NZAGSB may make routine housekeeping changes to documents previously approved by NZASC where necessary to update addresses and telephone numbers and to correct obvious typographical, punctuation and grammatical errors without changing the focus, audience or intent of the documents.
- Motion Four:** That NZASC 2020 approves the proposed amended AMIAS Profile Form.
- Motion Five:** That NZASC 2020 approves the proposed amended SN-21 (Tradition 7 Pamphlet).
- Motion Six:** That NZASC 2020 approves the proposed NZ Al-Anon/Alateen Service Handbook 2020.
- Motion Seven:** That NZASC approves the removal of the Guidelines that have been incorporated into the Handbook from the KN-17 NZ Al-Anon Service Guidelines.
- Motion Eight:** That the Conference gives Traditional approval of the Board appointments 2020/2021.
- Motion Nine:** That Tracy B is voted into the position of Northern RBM.
- Motion Ten:** That Sarah R is voted into the position of Southern RBM.
- Motion Eleven:** That the position of General Secretary become a permanent member of the NZAGSB.

Outgoing Sharings

Outgoing Sharing – Lucy A

Can't believe three years have passed! It only seemed like the other day that I was at the Wellington Convention dying to meet you all before I became a delegate for the first year. I have to admit that first Conference was rather daunting, but I came back.

Not sure if there is a protocol for writing these sorts of speeches but here goes! So I have divided it up into two sections – What I have learnt (Highlights) and What I am working on (Frustrations)

What I have learnt

- The programme works if you work at it but, that Al-Anon triangle has Service included in it, so for me I had to get into it and not keep putting it off.
- Really glad I did as the benefits have been great and I feel I know myself a whole lot better.
- I'm a born organiser but have learnt with my alcoholic about fixing, so I wasn't about to start with Area One. I'm sure I have been there as a listener and a positive guide.
- No question is a silly question, so thank you everyone, for allowing me to ask those questions.
- I have come to know the Service manual and KN-17 well, especially flicking to the appropriate page when I am asked a question, but also realising that it is OK to say "I'll get back to you" when you don't know an answer.
- I used to agonise over Area Business Meetings and Assemblies as there was often conflict. As the years have gone by there have been changes. We are more relaxed and respectful. Don't think the harmony is anything that I've done but makes for a pleasant feel. I love how the Area has stepped up lately and are putting their hands up to be involved e.g. TEAM meetings, exciting Area business meetings, original PO ideas.
- I've enjoyed travelling around the Area to other AFG meetings. Usually that means getting a carload organised, two meetings coming and going in Sparky (my blue Al-Anon car) and the joy of being in a different place for a meeting, meeting new people and socialising.
- I've loved helping people get a new Al-Anon meeting started. There have been three in the Area with another due to start in Wanaka later in the year and the likelihood of another back in Oamaru.
- As you probably know I have enjoyed the friendship of the Southern Regional Board Member during my time as Delegate. She has been of huge support to me and I value and respect this wonderful woman of Al-Anon.
- I love working with the Area Committee as we have a lot of fun together and I enjoy organising the annual Serenity Weekend each October with other members.
- I have loved the AA Conventions with Al-Anon Participation as it gives you a big picture of how the programme works all around NZ. I have been fortunate enough to be able to attend meetings in the USA and Canada and that proves to me that Al-Anon really is everywhere.
- I've also been fortunate to travel with the SRBM to previous Conferences. This has allowed for me to sit in on the Board meeting during Thursday afternoon and experience first-hand the complexity, dedication and amazing service they give to Al-Anon Family Groups. Thank you, Board members.

What I am working on

- Attendance at Area meetings. This is an ongoing frustration and probably always will be. Trying to encourage and inspire the GRs is dependent on how far they are into the programme but also the models they are presented with. Hence that is my reasoning behind the "Fun" approach which lightens everything up and we don't get too bogged down. We've been there and we know that there is a way to change.
- I don't like the glazed eye look, or the eye-roll technique so keeping presentations and reports brief and exciting but informative will still be a challenge.
- Continually being "up with the play" as manuals, guidelines, Area contacts, email addresses and info change constantly.

- I am disappointed that Alateen hasn't started a meeting anywhere in Area One but amazingly we have three AMAIS approved rearing to go.
- Always keeping abreast of technology. I left my fulltime employment because of technology frustrations but know I will have to keep working on this, as it is the future. If there are frustrations, I know because of this amazing program that I have choices. So, I either get involved with service and all the other facets of the programme or I sort it out, and I know that doesn't work, as I've tried it before!

Thanks for listening everyone! I've really enjoyed my time as the Area One Delegate and I'm sure I will keep learning about myself as I continue on in this amazing program. Let it begin with me!

Outgoing Sharing - Patty J

My personal group: is the New Plymouth Monday Night Growth and Recovery

I thank everyone, Board and fellow Delegates past and present, for the privilege and inspiration of serving with them. A special thank you to Julie, Conference Chair and Rana, Treasurer, for your hard work pulling this zoom conference together. I know all Board members present and past have put time and energy into their roles and those Delegates and members who have helped also, ensuring this unique conference functions smoothly and flowing. I appreciate that Al-Anon brings forth the diverse range of personalities that fit perfect in their roles. Tracy you stand out in her PO role. It takes an extrovert like you to come through for us. All the other roles are well suited to your characters – introverts having just as much impact with their important roles of responsibility at the NZ Al-Anon Service Conference; not necessarily implying others are all introverts.

It is a privilege to be part of the zoom experience here and now. The lockdown period was when my journey with zoom meetings began. First with my local group then I branched out to organise an zoom meeting with my Area Five committee to formulate the upcoming Assembly. Service has kept me moving forward and keeping abreast with current technology. For this I am grateful. Service has given me a reason to get up in the morning and get going.

Huge highlights in my Delegate's role have been:

- Humbling to know others in the Area are looking towards me for leadership and advice.
- Coming to conference and witnessing the tremendous responsibility and the expertise of all members especially board members.
- Being a Delegate has matured me into what I would now call being a senior member of Al-Anon. I feel I have some substance behind me to impart to those coming forward.
- Succession planning took my attention – someone said at this conference that they keep an eye for potential batten/role carriers. I am looking forward to hearing more on this plan.
- Skits ... oh, how I look forward with anticipation to these interludes. Such joy, laughter, cleverness, and simplicity – they never fail to enthrall me and teach me. I am very much a see in action, visual learner.
- Would love to keep coming to Conference but rotation is the key to growth, one of Al-Anon's strengths.

I spent three years in my early days of Al-Anon, after receiving a tap on the shoulder to be on the Editorial Committee for the Messenger. This was a rewarding and therapeutic journey as I sat and filtered through lots of CAL reading material to help compose articles that could help inspire readers. Mostly it inspired me as I was forced to read material very early on in my walk for the purpose of the Messenger. Thank you Melda for taking up the batten in this role at present.

In my Delegate's role attending my first Conference was a growing but also baptism by fire experience. These three years now coming to an end has boosted my confidence to carry on as a mature Knowledge Based Decision Making participant for my Al-Anon group and Area. I have held the Alternate Area Delegate Role, the Secretarial role and now moving forward I will be taking on the Area's Treasurer role. I will be assisting the incoming Area Delegate, Clare, who is from my home group to morph into her role as smoothly as possible. The role of sponsoring/mentoring her as she moves into the role will keep me very much involved in my Area work.

My intention as I leave this role will be to put effort and courage to work towards maintaining and building support in my home group and New Plymouth as a whole. I say courage because I know that Public Outreach is so important but this is not one of my strong characteristics/strengths but the idea of getting a team together would be a good solution if I can help co-ordinate such a team it would be a help. It has been achieved in New Plymouth in the past. But first and foremost, I have many brochures in my possession and I will get my walking feet on and leave Al-Anon footprints where ever I see an opportunity. It is a matter for me to open my eyes, perception and get walking.

I am sponsoring a member of my group in her personal walk through the steps. This is a new venture for me and it will be a learning adventure for both of us. Also, with my role as service sponsor to Clare I know it is imperative that we set a time regularly to work together reading our Handbook and our Service Manual together so she will be better prepared. Hopefully this will show when you meet her next year.

As I have matured in Al-Anon it has become my life blood that I will cherish until my days are up. I realise as time passes just how my alcoholic has impacted my life and will continue to do so. I will always need my program and the interaction with others like me. My vulnerability and the need to work this program has made me stronger and confident, to take on other roles in my daily life and keep moving forward.

My everyday journey in Al-Anon as I read my daily readings is every day a delight, and a surprise, my readings and meditations never become stale or repetitive even though I have read them for 10 years. This literature resonates so truthfully for my soul with its true ethics to live by. It leads me to places in my soul that I would miss out on if I did not see to nurturing myself this way first thing each day, setting the tone for my daily walk. I could not say these words when I first arrived at Al-Anon but now: Nurture me first, see to my needs first, be kind to myself first, that way my cup is full. And if others may need me then I am able to give, and they in turn help heal and nurture me.

I will always be here in this family; this is not a parting of ways. I will always be looking out for each and every one of you. I will continue on my journey with you, some of our paths will cross at gatherings. I will look forward to this knowing I can walk up and embrace you and ask about those of you I may not see as often. I do love each and every one of you in a very special way.

Outgoing Sharing – Marguerite B

Wow! Where have the last four years gone, they have just flown by. Thank you Al-Anon for the opportunity for me to do service it has been such a pleasure. Well with a little bit angst along the way when I momentarily forgot my Higher Power.

My Al-Anon journey began around 20 years ago when I came along to my first meeting in support of a special friend. I knew I qualified but, although I was surrounded by people affected by alcohol, both in my family and at work, I wasn't affected by another person's drinking and I didn't have any problems caused by alcohol. At the time, as I remember my niece, who had lived with me from the age of seven (her mum was an addict) was also struggling with drugs. But no, I was not affected by someone's drinking. It was a take your pick situation really. I felt a fraud for an awfully long time during those first few years but was drawn to "Keep coming back".

My Higher Power knew what I needed and was very patient with me. I slowly began to peel off the layers of my previous coping skills, that were no longer working for me, and began my recovery. I used to think that if I were like a chameleon I could please everyone and fit in. How wrong I was I just needed to be true to myself and did not need to please everyone.

As I share frequently with new members, the alcoholic, in my mind, that has affected me the most was my paternal Grandfather who passed away when my mum was 12 or 13. He struggled with alcohol when he returned from the war. I was brought up in a blame other, gossiping, no self-esteem and take no ownership of stuff-ups world. I now know my Mum would have had a better life if she had Al-Anon and Alateen in her life. I learned in Al-Anon that she has done the best she could with the tools she had. In Al-Anon I have learned that I must work on myself and take

ownership of my life and not blame my upbringing. "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." Wow I remember a time I thought I would never be able to remember even this valuable prayer. Friday's reading in Hope for Today was food for thought. I find the daily readers seem to be just what I need at the time.

I now know that my biggest growth in Al-Anon began when I began doing service. My service began in the meeting room, helping set up etc. then chairing meetings. Since then I have been gently *voluntold* for a few of the positions I have held but even though I felt very apprehensive I knew I was in a safe non-judgmental environment.

I can remember my first Area Assembly and how scared I was attending that as a member and when there was only a few of us present for the sharing meeting I couldn't imagine how four or five of us could fill up 1½ hours of time. In fact, we were a bit perturbed when we had to close as we still had plenty to share. This was my first service outside the rooms, by just attending and participating at Assemblies as a member. I moved on and began to participate in meetings at Assemblies, then to attending as a GR.

Early into my GR journey at an Assembly our Area Treasurer had suddenly died and there was a vacancy for Area Treasurer. I noticed at the Assembly there was much whispering in corners by the committee and furtive looks my way. I was summoned into a corner and asked if I would agree to be nominated as Area Treasurer and in the interim take over the job. Even though I had a basic knowledge of dealing with money and enjoyed numbers back then and I had been a Treasurer at my home group it was sheer baptism by fire. Insecurities, self-doubt and just plain terror was appeased by the fellowship and the lovely departed Treasurer who had previously worked in a bank had left such amazing records that I found yes, I could be the Treasurer with the skills I already had. I loved meeting up with everyone at Assemblies and my confidence grew and grew.

Then next came another shoulder tap and I was *voluntold* to apply to be Alternate Area Delegate. No problems I said, that is three years away and who knows what may happen over that time. I was apprehensive because I had heard that previous Delegates had struggled at conference and really had to use the "principles above personalities" along with many other slogans to get them through conference. The picture I had in my mind was how challenging it would be and not a place of serenity. It has proved the total opposite to that and I have loved it.

