

# 2018 Members Webinar AGM



Date: 11 April 2018 2pm by webinar

Chair: Matthew Addison Executive Chairman ICB

## ICB Team in Attendance

Amanda Linton (CEO & Director & ICB Member)  
Rick Van Dyk (CDO)  
Chris McComb (Tech Support Manager & ICB Member)  
Pauline Walton (Tech Support & ICB Member)  
Celina McAlister (ICB Office Manager & Minute taker)

Apologies: John Birse (Director)

Members participating in the webinar: 51 (Names attached as appendix)

**NOTE:** The online voting system for all Member Meeting resolutions remains open until the 18<sup>th</sup> April, 2018. Participation in the online voting has been accepted as participation in the AGM. The Outcome of the Voting will be reported separately.

The Members Highlights session was presented at the March Conferences, 11 sessions. The presentation is included as an appendix to these minutes.

The complete pack of reports for members has been provided from the icb website at <http://www.icb.org.au/About/Corporate--Legal-Information/2018-Members-Meeting> since January 2018.

The Members Reports are provided as an appendix to these minutes and remain available on the website. Pages indicated below are the page numbers indicated in the PDF as it is an extract of information provided at conference.

Notice of meeting was provided to members as follows: (page 172)

- November 2017, December 2017, January 2018, February and March Newsletters
- Direct email to members email address listed for service of Notices sent on 15<sup>th</sup> February 2018
- Social Media for Members
- News Items

Copy of formal notice included as appendix

## Opening

MA welcomed and thanked all members for their active participation.

Webinar involvement by members can be progressed through

- Raising of hand
- Chat facility
- Q&A facility
- Members may be promoted to Webinar Presenter status and engage in discussion where appropriate.

## Members Meeting Agenda

- Recognition of recipient/s for Fellow membership & Lifetime membership (page 173)
  - MA advised that the process worked well for 2018 and that 13 members were successfully awarded Fellow
    - Kerrie Smith (Bris.)
    - Kathy Mollenhauer (Bris.)
    - Gillian Rossouw (Bris.)
    - Tanya Spence (Bris.)
    - Debbie Innes (Cairns)
    - Donna Mearns (NT)
    - Felicity Matthews (NT)
    - Michele Chantrell (SA)
    - Jeff Colby (SA)
    - Wendy Hughes (WA)
    - Philippa Rickards (Vic)
    - Josephine Roberts (Vic)
    - Jan Clogg (NSW)
  - A Lifetime membership was awarded to Pam Chilman.
    - A person of long standing involvement (10 years or more)
    - Actively engaged or has been engaged with ICB over the extended period
    - Considerable contributions to ICB.
    - Membership requirements still need to be met.



## “Congratulations!

The Directors of ICB, together with the entire ICB Team and the ICB Community would like to congratulate you for your contributions to ICB over its lifetime.

You have been involved with ICB Australia since its inception in 2006 and a strong advocate of the professionalism of Bookkeepers and the development of the Bookkeeping community.

We acknowledge this through the awarding of a Life Membership of ICB Australia. Congratulations!

MA then expressed thanks to everyone for their suggested nominations.

- Highlights from the Reports

Referring to chapter 6 from the 2018 Conference Manual also provided as a separate PDF to members.

Presented by MA to the meeting. Notes:

- Policy & Philosophy (Page 174)

Highlights remain

- Bookkeepers Helping Bookkeepers Heloing Business
- Local Focus – National Accreditation – Global Recognition

Changes

- No changes are brought to members in terms of the Policy and Philosophy of ICB Australia into 2018/19
- The revised constitution requires any proposed changes to be brought by the Directors to Members for agreement

- ICB Global

- ICB Australia has a licence agreement with ICB Global which enables our use of the Crest, the Name, the “ICB” and provides or CRM system in return for payment of a per member licence fee.
- ICB Global remains a strong supporter and influencer of ICB Australia with the benefit of the Global knowledge and Global influence.
- ICB Australia remain committed to our affiliation and connection with ICB Global.
- Board of Directors are available for discussion with members on any aspect of the policy & philosophy and ongoing management and operations. Noting the Directors have a Governance role with the operations of ICB Australia being overseen by our CEO Amanda Linton.

