

**MEETING MINUTES DRAFT 2**

**NAME OF ORGANISATION** Illawarra & South Coast CSO Inc  
**NAME OF SUB-GROUP:** Office Subcommittee  
**DATE and TIME:** Monday 23<sup>rd</sup> March 6pm  
**VENUE:** Online Zoom Meeting ID: 891 9515 7868 and Passcode: 695615

**To:** All CSO Committee (but highlighting Tony, Elise, Ro and Rhia) and Volunteers Deb, Tracey-Maree, Shai, plus Cassie.

**ITEMS**

<b>1.</b>	<b>Welcome and Apologies:</b> <b>Attendance</b> STEVE (CHAIR), Rona, Rhia, Debbie, Tracey-Maree, Shai, Cassie, Danielle, <b>Apologies:</b> <b>Quorum:</b> 5 - achieved <b>Meeting to open with: Plural Serenity Prayer</b>	
<b>2</b>	<b>How to run this Sub-committee? How often to meet etc.</b> The meeting focused on establishing meeting procedures and document management. The group decided to rotate both chair and note-taking responsibilities, with Steve continuing as chair for the current meeting. They approved meeting frequency as two meetings between quarterly meetings and accepted the minutes from the previous meeting.  Chair ; Minute Taker to be rotated each meeting – 8 meetings per year. Secretary – <b>Rhia Treasurer Elise</b>	
<b>3</b>	<b>Minutes of Previous Meeting – see attached</b> <b>Accepted by Debbie, Ro and Rhia (as others not present)</b>	
<b>4</b>	<b>Action List from Previous Minutes –</b>  <b>4.1 Mail Correspondence &amp; Document Storage</b> The discussion also covered document storage updates, including the establishment of separate email accounts for the committee and office, and the creation of a virtual filing cabinet on the website for document access.  The committee discussed implementing Google Drive storage for documents, with Ro providing the new password for the <b>Committee Zoom</b> account.  <b>Rhia explained the importance of version control and security</b> , while Debbie reported a reduction in suspicious emails due to stricter blocking measures.  The group agreed to review existing file folders and consider assigning someone to help organize documents, with Cassie expressing interest in assisting with this task.  <b>This means any Office Volunteer (or any Committee Member) if updating a file – needs to take the latest version from the Committee Google Drive, put the updated version (with its new date) in the Google Drive and email the Committee email that that document (name) has been updated.</b>  Ro also updated the group on the Assistant Treasurer role, noting that Elise was busy until May and had not yet set up bank signatory access, while videos had been created to help with website management tasks.	

	<p><b>4.2 Assistant Treasurer / 3.3 bank Signatories</b></p> <p>Ro updated the group on the Assistant Treasurer role, noting that Elise was busy until May and Elise had not yet set up bank signatory access,</p> <p><b>4.4 Web Site Access/ Needs ?</b></p> <p>2 videos made by Ro and uploaded to the <b>Committee Google Drive</b> and sent to Rhia who now also had access through her personal email. Ro mentioned to Molly as a possible option too. Need to have a couple of back-up people who know who to change our website</p> <p><b>4.5 Roles of the Secretary &amp; Treasurer</b> – See point 2 above</p> <p><b>4.6. Volunteer Roles – Attach previous Job Descriptions</b> - See 6.6 below</p> <p><b>4.6.1.Casual Office Worker Arrangements Discussion</b></p> <p>The group discussed implementing casual office worker arrangements and monthly Saturday shifts. Ro noted the organization has sufficient financial reserves to support a six-month trial of these Saturday shifts, pending approval from the national committee.</p>	
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5	<p><b>Business Arising:</b></p> <p><b>5.1 Water Update</b> Hot and cold running water now functioning</p> <p><b>5.2 Toilets</b> <b>Ro to follow up</b> with Dr. Sharma regarding ongoing issues with toilet access/lockouts at the office venue, Volunteers report it locked.</p> <p><b>5.3 Rally feedback</b> – next year recommendations etc.</p> <p>Debbie (in consultation with others) to prepare a report for the next meeting (April) on how the office was stocked for the recent rally, including problems encountered and recommendations for next year</p>	
6	<p><b>New Business:</b></p> <ol style="list-style-type: none"> <li><b>1. Easter Closure</b> The team discussed Easter holiday closures, confirming that Good Friday (April 3rd) and Easter Monday (April 6<sup>th</sup>) will be public holidays when Shai and Tracey-Maree won't work. Ro requested that the office closure be communicated to members. Honorariums are not paid for days not worked.</li> <li><b>2. All Office Volunteers to join CSO</b> Ro suggested that all office volunteers complete an application to become association members to ensure insurance coverage.</li> </ol> <p>The discussion clarified that while office worker forms were previously completed, formal membership in the association could provide additional insurance protection for volunteers.</p>	