Well my Higher Power had other ideas for me. On the Monday before the Christchurch Conference I was driving to Timaru and got a phone call from Robbie, who had been contacted by Melda the SRBM to ask if I could go to Christchurch for a meeting on Thursday and I thought yes, I could do that for the day, and immediately in my mind whilst driving, planned a lovely few days with my Granddaughters for the weekend before returning to Timaru.

It was not until I phoned the member again that I realised it was "THE" Conference. Well there was no time to receive the brochure or make any preparation. I think Robbie did a draft Area Nine report for me to tweak and it was all on. When I arrived, I was greeted by the Jess the Host who was a real darling and she tucked me under her wing and looked after me. Thank you Jess. I remember my Buddy Chris H gave me a set of cards to use during the meetings to pass to him if I was unsure of anything. I still have these cards with me. Thank you, Buddy. I kept waiting for the fireworks etc. that I had heard of but no fireworks, just a well-run conference with everyone being treated with respect and love. I left the Conference on a high and felt great, except for the virus I had picked up there. I could not wait for the next Conference and felt blessed that I had another three years as GR. The Friary was a welcome surprise too. I had heard that it was quite austere and cold. My Higher Power had again come to my rescue as the Friary had been refurbished, and I even had a heater.

Another scary job was writing the reports, both for my area and for conference. My Higher Power guided me to read previous conference and Area Delegates' reports that provided me with good guidelines to help when I needed to write my own. The report writing document that the Conference Chair sends is invaluable too.

I have loved attending the conferences and have met some awesome people who before being Area Delegate I had assumed were far more perfect and switched on than I could ever be. I have learned that we are all different and have different strengths and it is ok to make mistakes and mistakes are almost a requirement as an Al-Anoner. "Pobody is perfect" is a saying I have heard many times and I love. Also, "I am an Al-Anoner, I make mistakes." I have learned it is okay to get things wrong and that I will not be ridiculed for doing so. I have learned that

everyone's opinions are worth listening too and that the minority voice can very well have the most power. I have learned that the Conference is a very well-run conference by beautiful talented hard-working people who live Al-Anon and have so much knowledge of the program and life. I love that we have the Spiritual Goals for Conference and when I use our Spiritual Goals of conference, in my daily life, my life is so much smoother. I have learnt so much to take forward in my life and met so many awesome people I feel really blessed. Thank you all for the opportunity to have worked with you all and participating in the last four Conferences. I look forward to catching up for your

Hugs and Fellowship in the future at Assemblies and Conventions.

Love in Al-Anon Service.

Outgoing Sharing – Rana S

I have not been in the rooms that long, compared to those that have gone before, I am just a baby. I, like most arrived in the rooms a broken mess. I often share how the program has changed me. I do not really have contact with the people that I was friendly with when I came into recovery and I do not look much like the woman that walked in, better still I rarely behave like her!

To some it maybe a mystery how members get to sit at the Board table, but for me there is no mystery. My fellow Board Members and I have been just like every other member. We come into recovery in various states of broken. Life forces us forward into the program and we gain a little recovery. With recovery comes the essential of doing service.

My first service was Group Secretary, I have done many roles excluding Group Representative and Delegate. My path through service was closely linked to our beloved NZAGSO. More than 15 years ago I started to volunteer in the NZAGSO – I have done most of the roles in that office starting with the vacuuming. Afterall vacuuming was about all I was capable of when I arrived. After some time I was set to work on general office duties and our first website and apart from a few months here and there I have been working on the NZAFG website since then.

Now it might seem that I like doing service and it might appear that I have time for it. But truthfully it brings out all my defects and I have struggled to fit service in to my life. However, I have because I owe this fellowship a debt of gratitude that I will never be able to repay. Plus 'they' (the ladies who listened to me in the beginning) taught me things like "got to give it away to keep it" or "all service is Step 12".

My time at the Board has been a time of great growth. If you want a reason to be on the Board (other than we need you!) – it will give you great growth. Firstly, it gave me a much wider group of recovery friends, but it has expanded my mind and changed my view of the fellowship. Sitting at that table has also been a humbling experience as my defects like to come out to play. As others have said before me, at the Board it is a minimum of 11 days a year we are together, and I cannot hide my defects that long. The two that show themselves most often are my lack of faith/abundance (aka my fear) and then my impatience. The board has given me ample opportunities to work on these and I hand myself over to the "care" of my Higher Power regularly and I also try to trust in God's time, not my time.

Despite my impatience I look back on my time and find that many things have changed. For me here is a small list of things that were completed with my contribution since I have been on the Board:

- Website rebranding to the road sign
- Filing GST & PAYE online!
- Two computer upgrades and moved MYOB online
- Preparation of approximately 10 KBDM papers
- Email hosting (this is using @al-anon.org.nz for emails to NZAGSO etc)
- Implementation of the 0508 NZAFG PO toll free
- Implemented the new website (August 2019)
- Participated and presented at three TEAM Events

As with all service none of these were done by one person but with the hands of many (both on and off the Board).

What have I learnt? Most importantly, stick to the Legacies, always go to meetings, work the Steps as often as possible, talk to my sponsor, reason things out with someone else (especially when my emotions are chaotic) and finally read the guideline before you start.

I wish all of you all the best in service and I look forward to seeing you in a meeting near you. Love you all dearly!

Outgoing Sharing – Melda T

When I first entered the Al-Anon rooms I was unhappy and negative full of fear with no hope, I could not see any light at the end of the dark tunnel. My thinking and belief about myself, was “I’m dumb, not worth anything, everything that has gone wrong is my fault, why would anyone be bothered with me”, and so the list went on. I thought even God had abandoned me. I also had the thinking that there must be more to life than this but had no idea what it was. Al-Anon has changed that thinking and answered my questions. I am no longer the same person today.

I quickly picked up that my behaviour was my problem not anyone else’s, and I needed to be responsible for the consequences of my choices. I was shocked to realise I wasn’t lily white, I wanted to change, I didn’t like it when I became aware I was doing a lot of things I accused my husband of. I made up excuses when appointments were broken (lying), any money left around I would take it (stealing), I was justifying my behaviour.

My first glimpse of hope came when I heard the three Cs and realised I didn’t cause the drinking. By working the steps with a sponsor, I got a different God of my understanding, a more loving God, leading me into what is now a deep and personal relationship with my Higher Power. Every meeting I heard something in some one’s sharing I was able to try, my attitude changed. Life at home improved.

I was shoulder tapped and encouraged to do some group service roles. Doing these service roles improved my self-confidence. My next role was as an Alateen Sponsor. Then my life changed – my husband and my mother became very sick. I became a full-time nurse looking after both for the next nine and a half years. I was able to go to my weekly Al-Anon meetings most weeks. I had to give up my Service role. Working my program kept me sane and the support from my Al-Anon family was my lifeline throughout that time. My Higher Power gave me the strength to carry on.

Time passed and I was back working at my old job. I was shoulder tapped for Area Delegate, there was two years of someone else’s term to finish. My self-esteem improved. I then served my own term as Area Delegate. I was amazed at my growth over the next three years and realised I can do far more than I ever thought I was capable of. Doing service was the best thing I could have done.

I was very apprehensive when I was shoulder tapped once again for Service, this time SRBM. I’ve now just finished my second term and I am so grateful to all the members who had enough faith in me to give me the push I needed. What a very special time and all the friends I would have missed meeting, if I had not taken a step of faith. I am very passionate about Al-Anon and will be forever grateful for the full exciting life I have now. Living the principles of this program has changed me completely.

My six years on the Board have been a wonderful learning and fun experience. I feel I have taken a giant growth stride. It is with heartfelt thanks to all the Board members, and everyone who opened their homes to billet me.

Board Reports

NZAGSB Chairperson

Chris H

It has been another very busy year for the New Zealand Al-Anon General Service Board.

Our Central Regional Board Member resigned in August 2019. We have since been unable to fill the vacancy. No nomination of a CRBM has since been received from Areas Three, Four or Five. We believe that no nomination will be coming from any of those Areas to Conference 2020 and as a Board we have been unable to identify any member willing, suitable and qualified to take up that role. The lack of a CRBM will undoubtedly and inevitably cause communication problems within the Central Region and it will create severe difficulties for the National fellowship in arranging participation in the NZ AA National Convention 2021 to be held in Palmerston North in January 2021.

At the September meeting we invited a Christchurch member to join the Board from the December meeting onwards. She had previously served at Conference as the Area Two Delegate. No specific Board task was immediately allocated to her because we saw her as the likely best option to take over the Southern Regional Board Member role which will become vacant at Conference 2020.

At the December meeting, we invited a Wellington member to join the Board from 1 January 2020 when her term as Area Three Delegate ended. The member had already, since Conference 2019, been serving as the Literature Committee Chair as a non-Board role and then continued on the Board as the Literature Committee Chair.

Our Board Treasurer will roll off the Board at Conference 2020. In addition to having served a full term as Board Treasurer, she had previously served a full term as Executive Budget Committee Chair and had throughout also taken responsibility for oversight of our website and for implementation of the national toll free services. We will miss her substantial contributions.

Our Southern Regional Board Member will also roll off the Board at Conference 2020. In addition to having served two full terms as our SRBM responsible for the entire South Island she has recently taken the additional responsibility of the Editorial Chair responsible for the Al-Anon Messenger. She has already expressed interest in continuing outside of the Board in the role of Editorial Chair if no Board member is available to pick up that role. We will miss her substantial contributions to the Board.

We sincerely thank our retiring Board members for their outstanding service.

It is of some concern that all three Regional Board Member roles are vacant from Conference 2020 and that for a period we will not have any RBM with experience in the role.

In September the Board completed the annual inventory, extensively identifying and examining our strengths and weaknesses over 43 different questions. This year we identified that we do best at receiving information in sufficient time prior to our Board meetings and ensuring oversight of fiscal resources. We also identified that our weakest points and most need to focus our efforts to improve are, in the areas of:

- The Board is an appropriate size,
- The Board utilises the Strategic Plan.

As Board Chair I continued to follow up with the AA Board Chair seeking the required AA approval to our adoption of the Te Reo Māori translation of the Serenity Prayer commissioned by AA from the Māori Language Commission - as discussed and approved at Conference 2019. The approval came through in November 2019 subject to our adding to any reprint "Reprinted with permission of the NZGSB of Alcoholics Anonymous Incorporated ©" to acknowledge AA's copyright in the translation. In December, AA indicated that it would accept the offer we had made in terms of our Seventh Tradition to contribute to the cost of the translation and they suggested a contribution of \$150 towards the "approx \$1,300" cost. We considered that amount to be generous to us and we

paid accordingly. We subsequently avoided the necessity to print a banner with the required acknowledgement and the cost involved, when we purchased a banner directly from AA's GSO.

In September we participated again as a public outreach exercise in the annual Cutting Edge event at the Cordis Hotel in Auckland. Great feedback has been received.

In January we successfully participated in the NZ AA National Convention in Christchurch. Thank you to our SRBM and her very small local team who worked so hard to make the event a success.

Appendix to NZAGSB Chairperson Report

Since the 2019 Conference the Board has acknowledged the resignation of Chris H from his NZAGSB roles on 29 March 2020. As Alternate Board Chair, and with the Board's approval, Julie W has taken on the responsibility of Board Chair. We thank Chris H for his organised, attention to detail approach and appreciate and acknowledge his report, the work he has done during the last year, and in the lead up to Conference.

Treasurer Report to 31 March 2020

Rana S

Financial Year & Audit



Our financial year runs from 1 April in each year until the following 31 March. This report has to be completed in time for inclusion in the Conference Brochure. Consequently, the accounts have not yet been finalised (as they are awaiting audit). The final audited accounts will be provided at 2020 New Zealand Al-Anon Service Conference (NZASC). Those accounts will be very close to these results.