- Constitution Changes (Page 175ff)

- Discussed later in the meeting however notes are included here in line with the Agenda Papers)
- Papers have been available to members
- Online Voting remains open until 18<sup>th</sup> April
- Members to appoint Directors for a term of 3 years
- Policy and Philosophy of ICB – a change would have to be approved by members
- There will be a final review for any wording to reflect a Gender neutral constitution ie Chairman to Chair Person
- Noting that all Professional Associations are under increased scrutiny including TPB/ASIC/ATO . The ICB proposed changes have been reviewed by the TPB and they agree with the proposals.
- ICB has been reviewed by the ATO this year and has submitted without consequence our information.
- Our current constitution is the original which was taken “Off the Shelf” at the time of formation. It has enabled our first 11 years however requires modernisation, alteration formally in terms of Members appointment of Directors etc. ICB has operated in

accordance with the Constitution however the Directors have been governing the organisation with enhanced consideration and agreement by Members. This concept is now embedded into the constitution.

- Quorum for members meetings has been reviewed and the documented proposal is a quorum of 10 or a greater number specified by the Directors. Noting that this is in excess of comparable constitutions of like professional organisations. We note that it is now the intention of Directors to instigate a requirement of 50 and to seek to bring this as a constitution change in the future.
  - Specific modernisation includes the formal provisions to allow online members meetings, online voting and for a quorum to be formed through the participation in online voting.
- Directors Information and concepts (Page 177)
    - MA discussed Directors nominations – ICB will enter a process for new directors following the decision on the Constitution.
    - The connection to ICB Global is to be retained and a future constitution change would provide for it to be a Members resolution before this was changed.
    - The meeting discussed the “Directors Nomination” papers
  - Operations & Management framework (page 178 - 181)
    - ICB continues to leverage off the 2017 “10 year review” and reported that the Directors and ICB Team see no requirement to update the action items at this time.
    - Management & Framework of ICB & 10 Yr Review
      - Focussed on looking at what the right structure and team should be for the next 10 years of growth.
      - included the appointment of a new CEO to leap us forward with new initiatives and leadership. This position was accepted by Amanda Linton commencing part time November 2017)
      - MA becoming Executive Chair
      - RVD as the Chief Development Officer – concentrating on developing the ICB infrastructure and Development including Strategic Partnerships
      - Chris McComb – Support Manager and development of the Support Team
      - MA ran through the operational list of staff and the roles that they perform (178-181)
  - Member Benefits List (page 182)
    - Noting page 185 reports the survey results of members reactions and adoptions to the members benefits
  - Membership Statistics (page 183)
    - 2017 reflecting a consistency with past years
    - membership levels continue to grow – member number in January reached just over 4,000 active members
  - Achievements 2017
    - Conference attendance increased (in 2017 we split Melbourne into 2 days which provided the growth in numbers, 2018 we also split the Sydney event into 2 days noting

while Sydney numbers were similar the 2018 attendance grew by approximately 100 people

- Management Report (page 186 to 188)
  - Newsletters – gaining good exposure
  - Website – regular and increased hits
  - Webinars – numbers increasing due to technical content being delivered – CMcC - Technical Online Webinars are being well received – live interaction and available after for individuals to access
  - Social Profile - Twitter – continues to grow – LinkedIn – great exposure – ICB Australia page has 3K followers
  - MA encouraged members to look at Find a Bookkeeper on ICB Website
  - Compliance Obligations – Formal Complaints –
    - Dec '17 x 2 Formal Complaints includes mediation by ICB.
    - MA discussed complaint report – re. Small Business Super clearing house & the angst & stress to members using this facility. ATO are attempting to improve this facility
  - Reported Items – NW Meetings helps maintain connection with the community and close involvement with ICB
  - Advisory Board – Noted that there is a number of 'Expressions of Interest.' To join this board. AL – discussed having a good cross section of the Bookkeeping community on the Advisory Board and asked for feed-back /suggestions (note page 198)
  
