



---

## Annual General Meeting Teleconference Minutes

<b>Date:</b>	15 <sup>th</sup> May 2024
<b>Time:</b>	5.00pm AEST
<b>Attendees:</b>	<b>Chair:</b> Brendan Cullen
	<b>ACT Members:</b> Sue Lamont
	<b>NSW Members</b> Bradley Busch, Sarah Bowyer, Julia Checchia
	<b>QLD Members</b> Harry Powell
	<b>SA Members</b> Chris Hooper, Brendan Cullen, Glenn Schwarz, Cristin State, Carolyn Walker
	<b>VIC Members</b> Brad Schimmel, Janet Holling, Ryan Bunney, Meegan Wilson
	<b>WA Members</b> David Low, Simon Dorst
<b>Proxies:</b>	Gavin Hedrick, Wilma Weaver & Michael Ince
<b>Apologies:</b>	Peter Tonkin
<b>Minutes:</b>	Sheryl Kingsley

### Documents Distributed

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

- Meeting Agenda ([15/5/2024](#))
- Previous Minutes ([23/5/2023](#))
- Chair's Report
- Treasurers' 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 3 proxies)

### 2. Attendance

<b>ACT Members:</b>	Sue Lamont
<b>NSW Members</b>	Bradley Busch, Sarah Bowyer, Julia Checchia
<b>QLD Members</b>	Harry Powell
<b>SA Members</b>	Chris Hooper, Brendan Cullen, Glenn Schwarz, Cristin State, Carolyn Walker
<b>VIC Members</b>	Brad Schimmel, Janet Holling, Ryan Bunney, Meegan Wilson
<b>WA Members</b>	David Low, Simon Dorst

### 3. Apologies – Peter Tonkin

### 4. Proxies

<b>Proxies:</b>	Gavin Hedrick )SA Wilma Weaver (WA) Michael Ince
-----------------	--

### 5. Minutes of the 2023 Annual General Meeting

The minutes of the 2023 Annual General Meeting have been circulated and are posted to the itSMFA Website.

[Click here for Previous Minutes dated 23/5/2023](#)

No corrections required.

<b>Move that the minutes to be passed as a true and accurate record of the 2023 Annual General Meeting</b>	
<b>Moved By:</b>	Brendan Cullen
<b>Seconded By:</b>	David Low
<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nil
<b>Motion:</b>	Moved

---

## 6. 2024 Annual Chairs Report

Welcome to our AGM for 2024.

When we look at the achievements of itSMF Australia over the last 12 months, we must conclude that 2023 was overall a good year for our organisation despite some tough economic conditions.

Our National Conference in Adelaide in March 2023 was the first time we had run a conference in Adelaide, and it was a great success, giving us a slightly higher than budgeted for profit.

As an organisation that traditionally relies on a successful annual conference, this was good outcome.

Our conference this year will take place in Melbourne in August and preparations are going well for what will hopefully prove to be another successful event.

Also, at the core of our forum – the monthly State organised events – continue to provide ongoing education, professional development and networking opportunities that are valued by our members.

### Board of Management

I would like to thank outgoing board members Rose Dyson and Katrina McDermid for all their efforts during the last two years. Both Rose and Kat decided not to renominate for the board this time around but both I'm sure will continue to play a significant role in the Service Management community. Thank you Rose and Kat.

I would like to welcome two new board members to the fold, Simon Dorst (WA) and Ryan Bunney (VIC) both nominated and were successful and will join the board of management for the next two years.

Retiring board members Bradley Busch, David Low and Carolyn Walker all re-nominated and were duly elected unopposed to the board for a further two years.

I am pleased to announce that your 2024/25 Board of Management are:

- Bradley Busch (NSW)
- Brendan Cullen (SA)
- Carolyn Walker (SA)
- Janet Holling (VIC)
- Ryan Bunney (VIC)
- Peter Tonkin (VIC)
- Simon Dorst (WA)
- David Low (WA)
- Harry Powell (QLD)

### State Branch Committees

I would like to thank outgoing State Branch chairs, Sam McKenzie (Vic/Tas) & Prashant Singh (WA).

Thank you all for your hard work leading your state branch committees.

On behalf of the organisation, I sincerely thank all these outgoing office bearers who made significant contributions to the Forum over many years and welcome the new State Branch chairs.

As an organisation, we are truly honored to have people of this caliber making such valuable contributions in both time and experience to the effective operations of the Forum at the local level.

I am pleased to announce the following State Branch Chairs for 2024/25

- Gavin Hedrick (SA)
- Richard Witton-Smith (NSW)
- Sue Lamont (ACT)
- Chris Kahler (Vic/Tas)
- Michelle Major-Goldsmith (WA)
- Ferenc Vargas (QLD)



---

Unfortunately, we do not currently have a committee in the Northern Territory, and we will be addressing how best to serve our Northern Territory members over the coming months.