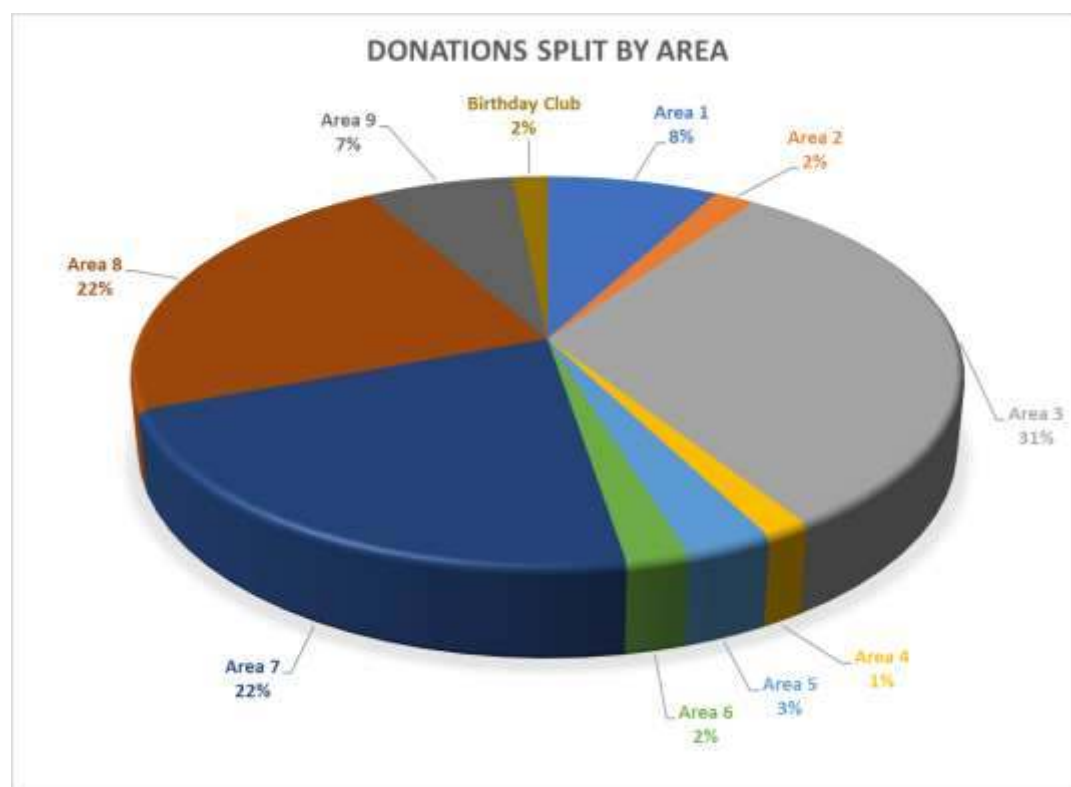
Donations



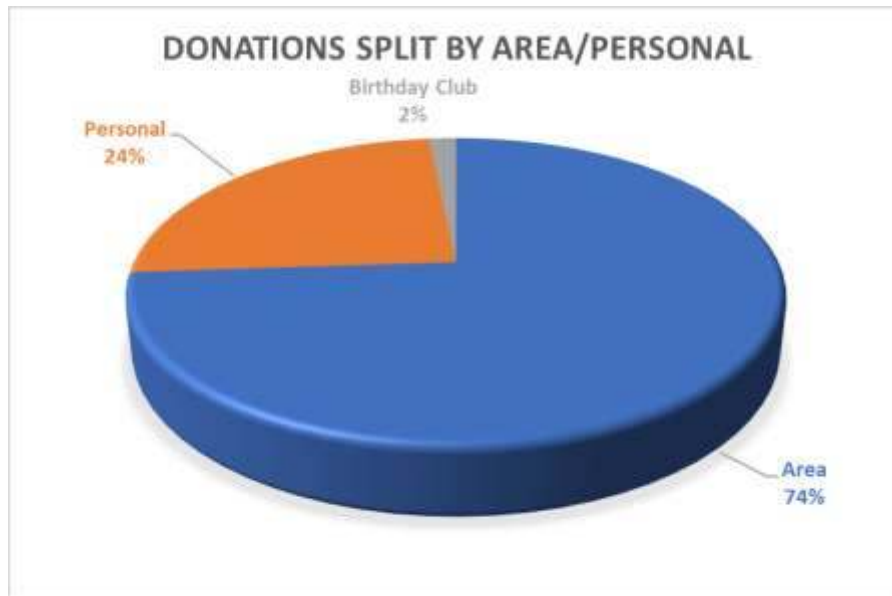
Tradition Seven requires us “to be fully self-supporting declining outside contributions”. We are then, financially dependent on contributions from our members. Members donate through their groups, through their fundraising efforts, through their personal donations directly to NZ Al-Anon General Service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

The approved budget for donations for 2019/2020 was \$56,634, we received \$63,591 exceeding budget by almost \$7,000 – an amazing surplus! The NZ Al-Anon General Service Board (NZAGSB) is very grateful for all the ways that members found to contribute. While it is very easy for us all to think that NZAGSO does not really need the money and seems to endlessly ask for it, experience from the last 15 years has shown that the fellowship accounts are prone to “lurch from crisis to crisis” (much like in an alcoholic home). Consequently, NZAGSB has chosen to maintain the request for donations to enable us to work toward sustainability as a fellowship.

The split of donations by areas is as follows:



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



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 - 2019 group registrations). For the 2019/2020 year we budgeted to receive \$1.70 per week per member. This gives the following breakdown:

| Area | No. of Groups | Approx no. of Members | FY 2019/20 Budget |
|--------|---------------|-----------------------|-------------------|
| Area 1 | 11 | 83 | \$7,337 |
| Area 2 | 10 | 77 | \$6,736 |
| Area 3 | 14 | 106 | \$9,370 |
| Area 4 | 3 | 15 | \$1,326 |
| Area 5 | 4 | 24 | \$2,122 |
| Area 6 | 7 | 31 | \$2,740 |
| Area 7 | 13 | 124 | \$10,962 |
| Area 8 | 18 | 135 | \$11,890 |
| Area 9 | 9 | 41 | \$3,624 |
| | | | \$56,134 |

Comparing this budget to the 2019/2020 result (including personal donations), areas are struggling to make the budget, however those that did exceed budget brought the overall total received to well above budget.

Deeper analysis shows, that of the \$63,591 received in donations, \$13,935 (22%) was received from just 13 members (through regular automatic payments or a single large donation).

In my final year I continue to see the same pattern, which is NZAGSO is provided for overall and members are generous but it is a very few members making it happen. Sustainability of our fellowship is a major focus. As our numbers of groups and members continue to decline, how sustainable is our current position?

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. As is often the case, this year we received a contribution 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” from literature sales does not include the costs of:

- Our NZAGSO rent
- Time of our Office Manager
- Time donated by volunteers

Including these items would mean that there is a cost/loss to the fellowship on the sale of literature. However, 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 2019/2020 financial year the rate has varied from as low as \$ 0.5608 to as high as \$ 0.6822 with an average of \$0.6474. During the year the literature was repriced from an exchange rate of \$0.65 to \$0.60 to reflect the downward trend. This trend has been made significantly worse by the COVID-19 global crisis.

Overall the gross profit on literature is \$10,715 (this does not include the costs listed above). Again, this is a significant increase from last year (which was \$6,551). Year on year we are seeing more literature orders and more items per order, which is driving the gross profit, like last year this is partly affected by new literature being released by WSO during the year.

Expenses



Expenses have remained lower than budgeted, the expenses for FY 2019/2020 were \$66,293 for the year. This is \$1,937 less than prior year, which included the expenditure of \$3,455 for the remainder of the website development. When the website development (in the prior year) is accounted for expenses in FY 2019/2020 were an increase on the prior year.

For as long as I can remember we have expected expenses to significantly increase in the next year. The fact that they have not increased significantly shows how leanly the NZAGSO operation is run.

| NEW ZEALAND AL-ANON FAMILY GROUPS | | | | | |
|-----------------------------------|-----------|-----------|---|----------------|-----------|
| AUDIT FINANCIAL POSITION FY 2020 | | | | | |
| Profit and Loss | | | | | |
| FY2019 Actuals | | | | FY2020 Actuals | |
| | | | Income | | |
| | | | Donations | | |
| | | | Area/Personal Donations | | |
| \$ 3,531 | | | Donations Area One | \$ 4,722 | |
| \$ 1,005 | | | Donations Area One Personal | \$ 286 | |
| \$ 790 | | | Donations Area Two | \$ 1,163 | |
| | | | Donations Area Two Personal | | |
| \$ 7,127 | | | Donations Area Three | \$ 11,113 | |
| \$ 7,828 | | | Donations Area Three Personal | \$ 8,699 | |
| \$ 920 | | | Donations Area Four | \$ 863 | |
| \$ 340 | | | Donations Area Four Personal | \$ 99 | |
| \$ 2,053 | | | Donations Area Five | \$ 1,538 | |
| \$ 326 | | | Donations Area Five Personal | \$ 335 | |
| \$ 823 | | | Donations Area Six | \$ 790 | |
| \$ 154 | | | Donations Area Six Personal | \$ 542 | |
| \$ 10,651 | | | Donations Area Seven | \$ 11,215 | |
| \$ 2,043 | | | Donations Area Seven Personal | \$ 2,657 | |
| \$ 9,548 | | | Donations Area Eight | \$ 12,157 | |
| \$ 1,500 | | | Donations Area Eight Personal | \$ 2,065 | |
| \$ 2,759 | | | Donations Area Nine | \$ 3,453 | |
| \$ 417 | | | Donations Area Nine Personal | \$ 867 | |
| \$ 710 | | | Donations - Birthday Club (ex Personal) | \$ 1,027 | |
| | \$ 52,523 | | Total Area/Personal Donations | | \$ 63,591 |
| | | | Other Donation Income | | |
| \$ 5,701 | | | Equalised Conference Contribution | \$ 4,784 | |
| \$ 2,639 | | | Convention Donations | \$ 5,269 | |
| \$ 26 | | | TEAM Donation | | |
| \$ 1,484 | | | Messenger Donations | \$ 1,675 | |
| | \$ 9,850 | | Total Other Donation Income | | \$ 11,728 |
| | | | Other Income | | |
| | | | Total Donations | | |
| | | | Other Income | | |
| \$ - | | | Other Income | | |
| \$ 6,551 | | | Literature Profit | \$ 10,715 | |
| \$ 1,872 | | | Interest/Dividend Received | \$ 1,287 | |
| \$ - | | | Received Interest - Term Deposit | | |
| | \$ 8,423 | | Total Other Income | | \$ 12,002 |
| | | \$ 70,796 | Total Income | | \$ 87,321 |

| | | | | | | |
|----------------|------------------|-----------------|----------------------------------|----------------|------------------|------------------|
| | | | Expenses | | | |
| \$ | 43 | | ACC Lew | \$ | 34 | |
| \$ | 200 | | Audit/Accounting Fees | \$ | 200 | |
| | | | Assets<\$500 | \$ | 147 | |
| \$ | 278 | | Archives | | | |
| | | | Bank Charges | | | |
| \$ | 4,287 | | Board Member Expenses | \$ | 4,196 | |
| \$ | 417 | | NRBM Expenses | \$ | 212 | |
| \$ | 49 | | CRBM Expenses | | | |
| \$ | 1,173 | | SRBM Expenses | \$ | 449 | |
| \$ | 7,471 | | Computer/Office Equipment | \$ | 860 | |
| \$ | 1,000 | | Donation to WSO | \$ | 1,000 | |
| \$ | 353 | | Accum Depreciation | \$ | 353 | |
| \$ | 7,748 | | Conference Payments | \$ | 8,451 | |
| \$ | 1,490 | | Conference Travel Delegates | \$ | 1,038 | |
| | | | Convention Expenses | \$ | 184 | |
| \$ | 3,976 | | IAGSM Paid Expenses | \$ | 3,750 | |
| -\$ | 260 | | Postage (less recovered) | -\$ | 539 | |
| \$ | 44 | | Charities Commission Fee | \$ | 44 | |
| \$ | 2,152 | | Printing & Stationery | \$ | 3,172 | |
| \$ | 1,097 | | Public Outreach Expenses | \$ | 3,773 | |
| \$ | 11,845 | | Rent & Rates | \$ | 11,960 | |
| \$ | - | | Repairs & Maintenance | \$ | 18 | |
| \$ | 62 | | Staff Amenities (ex Petty Cash) | \$ | 44 | |
| \$ | 2,800 | | Telephone/Internet | \$ | 2,452 | |
| \$ | 581 | | Volunteer Travel Fun | \$ | 800 | |
| \$ | 20,164 | | Office Administration | \$ | 23,580 | |
| \$ | 1,182 | | TEAM Expenses | | | |
| \$ | 78 | | Stock Adjustment | \$ | 115 | |
| | | | | | | |
| | <u>\$ 68,230</u> | | Total Expenses | | <u>\$ 66,293</u> | |
| | | | | | | |
| | | <u>\$ 2,567</u> | Net Profit/(Loss) | | | <u>\$ 21,028</u> |
| | | | | | | |
| | | | Literature Income Account | | | |
| | | | | | | |
| FY 2019 | | | | FY 2020 | | |
| | \$ 23,755 | | Literature Sales | | \$ 27,570 | |
| \$ 4,641 | | | Opening Stock | \$ 3,469 | | |
| \$ 12,536 | | | Purchases | \$ 14,213 | | |
| \$ 3,497 | <u>\$ 20,673</u> | | Freight | \$ 4,451 | <u>\$ 22,134</u> | |
| | | | | | | |
| \$ 3,469 | | | Closing Stock | \$ 5,279 | | |
| | | | | | | |
| | <u>17,204</u> | | Cost of Sales | | <u>16,855</u> | |
| | | | | | | |
| | | <u>6,551</u> | Profit on Sales | | | <u>10,715</u> |
| | | 27.6% | | | | 38.9% |