	<p><b>3. Casual Office Workers:</b> Tim, Cassie: Debbie confirmed that Tim agreed to work as a casual volunteer on Mondays, and Cassie expressed interest in working Mondays, Wednesdays, and Fridays.</p> <p><b>4. Saturday Monthly CSO opening?</b> The team discussed opening the office once monthly on a Saturday, with a proposed \$30 honorarium per shift, though this would not affect volunteers' taxes. The group agreed to implement a six-month trial where Cassie and Shai would take turns doing shifts <b>every second Saturday of the month</b> in the office.</p> <p><b>5. AA meetings in CSO?</b> Tracey-Maree reported that she already runs an international Zoom Women's meeting on Mondays at 7pm US time EST (10am local time), which could potentially serve as a hybrid meeting option for AA meetings. The group discussed logistics including room capacity (approximately 10 people) and safety considerations, with no major concerns raised about implementing hybrid meetings from the office.</p> <p><b>AAlove Women's and non-Binary meeting</b> Zoom 869 70 70 47 Password: ask Tracey-Maree</p> <p><b>6. Job Descriptions:</b> <b>The Management Committee worked on documenting Office Volunteers Roles as they were at Fairy Meadow and before the many changes in office equipment and routines at Coniston. Deb has put a copy on the Noticeboard but Ro will circulate a copy to all volunteers with the final draft of these minutes. This will need updating in many ways.</b></p> <p><b>So for practical reasons, it may be best to wait until after we have made a Draft Office Procedures Manuel and had some discussions about sharing and /or rotating tasks.</b></p> <p><b>7. PI/PA work possibilities PIPA Setup and Meeting Planning</b></p> <p>The team discussed job descriptions and PIPA possibilities, with Rhia reporting on the setup of a new WhatsApp group and Google Drive folder containing PIPA resources. Rhia confirmed the first PIPA meeting would be held on Sunday at 2pm, which will be hybrid with options to attend in person or via Zoom.</p> <p>Rhia: Add Danielle to the PIPA WhatsApp group and include her in PIPA communications .</p>	
7	<p><b>Other Business:</b></p> <p><b>7.1 Reports to Management Committee meeting.</b></p> <p><b>Notetaker to send approved minutes or final draft minutes to Committee email and Individual Committee members</b></p> <p><b>7.2 Requests of Management Committee</b></p> <p><b>7.2.1 Approval of Cassie to work as a casual Office Volunteer, and to call in Tim on Mondays if needed as a casual.</b></p>	

	7.2.2	Note Easter Holiday Closures – Friday and Monday	
	7.2.3	Policy of eligible Subcommittee and Office Volunteer members being asked? suggested ?/ required? to join the Association via the Membership Form. <a href="https://www.aawollongong.org.au/application-for-membership">https://www.aawollongong.org.au/application-for-membership</a>	
	7.2.4	Approval for a six months trial of opening the Office once a month on the Second Saturday of the Month (with \$30 honorarium) with the budget being \$180 for the six month trial.	
	7.2.5	Approval for the use of the office space as a trial for face-to-face (max 10 people) and hybrid meetings	
	7.2.6	And in particular for Tracey-Marees’ Monday International Women’s Meeting hybrid to be our trial start.	

**Meeting to closed with Serenity Prayer Plural**

Date Next Meeting: 13th / 20th April 2026 ??

