

National CSOs Sharing Sessions Report for Annual General Meeting - 17 August 2026

The Illawarra and South Coast Central Service Office Inc. (and previously as the South Coast AA Service Council) participates in the quarterly meetings of the CSOs throughout Australia to share experiences, concerns, resources etc. and to work towards a more united approach to service in AA across Australia.

The original get-together was facilitated by the GSO Board. However, the meetings are held by the CSOs with a rotating Chair and Secretary/ Minute taker — with terms of 2 years for stability — meeting quarterly the first Saturdays in February, May, August and November unless there is a clash with a National Event such as the National Convention.

Current Chair is Sarah M from the Parramatta CSO and
Current Secretary is Sarah R from the Adelaide CSO.

Issues covered since Feb 25 are:

- Chat Now Response Service
- AA80 – Preparations and Wrap-Up
- AA Guidelines Review
- Current Structure Working Group Committee
- National Remote Communities
- National Helpline/Diverter Phone

Note: The GSO Office Manager is seeking feedback on training documents; and is still on the hunt for a rostering software and a volunteer reminder system

- NSW Service Council Update — Reviver
- Remote Communities Luncheons Updates
- Service Structure Working Group
- Non-Conference Approved Literature
- Obligations of CSOs to paid staff
- Safety issues

These meetings have been extremely beneficial in finding out about processes and progress with work being done by the GSO and the general service arm of AA and especially for the projects that directly affect the working and effectiveness of a CSO.

One exciting area is the Remote Communities work as detailed in the July Online Forum — a summary of what was discussed is available for those local groups interested in sponsoring or supporting this work in general or even a specific group (perhaps with our CSO Zoom platform as a tool)

Several CSOs have closed because of the rental costs and the lack of volunteers to staff the physical office, with Districts carrying the work that was done by a CSO in the past.

The work on the Review of the Service Structure is of particular interest to the Illawarra & South Coast Central Service Office Inc. Our CSO has contributed to that discussion and reported to our local groups on this issue via our Local News webpage. Links of specific interest are:

Full Submission endorsed by Illawarra & South Coast Central Service Office Inc.

<https://irp.cdn-website.com/bccbbb3b/files/uploaded/CSO+Wollongong+Submission-Final.pdf>

Our suggestions were for a “United” approach to service and more simplified “One Arm of Service” model as is the case In the United Kingdom, not an amalgamation of services as has been done in Area G.

We did prepare some summary resources for local members and for discussion in the National CSOs Sharing Meetings:

Summary Submission

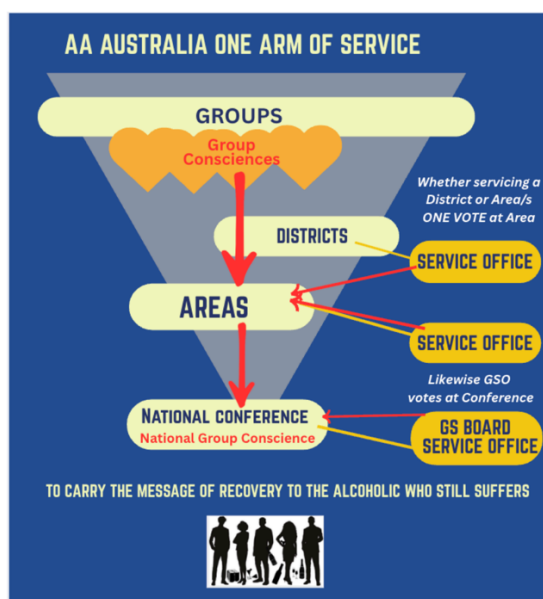
<https://irp.cdn-website.com/bccbbb3b/files/uploaded/ISCCSOInc-SUMMARY-Structure-SUB-260512-ac840ef2.pdf>

Video on Summary

<https://www.youtube.com/watch?v=GqHQYFcXLeK>

Simple United Arm of Service

<https://irp.cdn-website.com/bccbbb3b/files/uploaded/One-arm-of-service-rev.pdf>



Another way your CSO Committee tries to keep us all up-to-date with what AA is doing in service across Australia.

Ro G

Treasurer & Public Officer

AGM August 2026