| NZ AL-ANON GENERAL SERVICES | | | | | | | | | |
|--|-----------|------------|------------------|---------------------------|---------------------------|--------------------|------------|-------------|---------------------------|
| STATEMENT OF ASSETS AS AT 31 MARCH 2020 | | | | | | | | | |
| | | | | | | | | | |
| Funds at Bank | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | | |
| ANZ-00 Cheque Account | \$7,032 | \$6,943 | \$3,603 | \$2,781 | \$2,781 | \$4,985 | \$7,545 | | |
| ANZ Term Depost | \$50,000 | | | | | \$23,750 | \$10,321 | | |
| ANZ -01 Online Call account | \$11,986 | \$5,715 | \$1,341 | \$3,391 | \$3,391 | \$2,453 | \$22,565 | | |
| ANZ eSaver Ample Reserve Acc | \$44,882 | \$86,686 | \$81,881 | \$63,678 | \$63,678 | \$25,987 | | | |
| ANZ-02 IAGSM eSaver Account | \$4,156 | \$4,260 | \$7,210 | \$1,019 | \$1,019 | \$750 | \$4,970 | | |
| undeposited cheques/cash | | | | | | | \$0 | | |
| | \$118,056 | \$103,605 | \$94,035 | \$70,869 | \$70,869 | \$57,925 | \$45,401 | | |
| | | | | | | | | | |
| Schedule of Fixed Assets and Depreciation | | | | | | | | | |
| For the Year Ended 31 March 2020 | | | | | | | | | |
| | | | | | | | | | |
| ASSET | Date | Cost | Depr 19 Accum | Book Value 31-Mar-2019 | Additions/ (Disposals) | Rate | | Acc Depr 20 | Book Value 31-Mar-2020 |
| 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 | - | | 30.00% | SL | 0 | 0 |
| Computer (Pryon) | Aug-14 | 477 | 477 | - | | 40.00% | SL | 0 | 0 |
| MS Office (Computer) | Aug-14 | 624 | 624 | - | | 40.00% | SL | 0 | 0 |
| HP Laptop | Dec-17 | 882 | 469 | 413 | | 40.00% | SL | 353 | 60 |
| | | 4,211 | 3,329 | 413 | 0 | | | 353 | 60 |
| 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 | 60 |
| | | | | | | | | | |
| | | | | | | | | | |
| LITERATURE STOCK on Hand | | 31/03/2020 | 31/03/2019 | 31/03/2018 | 31/03/2017 | 31/03/2016 | 31/03/2015 | 31/03/2014 | |
| at US dollars before freight | | 3,144 | 2,361 | 3,358 | 2,799 | 2,434 | 3,050 | 2,674 | |
| Exchange rate at 31 March | | 0.60 | 0.68 | 0.72 | 0.70 | 0.69 | 0.75 | 0.86 | |
| at NZ \$ Cost Price excluding GST | | 5,279.10 | 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 2020 | | | | | | | | | |

Budget 1 April 2020 to 31 March 2021

Rana S

| | Budget 1/4/20- 31/3/21 | Budget 1/4/19- 31/3/20 | Actual 1/4/18- 31/3/19 |
|-----------------------------------|------------------------------|------------------------------|------------------------------|
| Income | | | |
| Donations | | | |
| Area One | 7,337 | 7,337 | 3,531 |
| Personal Area One | | | 1,005 |
| Area Two | 5,923 | 6,763 | 790 |
| Personal Area Two | | | |
| Area Three | 9,459 | 9,370 | 7,127 |
| Personal Area Three | | | 7,828 |
| Area Four | 1,680 | 1,326 | 920 |
| Personal Area Four | | | 340 |
| Area Five | 2,387 | 2,122 | 2,053 |
| Personal Area Five | | | 326 |
| Area Six | 3,006 | 2,740 | 823 |
| Personal Area Six | | | 154 |
| Area Seven | 9,459 | 10,962 | 10,651 |
| Personal Area Seven | | | 2,043 |
| Area Eight | 11,492 | 11,890 | 9,548 |
| Personal Area Eight | | | 1,500 |
| Area Nine | 3,448 | 3,624 | 2,759 |
| Personal Area Nine | | | 417 |
| - Birthday Club | 700 | 500 | 710 |
| Total Donations | \$54,889 | \$56,634 | \$52,523 |
| Other Income | | | |
| Interest/Dividend Received | 1,750 | 1,800 | 1,872 |
| Equalised Conference Contribution | 5,850 | 5,850 | 5,701 |
| Convention Donation | 2,000 | 2,000 | 2,639 |
| TEAM Donation | | | 26 |
| Messenger Donations | 1,900 | 2,000 | 1,484 |
| Total Other Income | \$11,500 | \$11,650 | \$11,722 |
| Literature Sales | | | |
| Literature Sales | 27,457 | 18,000 | 23,755 |
| Postage & Handling Collected | 172 | 1,260 | 1,630 |
| Total Income | \$94,018 | \$87,544 | \$89,630 |
| Cost Of Sales | | | |
| Literature purchases | 15,186 | 9,500 | 12,536 |
| Freight Inwards (Overseas) | 3,135 | 3,135 | 3,497 |
| Stock Adjustments | 200 | 200 | 78 |
| Total Cost Of Sales | \$18,521 | \$12,835 | \$16,110 |
| Gross Profit | \$75,497 | \$74,709 | \$73,520 |

| | Budget 1/4/20- 31/3/21 | Budget 1/4/19- 31/3/20 | Actual 1/4/18- 31/3/19 |
|-----------------------------|------------------------------|------------------------------|------------------------------|
| Expenses | | | |
| ACC Levy | 35 | 50 | 43 |
| Audit/Accounting Fees | 200 | 200 | 200 |
| Archives | - | \$200 | 278 |
| Assets <\$500 | 250 | \$250 | |
| Bank Charges | 20 | 20 | |
| Board Members Expenses | 7,273 | 7,000 | 4,287 |
| NRBM Regional Expenses | 456 | 500 | 417 |
| CRBM Regional Expenses | 560 | 600 | \$49 |
| SRBM Regional Expenses | 1,460 | 1,460 | 1,173 |
| Computer/Office Equip | 7,670 | 4,700 | 7,471 |
| Donations WSO | 1,000 | 1,000 | 1,000 |
| Accum Depreciation | 1,000 | 350 | 353 |
| Conference Payments | 10,000 | 10,000 | 7,748 |
| Conference Travel Delegates | 1,500 | 1,500 | 1,490 |
| IAGSM - Paid expenses | 3,750 | 3,750 | 3,976 |
| Postage | 1,500 | 1,350 | 1,370 |
| Charities Commission Fee | 45 | 45 | 44 |
| Printing & Stationery | 3,323 | 3,500 | 2,152 |
| Public Outreach expenses | 7,500 | 4,000 | 1,097 |
| Rent & Rates | 12,363 | 12,000 | 11,845 |
| Repairs & Maintenance | 500 | 300 | 1,182 |
| TEAM expenses | 800 | 800 | |
| Staff Amenities | 50 | 100 | \$62 |
| Telephone/Internet | 2,280 | 2,500 | 2,800 |
| Volunteer Travel Fund | 1,080 | \$1,100 | 581 |
| Office Administration | 25,056 | 24,000 | 20,164 |
| Total Expenses | \$89,671 | \$81,275 | \$69,782 |
| Net Profit/(Loss) | | | |
| | -\$14,174 | -\$6,566 | \$3,738 |

NEW ZEALAND AL-ANON FAMILY GROUPS

Balance Sheet

| FY 2019 | Assets | FY 2020 |
|-------------------|-----------------------------|-------------------|
| \$ 6,943.21 | Cash at Bank | |
| | ANZ-00 Cheque Account | \$ 7,032 |
| \$ 5,715.23 | ANZ Term Deposit | \$ 50,000 |
| \$ 86,686.19 | ANZ-01 Online On Call | \$ 44,882 |
| \$ 4,260.31 | ANZ-Ample Reserve Account | \$ 4,156 |
| | ANZ-02 IAGSM eSaver | \$ 11,986 |
| <u>\$ 103,605</u> | Total Cash at Bank | <u>\$ 118,056</u> |
| | Other Assets | |
| -\$ 157 | Sundry Debtors | -\$ 318 |
| \$ 3,469 | Literature On hand | \$ 5,279 |
| <u>\$ 3,312</u> | Total Other Assets | <u>\$ 4,961</u> |
| <u>\$ 106,917</u> | Total Current Assets | <u>\$ 123,017</u> |
| | Fixed Assets | |
| \$ 414 | Office Equipment over \$500 | \$ 61 |
| <u>\$ 414</u> | Total Fixed Assets | <u>\$ 61</u> |
| <u>\$ 107,331</u> | Total Assets | <u>\$ 123,078</u> |
| | Liabilities | |
| \$ 4,750 | Sundry Creditors | \$ 1,472 |
| | GST | |
| -\$ 72 | GST on Purchases | -\$ 265 |
| | GST to/from IRD | |
| <u>-\$ 72</u> | Total GST | <u>-\$ 265</u> |
| <u>\$ 4,678</u> | Total Liabilities | <u>\$ 1,207</u> |
| <u>\$ 102,653</u> | Net Assets | <u>\$ 121,871</u> |

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 2020 as far as verification is available in a society of this type


 Auditor – Murray Hunter FCPA FCIS

20/5/20

Commentary/Things of Note

There are some things of note and some changes from 2020/2021 budget that are important:

Income

Donations

We have budgets (as in previous years) on a per member per week basis, using the latest group information. As in 2019/2020 we have budgeted this at \$1.70 per member per week. Note the apparent drop is a direct consequence of a lower number of groups and members.

Expenses

The major changes are as follows:

Computer/Office Equipment

We have budgeted a further \$6,500 to allow for enhancements to the Al-Anon Family Groups website, plus an increase in the hosting service to provide better long term support for the website. This also includes the potential to install high speed fibre to NZAGSO. This is currently only an estimate of cost.

Public Outreach

This has been increased by \$3,500, to reflect the additional costs of attending Cutting Edge 2021 and still have budget for other Public Outreach activities.

Overall Result

It is anticipated the overall result will be a \$13,774 deficit, largely this is a reflection of the extra expenditure for enhancements to the website, potential for fibre into NZAGSO and additions to the National PO Budget.

We seek from NZASC 2020:

1. "That the NZAGSO 2019/2020 annual financial accounts be accepted."
2. "That the NZAGSO 2020/2021 annual budget be accepted."

General Secretary (Trial)

John B

This is my second year as General Secretary, following the previous General Secretary term of three years. This year the trial for the position of General Secretary will be reviewed by Conference.

I have completed a KBDM for Conference on the trial with additional input from the previous General Secretary and the Chair of the Board on the role of General Secretary.

During the year I have attended all Board meetings, the Conference, and the Executive Budget Committee by phone.

One of my main roles has been taking and keeping the Minutes of the Board meetings. This requires taking notes to allow minutes to be completed. My concentration on this task can make it difficult at times for me to fully participate in the Board meetings.

From time to time I assist the Office Manager with queries that have been received. I find this satisfying and tests my knowledge of Al-Anon. This year I have also discussed the options for security in dealing with an apparently aggressive person.

I also complete the Newsletter to the membership after each Board Meeting. This is an important aspect of the role in ensuring the membership is aware of the decisions of the Board.

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 Al-Anon in AA events.