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.

One of the highest priorities of any independent industry association – such as itSMF Australia – has to be delivering value to its membership. I can confidently report that everyone on the Board of Management, State Branch committees as well as the team in the National Office are committed to achieving the highest possible levels of membership services, and we look forward to serving you over the next 12 months. I look forward to seeing as many members as possible at our Conference in August.

Kind regards,

Brendan Cullen  
National Chair

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

## **7. Treasurer's Report and Financial Statements**

### Treasurer Report FY 2023

It is with pleasure that I present the Financial Report for the itSMFA for the year ended 31 December 2023.

In accordance with the relevant provisions of the Associations Incorporation Reform Act (Vic) 2012 the figures for the 2023 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 2023, 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."

For the year ended 31 December 2023, itSMFA recognised a net profit of \$18,580. In comparison, in 2022, itSMFA recorded a loss for the year of (\$2,303). ItSMFA is traditionally financially dependent on the annual conference, and it was pleasing to see an increase in conference attendance and revenue in 2023.

The 2023 profit incorporates the following significant results:



- Conference revenue was \$423,311, returning a net profit of \$171,796 to itSMFA,
- Membership income decreased by \$1,886 overall, after the Membership in Advance provision movement of \$3,504,
- Seminar sponsorship was \$14,091, compared to \$4,546 in 2022. Most events continued to be held on online, with some hybrid events being held and,
- Expenditure, excluding, conference expenditure and permanent employee benefits, decreased from \$141,573 in 2022 to \$134,461 in 2023. A decrease of \$7,112. The organisation has had to continuously control and monitor costs.

The profit of \$18,780, has resulted in the net assets of itSMFA increasing to \$60,706.

The balance sheet as 31 December 2023 included total current assets of \$312,634, down on the prior year by (2%).

Total current liabilities decreased by (9%) to \$251,928. Trade creditors and payables decreased by (22%) to \$126,170. Current provisions, which include employee provisions and a provision for memberships in advance, increased, by 8% to \$125,758.

The 2023 financial year, saw the organisation, return to pre-covid operations, with increased hybrid seminars being held, and most importantly the staging of a successful annual conference in Adelaide. We are hopeful, that with increased membership engagement and continuous cost monitoring, itSMFA will continue to produce surpluses in 2024 and beyond.

We look forward to holding many more successful events for our membership in the future.

Harry Powell  
itSMFA Treasurer

[Financial Statements – Click Here](#)

<b>Move that the Treasurer’s Report and the financial reports for 2023 be accepted</b>	
<b>Moved By:</b>	Brendan Cullen
<b>Seconded By:</b>	Simon Dorst
<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nil
<b>Those in Favour:</b>	All
<b>Motion:</b>	Moved

## 8. Board of Management Elections

No election was required for the Board of Management for 2024/2025 as we received five(5) nomination for 5 Board positions.

Under the rules of itSMFA, 5 board members tenure has been completed.

This year the retiring Board members were:

- Bradley Busch
- Carolyn Walker
- David Low
- Rose Dyson (resigned)
- Katrina Macdermid (resigned)



Bradley Bush, Carolyn Walker, David Low, Simon Dorst & Ryan Bunning were nominated for election to the Board of Management.

Brendan Cullen was please to declare that:

- Bradley Busch
- Carolyn Walker
- David Low
- Ryan Bunney
- Simon Dorst

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. Thank you.

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

<b>Move that Board of Management 2024/2025 Year be noted</b>	
<b>Moved By:</b>	Brendan Cullen
<b>Seconded By:</b>	Harry Powell

#### 9. Election of Office Bearers for the Board of Management

The Board of Directors held a Board Meeting on the 14<sup>th</sup> May to elect the 2024/2025 Office Bearers:

The following members were duly elected:

- Brendan Cullen – Chair
- Janet Holling – Deputy Chair
- Harry Powell – Treasurer

#### 10. General Business

The Updated Constitution be accepted

<b>Move that Rucker Financial to be reappointed for 2024 Year</b>	
<b>Moved By:</b>	Brendan Cullen
<b>Seconded By:</b>	David Low
<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nil
<b>Those in Favour:</b>	All
<b>Motion:</b>	Moved

The Board recommend that we reappoint Rucker Financial as the Auditor for 2024.

<b>Move that Rucker Financial to be reappointed for 2024 Year</b>	
<b>Moved By:</b>	Brendan Cullen
<b>Seconded By:</b>	Harry Powell



<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nil
<b>Those in Favour:</b>	All
<b>Motion:</b>	Moved

**12. Close of Meeting**

Brendan thanked everyone for their attendance & contribution.

Meeting closed 5.26 pm AEST.

A handwritten signature in black ink that reads 'Brendan Cullen'.

Brendan Cullen  
itSMFA Chair

Dated

\_\_\_\_\_  
15.5.2024