

Annual General Meeting Teleconference Meeting

Date:	18 th May 2021
Time:	5.00pm AEST
Attendees:	Chair: Brendan Cullen
	ACT Members: Andrew Ritchie, Ian Smith
	NSW Members Bradley Busch, Kathryn Howard, Santosh Pati, Richard Witton-Smith, Stefan Hulls
	NT Members Martin Scerri
	QLD Members Brian Jennings, Harry Powell, Murali Ramakrishnan
	SA Members Tracey Horricks, Glenn Schwarz, Gavin Hedrick
	TAS Members
	VIC Members Brad Schimmel, Marian Den Ouden
	WA Members David Low, Simon Dorst, Michelle Major-Goldsmith
Proxies:	Janet Holling, Wilma Weaver & Jo Watkins
Apologies:	Janet Holling, Wilma Weaver & Jo Watkins
Minutes:	Sheryl Kingsley

Documents Distributed

Copies of the following documents were distributed prior to or during this meeting:

- [Meeting Agenda \(18/5/2021\)](#)
- [Previous Minutes \(19/5/2020\)](#)
- [Chair's Report](#)
- [Treasurers' Report](#)
- [Management Report](#)

Detailed Minutes of Agenda Items

1. Welcome to Members, IT Service Management Australia

Brendan welcomes all attendees and thanks everyone for their time.
We have a quorum of 22 members. (3 proxies)

2. Attendance

ACT Members:	Andrew Ritchie, Ian Smith
NSW Members	Bradley Busch, Kathryn Howard, Santosh Pati, Richard Witton-Smith, Stefan Hulls
NT Members	Martin Scerri
QLD Members	Brian Jennings, Harry Powell, Murali Ramakrishnan
SA Members	Tracey Horricks, Glenn Schwarz, Gavin Hedrick
TAS Members	
VIC Members	Brad Schimmel, Marian den Ouden
WA Members	David Low, Simon Dorst, Michelle Major-Goldsmith

3. Apologies – Janet Holling, Wilma Weaver & Jo Watkins

4. Proxies

Proxies:	Janet Holling, Wilma Weaver & Jo Watkins
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5. Minutes of the 2020 Annual General Meeting

The minutes of the 2020 Annual General Meeting have been circulated and are posted to the itSMFA Website.

[Click here for Previous Minutes dated 19/5/2020](#)

No corrections required.

Move that the minutes to be passed as a true and accurate record of the 2020 Annual General Meeting	
Moved By:	
Seconded By:	
Those Against:	Nil
Those Abstaining:	Nil
Motion:	Carried

6. 2021 Annual Chairs Report

Welcome to our AGM for 2021

It's fair to say that 2020 was probably the most challenging year for itSMF Australia since the forum was formed in 1998.

We had just started our Q1 event series and the Conference committee were just finalising arrangements for our flagship National Conference in Brisbane when COVID-19 hit and the country was sent in to lock down.

As an organisation we had to adapt and change the way we operate almost overnight. Our events went virtual and I would like to thank all the State Branch Chairs, event coordinators and committees for embracing this challenge and turning it into an opportunity to host quality online events that all our members could attend and get value out of. As our quarterly events are the core of our forum we are very proud that our virtual seminars captured the personality, sense of collaboration and camaraderie of our physical event. They also gave us the opportunity to experiment with new delivery models and extend our reach in our smaller states like Northern Territory and Tasmania.

Our 2020 National Conference was postponed and we ran a National Virtual Event – The Un-Convention which was actually hybrid as some states organised in person venues where they were allowed. The Un-Convention was extremely well received and kudos to the Conference Committee, in particular Kathryn Howard as the Conference Director for organising a line-up of world class speakers to present from all over Australia and indeed the globe.

It's encouraging that despite not being able to meet face to face and socialise at our Conference and quarterly events we have still been able to provide ongoing education, professional development and networking opportunities that are valued by our members, however I'm sure we are looking forward to meeting in person again now more than ever!

Bring on Brisbane in September!!

As many of you would be aware, the National Conference is not only our flag ship event it is also our biggest source of income, without the income of a conference in 2020 our resources have had to be stringently managed. Once again, our fantastic office staff, led by our Executive Officer Sheryl Kingsley, managed to adapt and find savings to the bottom line. By embracing a new work from home arrangement, this has allowed us to move to a new lower cost managed office space in Doncaster, saving significant costs on rent and other services.

It should also be noted that Sheryl working very closely with our Executive Leadership team, in particular Troy Latter (our Treasurer) and Yvonne Blackwell (our accountant) managed to guide us through the loss of Conference income and by managing our finances closely. Your Board focused on their role as directors to manage the many risks related to our changes in services, revenue and office costs. We are proud to have achieved a small financial surplus this year. Maintaining our membership, well respected events and financial reserves during these unprecedented times is a fantastic result. I would like to thank every member of the Board for their unprecedented service. Troy Latter will outline more details on our financial position in the Treasurers financial report.