I am also the primary contact with the World Service Office and recently completed their annual structure survey.

NZ Al-Anon General Service Office (NZAGSO)

Sam M

Volunteers

As 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 also a team of four to five volunteers that lovingly prepare the monthly mail-outs. The eight volunteers have remained consistent throughout the year. Without volunteers, it would be difficult to get the work done within the timeframes. Service at NZAGSO provides opportunities for personal growth as well as learning more about how the office supports the fellowship. To thank the volunteers, we hosted an end of year lunch in November (previously December) which was timelier in relation to the office closure for holiday period. It was a lovely time for relaxed fellowship and a shared lunch. There can never be too many volunteers and we are always looking. What a bonus it would be to have some who are familiar with MYOB, as backup should the Office Manager be absent.

Office Manager

The Office Manager is now in her second year in the role having started in September 2018. The office is running well and the Office Manager has become familiar with processes and systems in the day to day operations. The Board Chair and Exec Budget Committee Chair carried out the annual Performance Management Review in September. NZAGSO has a warm and friendly atmosphere as well as being a well organised space.

Literature

Literature continues to flow out to the fellowship from the NZAGSO. New literature introduced over 2019 included the Just for Tonight Bookmark. Prices of literature increased as from 1 November 2019 as the NZ dollar has decreased in value against the US dollar. We continue to run a regular book special and include it in the NZ Al-Anon General Service Office News.

Top Literature Sales for 1/04/2019 to 20/02/2020

| Item No. | Title | Units Sold |
|--|-------------------------------------|------------|
| Top selling books & workbooks | | |
| B32 | How Al-Anon Works (soft cover) | 98 |
| B16 | Courage to Change | 81 |
| PN27 | NZ Service Handbook | 58 |
| P92 | Reaching for Personal Freedom | 55 |
| B27 | Hope for Today | 37 |
| B33 | Intimacy in Alcoholic Relationships | 33 |
| P24-27 | Al-Anon/Alateen Service Manual | 33 |
| B06 | One Day At A Time | 28 |
| P91 | Blue Print for Progress (large) | 24 |
| B24 | Paths to Recovery | 23 |
| Top selling pamphlets | | |
| K10 | Newcomers Pamphlet | 891 |
| P03 | Merry-Go-Round Named Denial | 151 |
| P94 | Hope & Understanding for Parents | 139 |
| P04 | Alcoholism The Family Disease | 117 |
| P07 | Guide For The Family of Alcoholics | 113 |
| P89 | Doubting Your Sanity | 102 |

Group Numbers

In NZ there are currently 84 groups in total with the following group closures and 4 new groups.

| New Groups | Disbanded Groups |
|-------------------------------------|---------------------------------|
| Hawera AFG | Balclutha AFG |
| New Plymouth Hope AFG | Darfield AFG |
| Queenstown Tuesday lunch AFG | Hope for Today Wairarapa AFG |
| Rocket Recovery Speaker Meeting AFG | Nelson Thursday Night Steps AFG |
| | St Annes AFG |
| | Taumarunui AFG |
| | Twelve Steps Through Traditions |
| | Wellington Concepts AFG |
| | Wellington Friday Night Steps |
| | Whanganui Tuesday Evening AFG |
| | Whangarei Strength & Hope AFG |

| Year | 2020 | 2019 | 2018 | 2017 | 2016 |
|--------------------------------|------|------|------|------|------|
| Total Number of groups | 84 | 85 | 94 | 91 | 87 |
| Al-Anon Groups | 80 | 81 | 89 | 86 | 82 |
| Groups focus on Adult Children | 1 | 1 | 2 | 2 | 2 |
| Alateen Groups | 3 | 3 | 3 | 3 | 4 |
| Loners | 19 | 16 | 13 | 12 | 12 |
| Institutions | 0 | 0 | 0 | 0 | 0 |

*2020 figures as at 20/02/20

Birthday Club

There are currently 32 members subscribing to the Birthday Club. A volunteer has done a wonderful job as the birthday club organiser for the past two years. She is stepping down, so we are actively seeking a replacement. There will be someone creative out there to continue making beautiful handmade cards.

Mailouts

Every month NZAGSO mails 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 119 Messenger subscribers (76 Postal and 43 email). The whole mail out is sent to 234 recipients with 96 being by post and 138 being sent by email. It is good to see that we are reducing the number of postal items gradually.

Messenger

There was initially a good response to the Messenger Editor's calls for sharing and we will be constantly encouraging members to send sharings for the Messenger in the NZ Al-Anon News.

Further Updates

- New signage installed by a volunteer over office door with the Al-Anon logo, provides a more professional look.
- Stocktake of NZAGSO took place on 28 September 2019 which was very efficient with Office Manager, committee members and another Al-Anon member volunteering, great team effort.
- Practice Fire Drill occurred on 17 September.
- Updates of the Vetting Service Request and Consent Form plus the guide to completing that form were updated and are available on the website. These forms are part of the AMIAS approval process.
- The Executive Budget Committee completed an inventory in September 2019 and will do the same in September 2020.
- February Executive Budget Committee meeting was not held in the office. The meeting was held by video conference on Zoom platform. The committee is exploring the feasibility of having meetings by Video Conference.
- The clearing of the Post Office Box in Victoria Street West will continue to be done by a volunteer once a week and by the Office Manager when needed.
- From March 2020, NZAGSO will have a new postal address which is:
NZAGSO
PO Box 68124
Victoria Street West
Auckland 1142

Northern Regional Board Member

Chris H

AREA SIX

Area Six has continued to struggle this year and I have continued to attempt to assist the Area by attending all of its three Area Assemblies. I continue to devote my entire NRBM annual travel budget to attending Area Six Assemblies with the Area having agreed to meet my travel expenses in excess of my total NRBM travel budget. That commitment to Area Six has not in any way been at the cost of Areas Seven and Eight because I continue to attend Area Eight Assemblies and AA Northern Area Assemblies at my own cost as a member of the Area Eight fellowship. I attend Area Seven Assemblies at my own cost because Area Seven is the neighbouring Area within a reasonable distance from my home. If not in the NRBM role, I would attend Area Eight Assemblies and AA Northern Area Assemblies at my own cost as a member of the Area Eight fellowship and I would attend some Area Seven Assemblies at my own cost as a member of Area Eight fellowship to foster the relationship between Areas Seven and Eight.

Area Six continues to schedule only three Area Assemblies each year with a huge gap between the final election Assembly of the year and the first Assembly of the following year (this year a six months gap between the Election Assembly on 21 September 2019 and the next Assembly on 21 March 2020). Dissatisfaction with the gap has been discussed but no changes have been made to date.

Unfortunately, there are now only five groups making up the entire Area despite that the Area includes the significant population centres in the cities of Hamilton, Tauranga and Rotorua. There are currently only two groups in the whole of Hamilton and only one group in each of Tauranga and Rotorua. The fifth group is in the small town of Waihi. There is also a lone member in the small town of Whitianga who will host a meeting on a Tuesday lunchtime if persons wanting a meeting in Whitianga contact her by cellphone.

The Area is very aware that it needs to conduct significant Public Outreach throughout the entire Area and has started to put arrangements in place towards that end – but progress appears to have been very slow.

The Area filled its service roles at the election Assembly in September 2019. In an effort to attract better attendance at Area Assemblies, the Area Committee (for a period down to only two members) have introduced running a workshop during the Area Assemblies. The few members who are active in service are to be applauded for their commitment, enthusiasm and effort but, unfortunately, they have not yet been significantly supported from the general membership within the Area. We hope that this will improve with time.

The Area held a Serenity Weekend at Papamoa on 22-24 November 2019. Anecdotal reports are that the event was a success.

Despite its difficulties, Area Six successfully hosted AFG participation in the AA Northern Area Assembly in Hamilton on 9 March 2019.

AREA SEVEN

I have attended all four Area Seven Assemblies in Ellerslie this year. Area Seven continues to function satisfactorily with most groups represented at most Area Assemblies and usually with most GRs “engaged”. Most of the Area Seven Committee roles are filled but Area Seven was not able to nominate any candidate for the upcoming vacancy in the NRBM role.

Most groups in the Area continue to be very active in public outreach activities despite the lack of an Area Public Outreach Coordinator. That gap has consistently (and clearly satisfactorily) been “temporarily” filled by the Alternate Area Delegate (both outgoing and incoming).

The Area mostly remains focused on matters within the Area itself. The “pop-up” meeting in Remuera continues as a “pop-up” but has not yet developed into a stand-alone group (my report to Conference 2019 in that regard was erroneous).

The Area's annual "Who Am I" Recovery Weekend at Bethells Beach over the weekend of 29-31 March 2019 focused on Steps 10, 11 and 12 and was again full to capacity with some members on the "wait list" unable to attend. One group reported to an Area Assembly that some of that group's members wished to complain that no space was available for them and they wished to reserve spaces for the event this year. The event will be hosted again this year on the weekend of 20-22 March 2020 focused on Steps 1, 2 and 3. It was reported to the Area Seven Assembly on 15 March 2020 that there were only two places still available at that time.

AREA EIGHT

I have attended all four Area Eight Assemblies this year – two in Point Chevalier and two in Northcote. My observation is that attendance at Area Eight Assemblies this year has dropped away a little with quorum continuing to be an ongoing problem - contributed to by two Alateen groups which are only just surviving, by the geographic isolation of some Northern groups, by some GRs attending for part only of the Assembly and by some other groups failing to send along (or even appoint) any GR.

In the exercise of its autonomy Area Eight has departed from the structure recommended by the *Al-Anon/Alateen Service Manual 2018-2021* and the *New Zealand Al-Anon – Alateen Service Handbook 2019* and rearranged its Area Committee structure in an effort to attract more members into Area service with redefined roles.

As a consequence of historic ongoing vacancies in key roles, rotation of the Area Eight Committee roles has unfortunately totally broken down to the extent that all Area Committee roles became vacant for the November Election Assembly. Almost all roles were filled at that Assembly. Some were new committee members and the others were outgoing committee members taking up different committee roles (providing the only Area Committee service experience in the new committee).

Area Eight was responsible for two of the three AA Northern Area Assemblies in the past year – the two consecutive Assemblies at Kerikeri on 13 July 2019 and at Henderson on 9 November 2019. Both events were successful, attracting good numbers (despite the remoteness of the Kerikeri event) and with three Alateens attending an Alateen meeting in the morning of each event. Attempts to offer those Alateens an additional Alateen meeting in the afternoon were in both cases unsuccessful.

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 to run at a time convenient in New Zealand. There seems to be an on-going lack of understanding that online meetings are international by nature, are registered with, and the concern of, the World Service Office and are not the concern of any particular local Area or country.

Southern Regional Board Member

Melda T

AREA ONE

Area One continues to struggle to fill service roles. This seems to be a problem at both Area and Group levels. On a positive note the Area is showing signs of growth, Oamaru and Wanaka are both working on getting groups started.

The members continue to join in with other group meetings and celebrations throughout the year for fellowship and encouragement to the smaller groups.

Gore AFG organised another very successful Serenity Weekend at Pounawea on 4-6 October 2019. The members who attended enjoyed heartfelt honest sharing meetings, a workshop, fellowship, fun, laughter, entertainment, and good food. They were able to send a donation to NZAGSO. Money was raised by holding an auction on the Saturday night, the auctioneer making this a fun experience. After Sunday lunch, all the food that was left over was bought for whatever amount people wanted to donate.

The Area is intending to have a TEAM Event later in the year hosted by Dunedin AFG. A request has been forwarded to the Board. Planning for this event has begun. Information will be distributed as soon as the date is decided.

The 217th AA Southern Area Assembly with Al-Anon participation is being held at Taieri College, Mosgiel on 6-8 March 2020. The Area and Dunedin AFG have put a lot of effort into advertising and organising an interesting programme. I am hoping for a better response, I have been disappointed at the poor number of Al-Anon members registered at recent Assemblies.

AREA TWO

I attended the 216th Southern AA Assembly with Al-Anon participation at Methven on 1-3 November 2019.

I attended the National AA 57th Convention with Al-Anon participation at St Andrew's College, Christchurch on 17-19 January 2020.

Area Two and AA Convention committee members worked well together volunteering to help organise this event. Online meetings were an excellent way to communicate, making planning the event easier. Both fellowships were pleased with the positive feedback received. It has been a very busy time preparing for the Convention. There were 50 Al-Anon registrations, total number who attended was 875.

