



Annual General Meeting Teleconference Meeting

Date:	24 th May 2022
Time:	5.00pm AEST
Attendees:	Chair: Brendan Cullen
	ACT Members:
	NSW Members Bradley Busch
	NT Members
	QLD Members Murali Ramakrishnan, Harry Powell
	SA Members Gavin Hedrick, Carolyn Walker, Frank Cord-Udy, Brendan Cullen, Cristin State
	TAS Members
	VIC Members Biju Krishna Pillai, Rose Dyson, Brad Schimmel, Janet Holling, Sam Mackenzie, Julie Harrap
	WA Members David Low, Prashant Singh
Proxies:	
Apologies:	Peter Tonkin
Minutes:	Sheryl Kingsley

Documents Distributed

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

- Meeting Agenda ([24/5/2022](#))
- Previous Minutes ([18/5/2021](#))
- [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 16 members. (plus 1 proxy)

2. Attendance

ACT Members:	
NSW Members	Bradley Busch
NT Members	
QLD Members	Murali Ramakrishnan, Harry Powell
SA Members	Gavin Hedrick, Carolyn Walker, Frank Cord-Udy, Brendan Cullen, Cristin State
TAS Members	
VIC Members	Biju Krishna Pillai, Rose Dyson, Brad Schimmel, Janet Holling, Sam Mackenzie, Julie Harrap
WA Members	David Low, Prashant Singh

3. Apologies – Peter Tonkin

4. Proxies

Proxies:	Peter Tonkin
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5. Minutes of the 2021 Annual General Meeting

The minutes of the 2021 Annual General Meeting have been circulated and are posted to the itSMFA Website.

[Click here for Previous Minutes dated 18/5/2021](#)

No corrections required.

Move that the minutes to be passed as a true and accurate record of the 2021 Annual General Meeting	
Moved By:	Brendan Cullen
Seconded By:	Harry Powell
Those Against:	Nil
Those Abstaining:	Nil
Motion:	Carried

6. 2022 Annual Chairs Report

Welcome to our AGM for 2022

2021 was another challenging year for itSMF Australia. Due to the COVID-19 pandemic many of our events were only able to be held virtually. As a member organisation whose foundation is built on networking and connecting people this has meant we had to get creative in how we did this. Our State Branch Chairs and local committees stepped up to the plate and really did put on some quality events. We had a series of Masterclasses hosted by the SA who hosted 'Back to Basic' masterclasses and the VIC committee who hosted 'Service Delivery Management' masterclasses. The use of breakout rooms and randomly putting people together in these virtual masterclasses was a great use of technology and were very well received by our members in attendance.

Masterclasses were held in addition to the quarterly events, which were also hugely successful. The standout for me was the opportunity for our members to have a Q&A with the Honorable Ed Husic MP which was coordinated by the ACT & WA committees.

Unfortunately, as a board we had to decide to postpone our 23rd Annual Conference in 2021. This was a disappointing blow at the time as it had started to look that we were coming out of the pandemic. The conference committee had remobilized to restart the planning only for DELTA to come along and put a fly in the ointment. With the uncertainty around border closures and most importantly the health and safety of our members and staff the decision to move the conference from September 2021 to March 2022 was made. I'm sure those that attended the conference in March will attest this was the right thing to do.

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 & 2021 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. The determination of Sheryl, Alison, Michelle, and Yvonne to ensure that we are running a leaner operation but still deliver the great member benefits you have always relied up on has ensured the financial viability of our forum.

I would also like to thank outgoing board members for all their efforts in 2021:

- Murali Ramakrishnan,
- Wilma Weaver,
- Kathryn Howard (retired Oct 2021)

In 2022 we welcome some new but familiar faces to the board who I am sure will just as enthusiastic about co-creating member value and developing strong relationships with our members and the industry in general.

Your 2022/23 Board of Management are:

- Bradley Busch
- Brendan Cullen
- Rose Dyson
- Janet Holling
- Feisar Joya
- Troy Latter

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- David Low
 - Harry Powell
 - Peter Tonkin
 - Carolyn Walker

We enjoy a fantastic relationship as board, executive and state branch chairs. We meet regularly by teleconference and there isn't a meeting that goes by where we don't discuss our focus on members, the value of our services and our desire to see our profession grow. As a board we will be meeting in the very near future to agree our strategic themes for the coming year.

I am immensely proud of how our team of volunteers at State and National level supported by the National Office have been able to adapt and continue to have the passion and drive to add value to our members despite all the challenges of recent times.

Kind Regards
Brendan Cullen
National Chair

Move that the Chair' Report be accepted	
Moved By:	Brendan Cullen
Seconded By:	Janet Holling
Those Against:	Nil
Those Abstaining:	Nil
Those in Favour:	All
Motion:	Carried

7. Treasurer's Report and Financial Statements

Treasurer Report FY 2021

It is with pleasure that I present the Financial Report for the itSMFA for the year ended 31 December 2021.