**(NOTE: As we were late in March is the Sub-Committee to be the 2nd or 3rd Monday of the in-between months of FEB MAY AUG NOV**

<b>AI ZOOM NEXT STEPS</b>	<b>ACTIONS:</b>	<ol style="list-style-type: none"> <li><b>1. Tracey-Maree:</b> Update the office stock list in Excel every Monday (or when present), and note the latest invoice/receipt number in the invoice book for stock tracking</li> <li><b>2. Debbie:</b> Prepare a report for the next meeting on how the office was stocked for the recent rally, including problems encountered and recommendations for next year</li> <li><b>3. Rhia:</b> Send a document with screenshots explaining the current Google Drive file structure to the team</li> <li><b>4. Rhia:</b> Add Danielle to the PIPAA WhatsApp group and include her in PIPAA communications</li> <li><b>5. Ro:</b> Contact Samsung and Boost this week to troubleshoot ongoing phone issues, including arranging three-way chats with Debbie (Wednesday) and Shai (Friday) as needed</li> <li><b>6. All office volunteers:</b> Use the hash, zero, 0, 4 (hash004) code as the regular routine to undivert the phone, and document any further phone issues</li> <li><b>7. Ro:</b> Consider requesting a new phone if issues with the current phone persist</li> <li><b>8. Rhia:</b> Organize and chair the first PIPAA subcommittee meeting on Sunday at 2pm (hybrid format), and ensure relevant resources are in the shared Google Drive</li> <li><b>9. Cassie and Shai:</b> Alternate covering the new monthly Saturday office shift (every second month each), starting with a 6-month trial</li> <li><b>10. All office volunteers:</b> Fill out the application to be a member of the association (if not already done), to ensure insurance coverage</li> </ol>	
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**11. Ro/Committee:** Recommend to the main committee the implementation of casual office volunteers and the 6-month trial for monthly Saturday openings

**12. Ro/ Rhia:** Send AI summaries to Tracey-Maree to assist with preparation of meeting notes

**13. Rhia (or relevant volunteer):** Upload the zip drive of organizational documents (rent invoices, lease, assurance, etc.) to the Google Drive for shared access—this may be assigned to Tracey-Maree-Maree, Shai, or Cassie to consider at next meeting

**14. Ro:** Follow up with Dr. Sharma regarding ongoing issues with toilet access/lockouts at the office venue

**15. Debbie/ and others:** Continue blocking suspicious and unwanted emails to the Big Pond account to reduce inbox clutter.

**Instructions on How to Manage Bigpond Spam under 4 Service Volunteers:**

<https://www.aawollongong.org.au/managing-bigpond-spam>

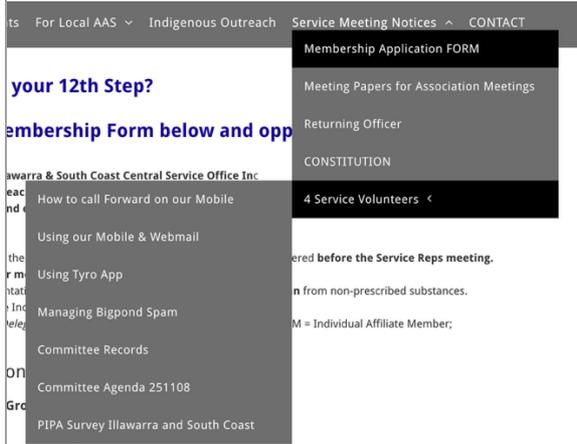
**i.e Service Meeting Notices:**

<https://www.aawollongong.org.au/notice-meeting>

**Then 4 Service Volunteers:**

<https://www.aawollongong.org.au/for-service-volunteers>

which has an index to the following – see screenshot.



**16. All office volunteers:** Forward any documents intended for committee storage to the appropriate Google Drive folders, and consider who will organize documents/folders (to be discussed further at next meeting)

**AI ZOOM Summaries**

**MEETING SUMMARY**

The Central Service Office (CSO) subcommittee meeting focused on operational procedures and volunteer coordination. The group discussed rotating meeting chair and note-taking responsibilities, with Steve continuing as chair for the current meeting. They addressed document storage using Google Drive with secure access, and established a system for tracking inventory using a paper stock list that would be updated weekly and entered into Excel by Tracey-Maree. **The committee approved asking the Management Committee for** a \$30 monthly honorarium for a monthly Saturday office volunteer position, with Shai and Cassie agreeing to share this role. They also discussed the possibility of holding hybrid AA meetings from the office, with Tracey-Maree's existing international women's meeting serving as a potential starting

point. The conversation ended with significant discussion about ongoing phone system issues, including problems with call diverting that required follow-up with Samsung and Boost providers.

### **Meeting Procedures and Document Management**

The meeting focused on establishing meeting procedures and document management.

The group decided to rotate both chair and note-taking responsibilities, with Steve continuing as chair for the current meeting.