I am attending the Area Two Assembly on Saturday 29 February 2020. There are vacant committee positions. There is a possibility of a nomination for one of them at the meeting. The positive side is they have two new meetings just started. This is very exciting for them.

AREA NINE

I attended the 215th Southern AA Assembly with Al-Anon participation at Hokitika on 28-30 June 2019. There were more Al-Anon members registered for this Assembly, every meeting had 16 to 20 members attending.

The Area is active with Public Outreach. The groups have recognised the growth in the members who share their experience, strength and hope at the monthly community meetings. Most of the groups report having newcomers and their service roles are filled. Many of the groups have purchased the Concept banner.

The Area held a successful TEAM Event in 2019 and is considering combining another TEAM Event with their Serenity Weekend. Along with three other Board members, I participated in this successful event. The enthusiastic programme presented a better understanding of how the program works, it is fun not all gloom and doom, with a lot of laughter. It was an adrenaline shot to the members. I had the privilege to witness the after effects at their business meeting next morning. Everyone was on a high and full of plans and new ideas to take back to their groups.

I am intending to attend the Area Assembly in Greymouth on 21-22 March. Overall, it has been a busy successful year with a lot of activity in all the Groups.

Conference Report

Julie W

The NZ Al-Anon Service Conference (NZASC) brings together Area Delegates and Board Members plus a Host who are all servants of Al-Anon. NZASC makes the group conscience available and effective for all Al-Anon. It is the practical means by which the group conscience can speak; it is the voice of Al-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 Area Delegates do not represent local interest and pressures. They reflect Area opinion but are not bound by a directive from groups (2019 PN-27 page 52). I believe our Delegates are the messengers of HOPE for NZ Al-Anon to continue, they need their Area's 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. The fellowship relies on Delegates' feedback and communication of initiatives from conference to be implemented throughout NZ.

This is my third conference and I have accepted that from March to June some of my life gets put aside to put the energy into this service role that is so worthwhile. I enjoy the camaraderie, fellowship and warm friendships that are developed at each conference. It reminds me that in service we need never to be alone, there is always help available and that someone has been there before and I can reach out for support.

In 2019 Alcoholics Anonymous gave permission for NZ Al-Anon Family Groups to use the Serenity Prayer in Te Reo Māori commissioned by AA and completed by the Māori Language Commission with the proviso to include a permission statement when it is used. The permission statement has been added to the online version of the 2020 Summary where the prayer is used at the beginning. **Reminder** that when the Te Reo Māori version of the Serenity Prayer quoted from the 2019 Conference Summary is reprinted in Al-Anon this permission statement must be included.

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The 2019 NZASC Goal, *'Carry the message of recovery through service'* has been on my mind since conference and how I could do this. In the group, decisions are sometimes made at a meeting and changed or not implemented because, at the next meeting, it is discussed again with different members present. I have encouraged members in our group to use KBDM for a minor decision that was to be made and to ensure the paper and decision is put into the minute book and shared for everyone. This ensures all members know why the decision was made and what will happen. I see this as Tradition Two operating and allowing all members to participate in the discussion. KBDM (Knowledge-Based Decision-Making) can be found in NZ Al-Anon – Alateen Service handbook 2019 page 14.

The following suggestion will be implemented from the 2019 feedback:

- A time slot allocated for Delegates to ask questions regarding the reports submitted by Board and Selected Committees.

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.

Editorial Report

Melda T

I am very pleased to be able to report the Messenger is tracking along a lot better than we had expected.

The appeal for more sharings in December has been an overwhelming success. Thank you to those members who put pen to paper, answering the call. Your sharings will be in print in the coming months.

I am excited to report that there are more members contributing to the Messenger over the past year. I believe if we could encourage every group in NZ to contribute, the future of the Messenger would be secure. Goal for the year is every Group getting a Messenger.

I was at a meeting recently where the Tradition and Concept pages of the Messenger were being used as the topic.

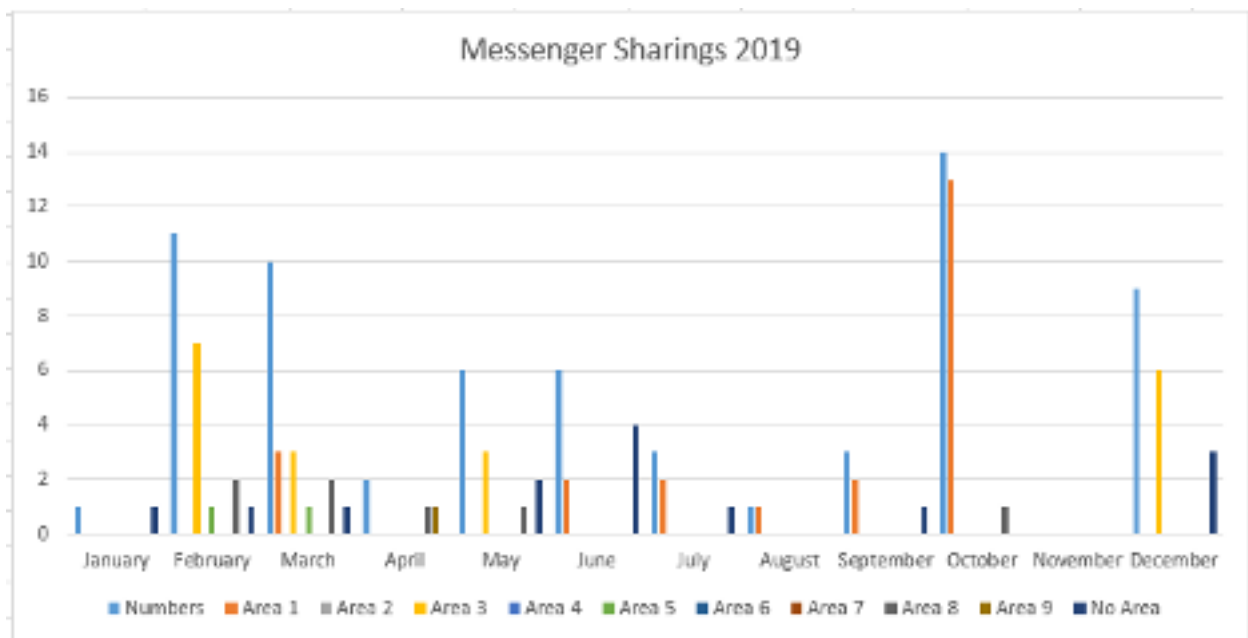
We are very enthusiastic and enjoy putting the Messenger together each month. Researching and using different Al-Anon literature has increased our knowledge and growth.

I would like to thank the volunteers, for coming into NZAGSO each month to get the mail out ready to post, your help is invaluable.

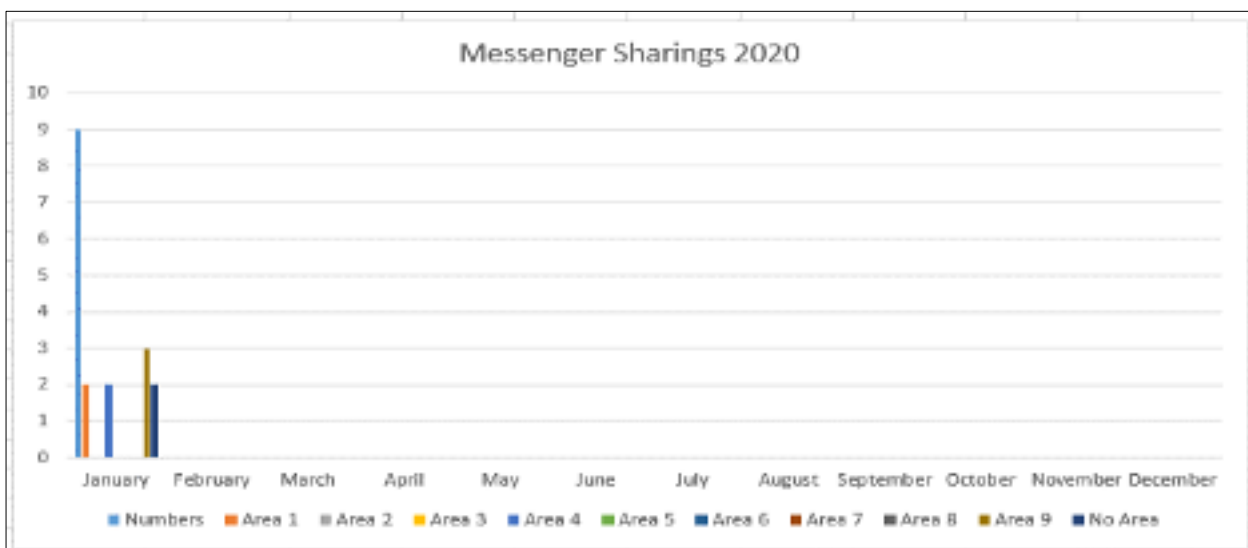
Thank you to my editorial committee for their research and proof reading.

| Messenger Subscriptions - for period March to March | | 2020* | 2019 | 2018 |
|--|------------|--------------|-------------|-------------|
| *2020 figure as at 20/02/2020 | | | | |
| Postal Subscription | Group | 29 | 26 | 32 |
| | Individual | 47 | 44 | 56 |
| Digital Subscription | Group | 5 | 1 | 6 |
| | Individual | 38 | 29 | 29 |
| Total Subscriptions | | 119 | 100 | 123 |

| Messenger Sharings 2019 | | | | | | | | | | | |
|--------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Months | Numbers | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 | Area 6 | Area 7 | Area 8 | Area 9 | No Area |
| January | 1 | | | | | | | | | | 1 |
| February | 11 | | | 7 | | 1 | | | 2 | | 1 |
| March | 10 | 3 | | 3 | | 1 | | | 2 | | 1 |
| April | 2 | | | | | | | | 1 | 1 | |
| May | 6 | | | 3 | | | | | 1 | | 2 |
| June | 6 | 2 | | | | | | | | | 4 |
| July | 3 | 2 | | | | | | | | | 1 |
| August | 1 | 1 | | | | | | | | | |
| September | 3 | 2 | | | | | | | | | 1 |
| October | 14 | 13 | | | | | | | 1 | | |
| November | 0 | | | | | | | | | | |
| December | 9 | | | 6 | | | | | | | 3 |



| Messenger Sharings 2020 | | | | | | | | | | | |
|-------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Months | Numbers | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 | Area 6 | Area 7 | Area 8 | Area 9 | No Area |
| January | 9 | | 2 | | 2 | | | | | 3 | 2 |
| February | | | | | | | | | | | |
| March | | | | | | | | | | | |
| April | | | | | | | | | | | |
| May | | | | | | | | | | | |
| June | | | | | | | | | | | |
| July | | | | | | | | | | | |
| August | | | | | | | | | | | |
| September | | | | | | | | | | | |
| October | | | | | | | | | | | |
| November | | | | | | | | | | | |
| December | | | | | | | | | | | |



Literature Committee

Liz A-S

The Literature Committee has been working on the following since Conference 2019:

1. We decided, as a consequence of:
 - a. difficulties actually encountered arising from changes to the NZAGSO postal and email addresses;
 - b. identification of some obvious typographical, grammatical and punctuation errors and
 - c. information that NZ Post is again to relocate the PO Box for NZAGSO to a site not yet finalised at the time of preparing this report... to seek NZASC authority for NZAGSB to make “housekeeping changes” to documents previously approved by NZASC where necessary to update addresses and telephone numbers and to correct obvious typographical, punctuation and grammatical errors without changing the focus, audience or intent of the documents. We anticipate that any proposed changes will first be referred through the Literature Committee.
2. We have reviewed and updated the SN-21 (Tradition 7) pamphlet and we submit it for Conference approval.
3. We have reviewed and updated the AMIAS profile form and we submit it for Conference approval.
4. We have reviewed and researched several potential ways to incorporate the KN-17 Guidelines into the Handbook with provision to enable automated separate printing of specific Guidelines. We sought help from special workers and learned that such automation is not achievable in any universally safe format. We learned that the most efficient way to enable our Guidelines to be incorporated for continual review in the handbook, and to allow the fellowship to download a pdf copy straight from their handbook online, is careful formatting. We will, as the Handbook Review continues, consider having our most printed guidelines start on a new page.
5. We have researched and discussed the possibility of using the CAL seal as part of the CAL definition in our Handbook. WSO suggested to us that we define CAL by reference to the definition in the Manual so we adopted that approach to ensure that the definition is automatically updated as necessary in future revisions.
6. We gathered feedback from the fellowship regarding using ideal phrases for job descriptions for Area Committee members relating to attendance at Area Assemblies and Area Committee Meetings and encouraging Area Committee members to have worked – or to complete working – all Twelve Steps with a personal sponsor and work with a service sponsor. We have incorporated the conclusions into the new draft 2020 Handbook.
7. We have extensively reviewed and updated the Handbook to a suggested 2020 version - including:
 - i) Updated addresses and edition dates, front cover this may need to be immediately amended when NZ Post relocate the PO Box for NZAGSO;
 - ii) Extensively restructure and simplification of the sections relating to Areas - including definitions of key terms and endeavours to adopt wholly consistent references to defined terms (e.g. attempts to ensure that “meetings”, “assemblies”, and “Area Assemblies” are consistently referred to as “Area Assemblies”);
 - iii) Recording the protocol required for invitations for NZAFG to cooperate with AA by participating in “AA events” in New Zealand;
 - iv) Updating, reviewing and placing the following Guidelines into the proposed Handbook 2020:
 - GN-1 (Members Interested in Speaking)
 - GN-5 (Alateen Meetings in School)
 - GN-8 (Taking a Group Inventory)
 - GN-11 (Group Representative)
 - GN-13 (Suggested Programmes for Al-Anon/Alateen Meetings)
 - GN-15 (District Meetings)
 - GN-24 (Area Alateen Coordinators)