In accordance with the relevant provisions of the Associations Incorporation Reform Act (Vic) 2012 the figures for the 2021 year have been audited. Mr. Geoffrey B Johnson of Rucker DWC Pty Ltd, a Registered Company Auditor, has conducted the audit.

In his opinion," the financial report presents fairly, in all material respects, the financial position of itSMF Australia as 31 December 2021, and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the Associations Incorporation Reform Act 2012 Vic."

The outbreak of the COVID-19 pandemic and the measures adopted by the government in Australia to mitigate its spread have impacted itSMF Australia. These measures effectively prevented itSMF Australia from holding its annual conference, in both 2020 and 2021. itSMFA is traditionally financially dependent on the annual conference. Seminars were moved online, with virtual events being held in most states. Covid19 severely impacted the economy, and the operations of a significant proportion of our membership base, resulting in a significant decline in membership fees in both years. This has negatively impacted itSMF's financial performance during these years.



For the year ended 31 December 2021, itSMF recognised a net loss of (\$117,626). In comparison, in 2020, itSMF recorded a surplus for the year of \$56,582. The main difference, between the two financial years, relates to the amount of government support that itSMF was able to access. In 2020, we were able to access \$203,666, in various government schemes and grants, which essentially supported the organisation during a very difficult year. In 2021, whilst the economic effects of Covid19 continued, the amount of government support that we were able to access reduced to \$45,800, a decrease of \$157,866. This decrease largely explains the \$174,208 turn around in itSMF' results over the two years. The 2021 loss incorporates the following significant results:

- Membership income decreased by \$46,039, overall, after the Membership in Advance provision movement of \$12,062,
- Federal Government Assistance totaling \$25,800 (\$183,666 in 2020)
- Victorian State Government Grants \$20,000, equivalent to the 2020 grant
- Seminar sponsorship was \$2,273, compared to \$26,177 in 2020. The majority of events were held on online, and
- Expenditure, excluding permanent employee benefits, decreased from \$240,650 in 2020 to \$183,805 in 2021. A decrease of \$56,845. The organisation has had to continuously control and monitor costs.

The loss of (\$117,626), has resulted in the net assets of itSMFA decreasing to \$44,429.

The balance sheet as 31 December 2021 included total current assets of \$397,326, up on the prior year by 2%. Although it should be noted that the cash and cash equivalents balance only reduced by \$11,803, as cashflow was tightly controlled.

Whilst the trade creditors and payables increased by 121% to \$233,184. It should be noted that creditors increased substantially, due to deferred conference sponsorship. Current provisions, which include employee provisions and a provision for memberships in advance, remained in line with 2020, \$120,065.

itSMF Australia was able to hold a Conference in March 2022. Consequentially we have succeeded in retaining the conference sponsorship monies received in prior years and retained our conference deposits paid, resulting in a profit.

We are hopeful, that the economy, our membership and itSMFA will recover from the financial impacts of Covid19 in 2022 and look forward to holding many more successful in person events for our membership in the future.

Troy Latter
itSMF 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:	Murali Ramakrishnan
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 2022/2023. Under the rules of itSMFA, 5 board members tenure has been completed.

This year the retiring Board members were:

- Bradley Busch
- Feisar Joya
- Kathryn Howard Retired
- Wilma Weaver Retired

Bradley Busch and Feisar Joya nominated for re-election to the Board of Management. Welcome to Carolyn Walker, David Low, & welcome back Rose Dyson who was a previous Board Member

Thank you to Wilma Weaver and Kathryn Howard

Brendan Cullen was please to declare that:

- Brendan Cullen
- Janet Holling
- Harry Powell
- Troy Latter
- Peter Tonkin
- David Low
- Carolyn Walker
- Rose Dyson
- Feisar Joya
- Bradley Busch

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 2022/2023 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 Board Meeting on the 23rd May 2022 to elect the 2022/2023 Office Bearers:

The following members were duly elected:

- Brendan Cullen – Chair
- Janet Holling – Deputy Chair
- Harry Powell – Treasurer
- Peter Tonkin - Secretary

10. General Business

The Board recommend that we reappoint Rucker Financial as the Auditor for 2022.

Move that Rucker Financial to be reappointed for 2021/2022 Year	
Moved By:	Brendan Cullen
Seconded By:	Rose Dyson
Those Against:	Nil
Those Abstaining:	Nil
Those in Favour:	All
Motion:	Carried

- 11.** We note that a new conference organizer has been appointed for the 2023 Annual National Conference to be held in March 2023 in Adelaide. The All Occasions Group were successful in their tender and are an experienced Conference organizer in SA. This will be the first National Conference to be held in Adelaide.

12. Close of Meeting

Brendan thanked everyone for their attendance & contribution.

Meeting closed 5.52pm AEST.

Brendan Cullen
itSMFA Chair

Dated