On the 22nd September I received a phone call advising that our Chairperson, Bradley Busch had been involved in a horrific traffic accident and was undergoing lifesaving surgery. Having served on the Board of itSMF Australia for over 10 years, 5 of which he has served as Chairperson it is fair to say that Brad has a great deal of experience, and at first being ‘thrust’ into the role of Acting Chairperson scared the life out of me. However, having been Brad’s Deputy for last two years I was grateful for the succession planning that Brad had put in place which meant that I was able to transition into the role of Acting Chair a lot more seamlessly than had it not been in place. I was also very lucky to have an amazing team of Board members supporting me and each other.

Now that Brad is recovering it is reassuring that we can once again count on his advice when required.

Also In 2020 we welcomed some new faces to the Board of Management:

Murali Ramakrishnan, Feisar Joya and Wilma Weaver were welcomed to the Board in May 2020 and have made a significant contribution already. We were also able to co-opt Brian Hughes & Peter Tonkin to the Board. Brian was brought in to provide us with his expert knowledge of IT4IT and provide an avenue for us to get closer to the IT4IT community. Unfortunately, Brian’s involvement was impacted by his ill health and he sadly passed away in April this year, his contribution to itSMF Australia was massively appreciated and he will be sorely missed. Peter was brought in to continue the momentum of the member value program.

We continue to focus on maximising the value delivered to our members. In August 2020 the Board created the Member Value Program (MVP). The MVP was created as we realised that our Board focus had to be on transforming and sustaining our current operations in itSMFA. We needed to bring in more members to help us make changes and introduce new services for our members. To date there have been two new member benefits created and plenty more still in the pipeline. What a great result on both outcomes. I’d like to thank all the volunteers that put their hand up to be involved in the MVP, and a special thanks to Wilma Weaver who led the formation of the MVP and got it up and running, and Peter Tonkin for stepping up and taking over from Wilma more recently.

Times have changed and we have changed with them. We have definitely learnt and grown in the last few months and I look forward to taking the forum into the future.

Brendan Cullen
Chair – itSMF Australia

Move that the Chair’ Report be accepted	
Moved By:	Brendan Cullen
Seconded By:	Gavin Hedrick
Those Against:	Nil
Those Abstaining:	Nil
Those in Favour:	All
Motion:	Carried

7. Treasurer's Report and Financial Statements

- [Treasurers' Report](#)

Troy Latter
Treasurer

[Financial Statements – Click Here](#)

Move that the Treasurer's Report and the financial reports for 2020 be accepted	
Moved By:	Brendan Cullen
Seconded By:	Peter Tonkin
Those Against:	Nil
Those Abstaining:	Nil
Those in Favour:	All
Motion:	Carried

8. Board of Management Elections

Elections have been conducted for the Board of Management for 2020.
Under the rules of itSMFA, 5 board members tenure has been completed.

This year the retiring Board members were:

- Rose Dyson (Resigned)
- Brendan Cullen
- Janet Holling
- Harry Powell
- Troy Latter

All except Rose Dyson nominated for re-election to the Board of Management.

Thank you to Rose for her services to the Board of Management.

Brendan Cullen was please to declare that:

- Brendan Cullen
- Janet Holling
- Harry Powell
- Troy Latter
- Peter Tonkin

Are duly elected to the Board of Management of the itSMF Australia for a period of two years commencing from the date of this AGM.

Congratulations to the Directors on their appointment to the itSMF Australian Board.

Move that Board of Management 2020/2021 Year be noted	
Moved By:	Brendan Cullen
Seconded By:	Murali Ramakrishnan
Those Against:	Nil
Those Abstaining:	Nil
Those in Favour:	All
Motion:	Carried

9. Election of Office Bearers for the Board of Management

The Board of Directors held a Special Meeting to elect the 2021 Office Bearers:

The following members were duly elected:

- Brendan Cullen – Chair
- Harry Powell – Deputy Chair
- Troy Latter – Treasurer
- Wilma Weaver - Secretary

10. General Business

The Board recommend that we reappoint Rucker Financial as the Auditor for 2021.

Move that Rucker Financial to be reappointed for 2020/2021 Year	
Moved By:	Brendan Cullen
Seconded By:	Richard Witton-Smith
Those Against:	Nil
Those Abstaining:	Nil
Those in Favour:	All
Motion:	Carried

David Low – WA State Branch Chair

If the 2021 Conference does not go ahead, does it put the Forum in jeopardy.

Kathryn Howard – No, it would not put the Forum in jeopardy but we would need to save in other areas. The Un-convention this year gave us money that was not expected.

Peter Tonkin - Director

The MVP is working on some great initiatives to provide members with more membership benefits. The Membership survey has been sent to the members.

Brendan Cullen – Chair

The MVP volunteers have been doing a great job giving up their time and adding value to the organisation.

Gavin Hedrick – SA State Branch Chair

When will we be seeing some of these new member benefits?

Peter Tonkin – Director

These ideas will be taken to the board for discussion and approval. We will need the assistance of the State Branch Chairs to drive these benefits.



Brendan Cullen - Chair

We are also working with NZ now that the travel bubble has been extended and hopefully, we will see some of our NZ itSMF members attending our Conference.

11. Close of Meeting

Brendan thanked everyone for their attendance & contribution.

Meeting closed 5.40pm AEST.

Brendan Cullen
itSMFA Chair

Dated