- GN-35 (Al-Anon Guidelines for Al-Anon Member Involved in Alateen Service)
 - PGN-14 (Starting an Alateen Group)
- v) We have also reviewed, updated and placed the following Guidelines into the proposed Handbook 2020 and have requested some feedback from previous Convention Chairpersons and the Editorial Committee Chair:
- GN-3 (Al-Anon/Alateen Participating in AA Conventions)
 - GN-3a (Al-Anon/Alateen Participating in AA Assemblies)
 - GN-3b (Chairing Al-Anon Meetings at AA Conventions and AA Assemblies)
 - CN-14 (Editorial Committee Guideline).

We seek from NZASC 2020

1. "That NZASC 2020 approves that NZAGSB may make routine housekeeping changes to documents previously approved by NZASC where necessary to update addresses and telephone numbers and to correct obvious typographical, punctuation and grammatical errors without changing the focus, audience or intent of the documents."
2. "That NZASC 2020 approves the proposed amended AMIAS Profile Form."
3. "That NZASC 2020 approves the proposed amended SN-21 (Tradition 7 Pamphlet)."
4. "That NZASC 2020 approves the proposed NZ Al-Anon/Alateen Service Handbook 2020."
5. "That NZASC approves the Guidelines that have been incorporated into the Handbook be removed from the KN-17."

PROFILE FOR AL-ANON MEMBERS INVOLVED IN ALATEEN SERVICE

Member Information

New Approval ☐ Renewal ☐

Please complete electronically or print then use black pen to complete and continue on an attachment page if you wish

Name Of
Member:

Phone

Address:

Name Of The Member's Home
Group:

Number Of The Member's Continuous Years In Al-
Anon:

Please Give Details Of

Service:

At Group

Level:

At District Or Area

Level:

Other

Levels:

Present

Involvement:

Why Do You Want To Be An Al-Anon Member Involved In Alateen Service

I have studied, understood and agree to adhere to the Al-Anon Member Involved In Alateen Service (AMIAS) Guidelines in the NZ-Al-Anon - Alateen Service Handbook. I understand that all Alateen groups have two sponsors in attendance at all times.

Signed

Date

Home Group Approval

Name Of Member's Home
Group:

- ☐ The member meets the AMIAS requirements
- ☐ The AMIAS has a minimum 2/3 support of the group.

Group Representative for the AMIAS's Home Group to tick boxes and sign with group approval:

Date

Area Approval

Area Approval Signed By Area
Chairperson:

- ☐ Police check required (new approvals – or renewal of lapsed approvals).

This profile form when completed is retained by the Area as part of the Area's permanent records.

**Before a “new” (or reapproved after a lapsed approval) AMIAS commences any new service with Alateen the Area Chairperson must ensure that a fully completed police check is sent to NZAGSO and that NZAGSO has received a clear police check report.
Send to NZAGSO, PO Box 68124, Victoria Street West, Auckland, 1142**

Notes for guidance on approval process

This is an annual process. This form must be completed each year to achieve renewal of any current AMIAS approval. An AMIAS approval lapses after 12 months if not previously renewed for a further 12 months.

The approval process is intended to ensure the safety of the children in Alateen, and also to protect each AMIAS and Al-Anon Family Groups as a whole.

Group Approval

Note - A minimum of 2/3 majority is required for group approval.

A suggested process for group approval is:

- The proposing AMIAS attends and speaks to his/her home group about why he/she wants to be an AMIAS;
- Other group members have an opportunity to ask the proposing AMIAS questions about his/her suitability for service as an AMIAS;
- The proposing AMIAS leaves the room while there is discussion about any concerns any group member may have about the suitability of the proposing AMIAS for service as an AMIAS;
- A group vote by secret ballot is held as to whether the group approves the application.

If group approval has been completed the Group Representative then signs the form and sends it to the Area Chairperson

Area Approval

Area approval is required, in addition to group approval, because the Area is responsible for all Alateen meetings within the Area and because there might be concerns (about the suitability of the proposing AMIAS for service as an AMIAS) known or able to be expressed at the Area level but not known or able to be expressed at the group level.

The Area approval process is a process of the Area’s choice. This might be at an Area Assembly using a similar process to the suggested group approval process or it might be by the Area Committee going through a process previously approved as a policy by an Area Assembly.
The Area Chairperson signs final Area approval if appropriate.

Police check

If this is a “new” approval for a proposed AMIAS (whether a first approval or a renewal of an earlier approval which lapsed) then he/she must also complete the police check process. See the current police check form and instructions for more information.

National Public Outreach

Tracy B

Cutting Edge Convention September 2019

Cutting Edge is the NZ Addiction Practitioners' Association Annual Conference.

The conference runs for two days. In 2019 the dates were Thursday 19th and Friday 20th September 2019 at The Cordis Hotel in Auckland. 2019 has been our third year in attendance.

The 2019 Cutting Edge theme – “Looking back, moving forward” – considered how historical trauma, including adverse childhood experience (ACE) can drive addictive behaviours and, if not acknowledged, get in the way of people moving forward into healing. Therefore, for our stand at this year's event, we chose the theme “Trauma”.

Speaking to professionals in the addiction field is a huge untapped market for Al-Anon NZ, so being at a conference where there were around 500 people, from across NZ, in one place was a fantastic opportunity to carry the message of hope.

We worked on the stand for three days as the 18th was pack-in day to set up the exhibition stand.

Our stand was open and inviting. Especially so, since we had some set dressing to make it look like a ‘family room’ with pictures, broken toys and a family tree to demonstrate the ripple effect of alcoholism through destruction and trauma within a family.

We also spent a large amount of the National PO budget of \$4,000 on props, printing and items to give away.

We gave out the following:

A5 Pads = 165

Logoed Pens – 229

Blue Tote Bags – 178

Postcards – 478

Leftover items will be used for next year's Cutting Edge.

We had a table with minimal literature including meeting lists for the whole country, pamphlets, flyers, Al-Anon Faces Alcoholism 2019.

It was decided by the committee to invest a large amount of our National Public Outreach budget on things to give away. We had some blue tote bags with “Al-Anon Family Groups” and our national PO number printed on them. We got blue and white pens and A5 pads printed also with our contact details. We used postcards with our bottle image (with PO phone number) to give away instead of business cards, so that they stood out. We also had some sweets to give away and spoke to lots of people asking them to leave their contact details with us so that we could contact them later and tailor what literature or requirements they needed from us to suit their needs.

Next year's event will be held in Dunedin. I have already advised Cutting Edge, on behalf of Al-Anon Family Groups, that we would be interested in attending again next year.



It was a great site to see lots of people walking around with blue bags full of our stuff. We even got people coming up and asking for bags, note pads and pens!



The literature table was kept well stocked and we had printed meeting lists for across New Zealand to hand out.

Public Outreach group (using the WhatsApp platform)

This group has now been started and is proving to be a wonderful way to communicate. This platform is working well in communicating with fellow members regarding public outreach and used to inspire and share success and failures around the country. It is open to anyone who wishes to join the group as public outreach is all our responsibility, not just a few.

The Serenity Prayer in Te Reo Māori

We have had approval from our friends in AA to use their version commissioned by the Māori Language Commission of the Serenity prayer in Te Reo Māori. Work is currently being done to get this information to the Groups and Areas so that this prayer can be used in our fellowship.

Reminder: Add the following to any reprint:

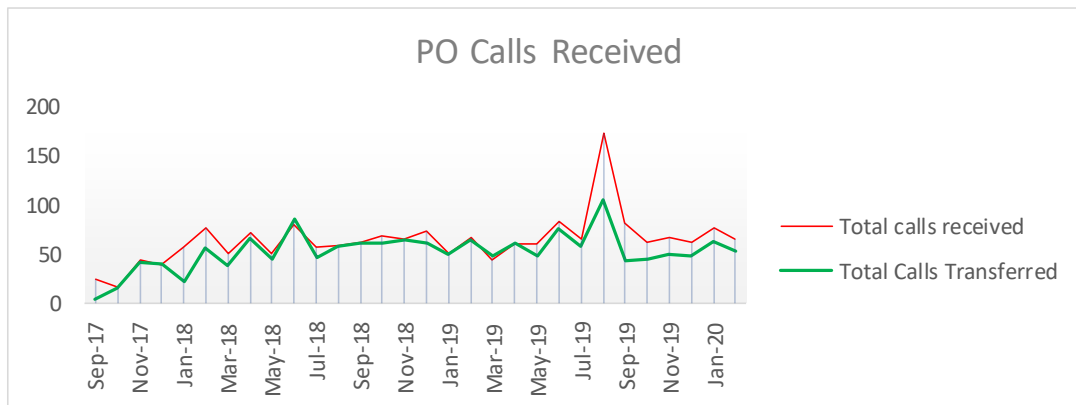
“Reprinted with permission of the NZGSB of Alcoholics Anonymous Incorporated ©”
See text and example at the beginning of this Summary.

NZAFG Public Outreach Toll-Free Number

The NZAFG Public Outreach 0508 national toll free number has now been transferred to be under the portfolio of National Public Outreach. A sub-committee will be formed to help with the smooth transition and co-ordination of this number.

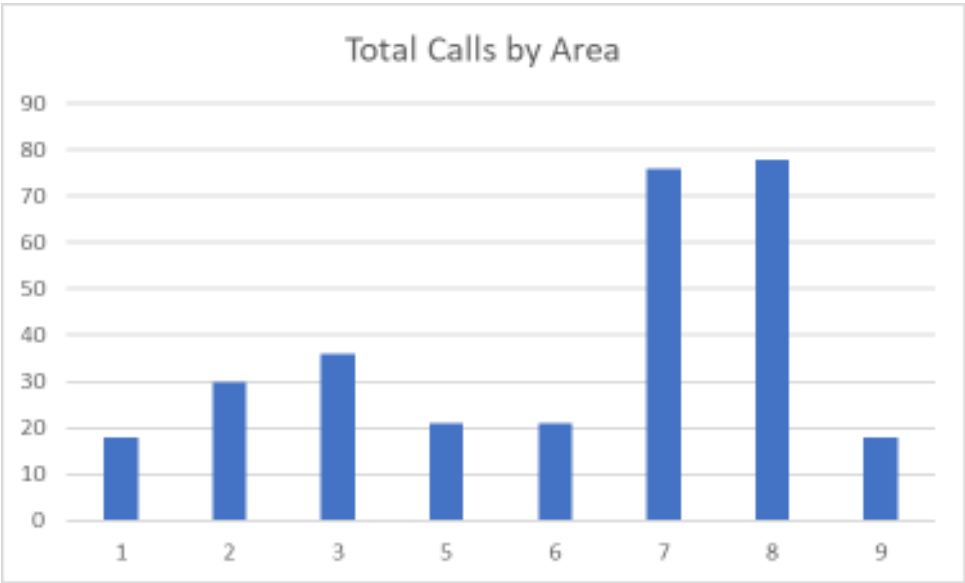
As of 16 August 2019, the phone system was cut over from a geographical routing system to a menu routing system as approved by Conference 2019. This means that one member from each area answering calls routed to them based on the menu selection made by the caller.