They approved meeting frequency as two meetings between quarterly meetings and accepted the minutes from the previous meeting. The discussion also covered document storage updates, including the establishment of separate email accounts for the committee and office, and the contents of a virtual filing cabinet on the website being transferred to the google docs for storage and document access. Cassie expressed interest in helping.

### **Document Storage and Organization Updates**

The committee discussed implementing Google Drive storage for documents, with Ro providing the new password for the Committee Gmail account.

Rhia explained the importance of version control and security, while Debbie reported a reduction in suspicious emails due to stricter blocking measures.

The group agreed to review existing file folders and consider assigning someone to help organize documents, with Cassie expressing interest in assisting with this task.

Ro also updated the group on the Assistant Treasurer role, noting that Elise was busy until May and had not yet set up bank signatory access, while videos had been created to help with website management tasks.

### **Office Inventory Management Procedures**

Ro proposed creating an office manual to establish standard procedures for office operations, including inventory management and stock tracking.

Debbie suggested using the invoice book's yellow copy to track inventory changes, with a tick system to ensure items are properly updated.

Tracey-Maree volunteered to handle the Excel inventory updates on Mondays, following a similar process to how she manages weekly statistics, ensuring stock levels are accurately recorded.

### **Financial and Facility Updates Meeting**

The team discussed updating stock-taking records, with Tracey-Maree explaining how to maintain a paper stock list that can be updated in real-time and later transferred to Excel.

Ro requested that Tracey-Maree also track progress in the invoice book. The group addressed ongoing issues with the toilet facilities, including reports of the women's

toilet being locked multiple times, which Ro said would be followed up with Dr. Sharma.

The conversation ended with a request for Debbie to prepare a report for the next meeting about rally stock management and issues encountered, with the goal of improving future event organization.

#### **Easter Holiday and Office Closures**

The team discussed Easter holiday closures, confirming that Good Friday (April 3rd) & Easter Monday (April 6<sup>th</sup>) will be a public holiday when Shay and Tracey-Maree-Maree won't work.

**Ro requested that the office closure be communicated to members** and suggested that all office volunteers complete an application to become association members to ensure insurance coverage. The discussion clarified that while office worker forms were previously completed, formal membership in the association would provide additional insurance protection for volunteers.

#### **Casual Office Worker Arrangements Discussion**

The group discussed implementing casual office worker arrangements and monthly Saturday shifts. Debbie confirmed that Tim agreed to work as a casual volunteer on Mondays, and Cassie expressed interest in working Mondays, Wednesdays, and Fridays.

The team discussed opening the office once monthly on a Saturday, with a proposed \$30 honorarium per shift, though this would not affect volunteers' taxes. Ro noted the organization has sufficient financial reserves to support a six-month trial of these Saturday shifts, pending approval from the national committee.

#### **Office Hybrid Meeting Implementation Plan**

The group agreed to implement a six-month trial, **subject to Management Committee approval**, where Cassie and Shai would take turns doing shifts every second month in the office.

Tracey-Maree reported that she already runs an international Zoom Women's meeting on Mondays at 7pm US time (10am local time), which could potentially serve as a hybrid meeting option for AA meetings. The group discussed logistics including room capacity (approximately 10 people) and safety considerations, with no major concerns raised about implementing hybrid meetings from the office.

#### **PIPA Setup and Meeting Planning**

The team discussed job descriptions and PIPA possibilities, with Rhia reporting on the setup of a new WhatsApp group and Google Drive folder containing **PIPA** resources.

Rhia confirmed the first PIPA meeting would be held on Sunday at 2pm, which will be hybrid with options to attend in person or via Zoom. The team also addressed technical issues with phone connectivity at the office, which Shai had managed to connect but experienced some difficulties with.

#### **Phone System Issues Discussion**

The committee discussed ongoing issues with their phone system, particularly problems with undiverting calls from the 1300 number. Ro explained that they pay Boost \$300 annually for internet coverage and phone service **and \$150 pa for the**

	<p>permanent divert of 4285 6788 to mobile 0409 48 48 15 (\$450 pa), which is cheaper than their previous land-line provider (approx. \$1200 pa).</p> <p>The group agreed to contact both Samsung and Boost to resolve the undiverting issues, with Ro committing to make these calls this week. They also discussed the possibility of requesting a new phone due to ongoing problems.</p> <p>Cassie, a new member, shared her positive experience attending her first office meeting. The next meeting was scheduled for April 19-23.</p>	