- Objectives 2018 (page 189)
  - The concerted efforts of the ICB team remain sticking to the core of what we do and have been doing
  - Production of Resources and Information and various programs i.e CPE/ Educators
  - March Conferences / EOY W'shops / Global BKK Week '18
  - Development of Cert 1V increasing the assessment criteria
  - development of multi-person practice option
  - Voice of ICB – to software developers and others – ie. ATO (page 190)
  - ATO reports that ICB has a wonderful level of engagement with ATO
  - ICB APP – Launched at conference – will be utilised for increased use of ICB News – push notifications & development of upgrades
  - ICB Communication to members (page 193)
    - ICB App and Newsfeed
    - dedicated member use only APP.
    - Website – indexing of Resources
  
- 2017 Financials (page 199- 203)

MA advised that Financial Audited Statements for 2017 had been completed/ audited and passed. These are available on the ICB website and as an appendix to this report.

Briefly discussing the following:

- As membership increases the Revenue continues to grow

- Expenditure – ICB is conscious of growing operational requirements but to do so within the capacity of our funding
  - Budgeted to run at a deficit for 2018 due to ongoing expansion. This is a conscious decision based on estimated required operational expenditure and conservative revenue estimates. Also with the knowledge of 3 years of surplus achieved.
  - Rental Expense – increase due to change in premises
  - NW Meetings – attributable outgoings commitment
  - Events Costs – are planned to breakeven including the absorption of ICB team costs.
  - Unearned Income – from memberships that are being paid monthly
  - Minor changes are incorporated in the final Audited Report as compared to the financials included in the meeting papers
  - Technology Platforms – MA happy with what is in place / mindful of costs involved to facilitate operations (page 204)
- Government Involvement & Strategic Relationships
- Strategic Relationships – ICB is developing strong relationships with various partners evaluating the fit or suitability for ongoing relationships.
  - Aust Digital Business Council – MA involvement.
  - TPB – member
  - Education Sector – ongoing development

### Member requested Agenda Items

- Network Meeting Facilitator Financial Support
    - Proposal: ICB should provide free attendance for Network Facilitators at Conference – approx. 75 facilitators throughout Aust
    - ICB provides subsidy and minor contribution to running NW meetings + \$55 nominal fee in preparing for and running a meeting + \$11 for each attendee - John Leask raised this point on behalf of facilitators (as an outgoing facilitator) – for consideration going forward
    - MA: Would need to be funded? Options: Member fee increase (MA not in favour) / Conference cost increase / Reducing other expenditure – MA asked that members Vote on line in relation to this proposal
- Opened up Q & A
- QUESTION/S:
    - ASR - needs further discussion as to expectations
    - Pricing increases to Members - MA believes that cost is aligned to other memberships and hesitant to increase. The growth of membership allows us to continue to grow the organisation but open to views put forward.
    - Do our members go to NW meeting/s? - MA: approx. getting 700/mth which is believed to be a good take-up overall

- Feedback Forms – RVD - Facilitators felt that this was an extra burden & preference to send with their Invoice. Format of feedback only has changed – CMcC - now going through Support Team to follow up
- Rick Freitag inquired about online survey after meetings (to be considered)
- Confidentiality of the Voting System – MA confirmed that the online voting system was a secure and confidential environment – results won't be available until after 18 April.
- Member questions about being able to use ICB Statement “Bookkeepers helping bookkeepers helping Business” similar to the use of the crest.  
ACTION ITEM: MA advised that he could not see an issue with this but it would be dependent on the positioning to show it as the ICB statement
- What is the commitment of a Director? - MA to follow up and publish
  - Face to face (3 – 4 times/yr)
  - Monthly catchup via Webinar
  - Participating in Events
  - Remunerated for time – to be advised
- Is MYOB still support NW meetings? - MA Yes