The following gives the split between calls received and routed to a member (total calls transferred):



Note: There is a large spike in August which was the testing of the current menu routing.

The following shows the split between areas from 19 August 2019 as per available data:



Typically, the call cost (excluding GST) are approximately \$60 per month (this needs to be monitored regularly).

There has been a large amount of work that has gone into establishing this national public outreach number. A very big thank you to all who have been involved in the project over the last three years, your service is appreciated.

Convention 2020 Report

Melda T

Alcoholics Anonymous 57th Annual Convention

Venue:

St Andrew's College
347 Papanui Road, Christchurch
17-19 January 2020

AA Theme:

Living Sober

Al-Anon Theme:

Living Serenely One Day at a Time



Overall

Numbers were good with 50 Al-Anon registrations out of the 875 (approx.) in total. The comments and feedback were very positive. Both fellowships agreed they enjoyed the meetings, there was a friendly atmosphere, the venue and food were excellent. They deemed the Convention very successful.

AA Cooperation

Working with the AA Convention Committee was really good. We invited the AA Convention Chairperson to one of our committee meetings using Skype. This was very helpful as we got to meet each other and were able to ask questions, and clarify what we needed to know. After that we had regular two-way communication, this kept both committees updated.

Al-Anon Room

We were allocated the same bright sunny room we had at the last Convention in the South Island. We set the room up differently which worked much better. The flowers and decorations made our room welcoming.

Al-Anon's literature table was positioned beside the AA's literature, which was across from the registration desk, this worked very well for the volunteers who were helping.



Al-Anon Theme: Living Serenely One Day at a Time:

| Breakdown of Meetings | | | |
|------------------------------|-------------|------------------------------------|---------------|
| DAY | TIME | TOPIC | Number |
| Friday | 7.30pm | Serenity Prayer | 35 |
| Saturday | 8.30am | Discovering Choices | 38 |
| Saturday | 10.30am | From Survival To Recovery | 60 |
| Saturday | 1.00pm | Reaching For Personal Freedom | 50 |
| Saturday | 3.00pm | Many Voices, One Journey | 46 |
| Sunday | 10.30am | Spiritual Meeting—As we Understood | 56 |

Sunday Morning was an Al-Anon Shared Meeting. I invited an AA member to Co-chair, he was very pleased to be asked. The feedback we received from both fellowships was very positive.

A member from Auckland shared her experience, strength and hope at the Saturday night public meeting.

Literature and Fundraising:

| | | |
|----------------------------|------------------|--|
| Banking (21/01/2020) | 1088.00 | excluding \$200.00 (float) |
| Eftpos (20/01/2020) | 327.00 | to be paid by AANZGSO to NZAGSO |
| Direct Credit (20/01/2020) | 40.00 | paid direct to NZAGSO |
| Total banked | \$1455.00 | |
| Literature Sales | 969.00 | |
| Sales Table | 330.00 | Banking 21/01/2020 - See Summary below |
| Tradition 7 | 156.00 | |
| Total received | \$1455.00 | |
| Sales | 196.00 | Banking (21/01/2020) |
| Plus Eftpos transactions | 94.00 | To be paid by AANZGSO |
| Plus Direct Credit | 40.00 | Paid direct to NZAGSO (20/02/2020) |
| Summary Sales Table | \$330.00 | |

Convention Committee

The Convention Committee comprised of five willing and enthusiastic members. The Committee had regular video meetings, these worked well. We had a slow start, when we organised ourselves into the areas we were going to take responsibility for, then things started to happen. We kept updating our progress. Jess and Jules worked very hard encouraging members to go on the literature and registration table rosters. We struggled to agree on some things but it all worked out in the end. On the Convention weekend we were a united unit and communicated and worked well together. We all wanted the Convention to be a success.

Highlights

- ◆ Having permission to use the Serenity Prayer in Te Reo Māori. Then to have some Wellington members say it together at the beginning of the first Convention meeting.
- ◆ Meetings started and finished on time.
- ◆ The meeting room looked inviting and colourful; it was set out better. And was well identified.

Concerns

- ◆ Our committee was not big enough.
- ◆ Only two complaints - When Speakers turned away to point to banners behind them, the hearing impaired then could not hear. Suggested that banners be hung on the side instead of behind speakers.
- ◆ Blue wine glasses matching the blue water bottle used on the Chairperson's table. Suggestion maybe we could be more sensitive to the AA members in the future.

NZAFG Website

Rana S

In late 2018 a small taskforce was formed to manage the NZAFG Website Rebuild. This was called the Digital Strategy Taskforce. It was made up of two Board members and two members of Area Three, one of whom provided regular maintenance of the existing website. 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 – mobile friendly) for NZAFG.

After a long wait and very slow progress, on 12 August 2019 the new NZ Al-Anon Family Groups website was launched!

This new website came with a lot of new functions and capability which we have been trying to make the most of as time allows. Since then we have refined it a little and made some improvements (not as many as we would have liked), including:

1. A fuller calendar of events, including International Events.
2. More products available, including subscriptions, downloads and book specials.
3. More information in the members section, including how and where to make a donation.
4. Regular backups and maintenance.

There have been a small number of issues during that time:

1. We had a half day outage as a consequence of running out of space on our subscription with our hosting service; this was resolved when we increased our subscription.
2. A critical error in part of the “Shop” functionality, which was resolved quickly through maintenance updates (patches).
3. We have been experiencing server errors. These only seem to affect the administrators and we have been working with our providers to resolve these.
4. Geolocation on the meeting map is not functioning correctly; again we are working with our providers.

Overall there has been less than one day where the website has not been up and available.

We are still intending to implement:

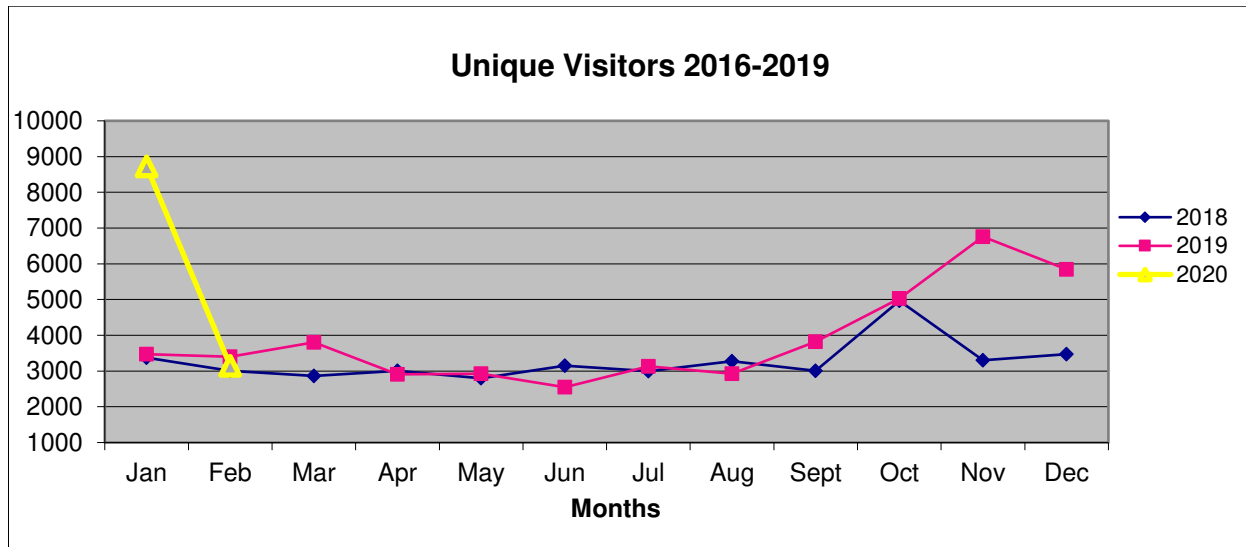
1. Improvements to the meeting list to make it as user friendly as possible.
2. Install a Shop search function.
3. Some development of the Order Printing (to make it easier to use in NZAGSO).
4. “Cover My Tracks online” to maintain anonymity for the visitor on the device they are using.
5. “Hide This Page” for users to also protect their anonymity if anyone comes up behind them.
6. For Professionals (media releases etc).
7. Consider the use of other domain names (eg www.al-anon.kiwi).

As we have experienced issues with the web development company, we have been seeking a replacement and will look to see if a support contract can also be arranged.

Current Website Statistics

Here is a graphical representation of the number unique visitors to the website:

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



The number of unique visitors has clearly risen since the introduction of the new website, with on average approximately 2000 more visitors a month and an enormous spike in January 2020. Overall it appears that there is a sustained increase in the use of the website, since implementation.

We have now implemented Google Analytics and started to gain some insights (for the period from 12 August 2019 to 31 January 2020), so far we have learned:

- 59% of users are accessing the website from a mobile, 35% are using a desktop computer and 6% are using a tablet. Showing implementation of a responsive design (mobile friendly) has had an impact.
- 80% of users were new users and 20% are returning visitors (note this will shift as Google Analytics gains more data). Both have an average duration of 2-2.5 minutes.
- How visitors get to the NZAFG website:
 - 75% of users are finding the website by searching “organically” (looking for “Al-Anon”, “Alanon” etc).
 - 19% are arriving using the web address (mostly likely members)
 - Approximately 3% are coming from another website (eg cab.org.nz references the NZAFG website).
 - Less than 2.5% are coming from social media.

This supports the idea that word of mouth continues to be our best source of members (more Public Outreach)

- 86% of users originated in New Zealand.
- We can now track if a new source starts to provide referrals, for example if an article were to appear in Stuff (stuff.co.nz) which brought in visitors, we can see that.

There is more to be learned, there is a great deal of data and analysis, some useful, some not and it will take some time for us to determine the most useful aspects.

IAGSM Delegates

Chris H & Julie W

As our two IAGSM Delegates for New Zealand to the IAGSM 2020, Chris H and Julie W have received formal Welcome Letters with full information about arrangements for the event.

The IAGSM will be held 7-10 October 2020 at the Royal Foundation of St. Katharine, in London, England. The theme for the meeting is “Practicing Universal Principles with 20|20 Vision.”

Our delegates have also received an invitation to participate at IAGSM 2020 by delivering a general session presentation on “**Hybrid IAGSM**”. The topic is intended to explore the option for General Service Structures to participate in the IAGSM virtually (for example via Skype or Zoom) where “Hybrid” refers to a meeting with a mix of face-to-face and virtual participation. As Delegates we find the challenge of the topic exciting and are working on preparation of the presentation.

Update and Comments

Due to worldwide COVID-19 and travel restrictions the IAGSM will be held virtually from 4-7 October 2020. Julie W will participate and have a previous IAGSM Delegate support her during this time as Chris H is no longer a Delegate. We will not be doing a presentation at this conference. The hope is that the 2022 IAGSM Conference will be held in London, England.

Conference Members 2020: Board Members

| <u>Roles</u> | <u>Details</u> | <u>Terms</u> |
|--------------------------------|----------------|-----------------------------------|
| Board Chairperson | Julie W | 1st year 1st term |
| Conference Chairperson | | 2nd year 1st term |
| IAGSM Delegate | | 1st year 1st term |
| Board Treasurer | Rana S | 3rd year 1st term |
| Web Oversight | | 2nd year 2nd term |
| General Secretary | John B | 2nd year 5th year of 1st trial |
| Executive Budget Chairperson | Sam McL | 2nd year 1st term |
| Southern Regional Board Member | Melda T | 2nd year 2nd term |
| Editorial Chairperson | | 3rd year 1st term |
| Public Outreach Chairperson | Tracy B | 2nd year 1st term |
| Literature Chairperson | Liz A-S | 1st year 1st term |
| Board Member | Sarah R | 1st year 1st term |

Conference Members 2020: Area Delegates

| <u>Area</u> | <u>Details</u> | <u>Terms</u> |
|-------------|----------------|-------------------|
| Area One | Lucy A | 3rd year 1st term |
| Area Two | Jessica H | 1st year 1st term |
| Area Three | Jason T | 1st year 1st term |
| Area Four | Margaret J | 2nd year 1st term |
| Area Five | Patty J | 3rd year 1st term |
| Area Six | Karen J-C | 1st year 1st term |
| Area Seven | Robyn D | 1st year 1st term |
| Area Eight | Susan B | 1st year 1st term |
| Area Nine | Marguerite B | 3rd 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

