

2022/2023

RIMPA  
GLOBAL

# ANNUAL REPORT

RECORDS AND INFORMATION  
MANAGEMENT PRACTITIONERS ALLIANCE



Advancing and Connecting the  
Records and Information Management Profession

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# Chair's Report



Thomas Kaufhold -  
B Admin, Life MRIM

For this reporting period, RIMPA Global have focused on three main goals: the implementation of mechanisms to replace the dissolution of Branches and Chapters, the establishment of the Global Information Consortium (GIC) and increasing the profile and brand of RIMPA Global.

## **Mechanisms as an alternate to traditional Branches.**

Introducing innovative approaches as an alternative to traditional branches, RIMPA Global has ushered in several noteworthy developments. One of these initiatives is the Ambassador Program, which was established to empower members to serve as representatives, both within Australia and globally. Throughout 2023, this program has undergone a period of adjustment and refinement, focusing on identifying projects and enhancing the roles of Ambassadors within their respective regions. Drawing from the valuable experience gained during the program's inaugural year, the roles and responsibilities of Ambassadors are currently under review, aiming to optimise their effectiveness.

In a similar vein, the formation of the OWLs Committee, comprised of individuals who have played pivotal roles in shaping RIMPA Global's history and progress since its inception in 1969. This committee collaborates closely with the CEO and RIMPA Global Board to chart a promising course for the organisation and its members as we navigate into the future.

Additionally, RIMPA Global has heightened its engagement with various regions through the conduct of Roadshows in all states and territories, while simultaneously augmenting its internal resources to better facilitate the delivery of tailored regional offerings, reaffirming its commitment to member-driven excellence.





## **Chair's Report Cont.**

### **Establishment of the Global Information Consortium**

In July 2023, the GIC was formed in Nashville, Tennessee, in collaboration with ARMA International. The GIC's mission is to build a global community of organisations that champion the integration of information management across corporate and government sectors. Work is continuing to broaden the membership base of the GIC, and promising progress has already been made.

### **Increasing RIMPA Global's Profile**

The RIMPA Global Board recognised that, in order to broaden its influence across many levels within the information management community, including globally, a rebranding was required. The professional members approved the name change after extensive consultation with stakeholders. This rebranding has been widely accepted and is assisting RIMPA Global in effectively communicating its strategic direction. A significant increase in membership to over 3,500 members is a measure of the successful rebranding and increased services.

### **Financial Health**

I do need to highlight that RIMPA Global has a net loss of \$127,971 at the end of financial year. The board has been cognisant of the potential loss throughout the year, but took balanced decisions to invest in RIMPA Global's future and to set it up to take advantage of upcoming revenue streams.

The loss incurred in the 2022/2023 financial year can be primarily attributed to the absence of a RIMPA Live conference during this period. The dissolution of the Branches also highlighted the planned requirement to enhance its resources by recruiting two full-time equivalent (FTE) staff members. These additional staff members are essential to effectively support regional offerings, localised events and cater to the burgeoning needs of our expanding membership base.



## Chair's Report Cont.

Furthermore, RIMPA Global embarked on a significant journey of rebranding and investment, as well as the establishment of the GIC and technology upgrades, particularly the membership system (CRM). The decision to upgrade the CRM was prompted by its inability to adequately meet RIMPA Global's requirements due to the substantial increase in membership and reporting obligations.

It's important to contextualise this financial loss within the broader financial landscape. Despite the absence of RIMPA Live revenue, the organisation maintained a robust financial position, retaining Cash and cash equivalents of \$401,547 at the end of the financial year. Additionally, RIMPA Global managed to augment its total revenue over the past fiscal year. I urge you to delve into the comprehensive report provided by the CFO in this Annual report, as well as other reports detailing the topics I've highlighted in this foreword, encompassing all RIMPA Global activities.

In closing I would like to thank the board for their support, imagination, and resilience in working towards our objectives in making RIMPA Global a place which we are proud to be a part of. My thanks to our volunteers, Ambassadors and Owl Members for their contributions.

None of this could have been achieved without the hard-working and dedicated support team. My heartfelt thanks and appreciation for their efforts and to Anne Cornish as CEO.

I commend the 2023 Annual Report to assist you to being informed for the Annual General Meeting 30 November 2023.

Thomas Kaufhold – B Admin, MRIM (LIFE)



# 2022/2023 Board



Thomas Kaufhold  
Life MRIM  
Chair of the Board



Peta Sweeney FRIM  
Vice Chair



Bonita Kennedy  
Life ARIM



Rebell Barnes Life  
MRIM



Ruth Edge ARIM



Jeremy Manford



David Pryde  
Life MRIM



Nancy Taia MRIM



Lisa Read White  
Life FRIM



Peter Williams  
ARIM



# 2022/2023 Ambassadors

## Global Ambassadors



Stephen Clarke AR



David Fricker



David Moldrich Life FRIM



Jacqueline Stockwell

## Local Ambassadors



Tara Berry



Alice Blanchard



Meryl Bourke MRIM





## 2022/2023 Ambassadors Cont.



Julie Carpenter ARIM



Dianne Colls



Sandra Ennor ARIM



Frank Flintoff ARIM



Peter Gaca ARIM



Carolyn Hartman



Sheryl Mapp ARIM



Karl Melrose



Jade Reed ARIM





## 2022/2023 Ambassadors Cont.



Joy Siller Life ARIM



Dr Bethany Sinclair-Giardini MRIM



Nicole Thorne-Vicatos  
ARIM

# Ambassador Program

## Overview

With the dissolution of the Branches and Chapters in August 2022, the inaugural RIMPA Global Ambassador Program was launched in January 2023 as an alternative approach to local input into strategies and events.

Sixteen nominations were received for the Local Ambassador Program, and four for the Global Program, all of which were accepted and endorsed by the Board. The commencement of the program was one of uncertainty, as it was agreed that collectively we would organically design the program as we progressed throughout the year and understood how the Ambassadors could assist the membership and Board alike.

The induction process took place in early January and the ambitious team of Ambassadors were rearing to go. It was agreed that the group would break into subgroups that addressed tasks from each pillar within the strategic plan. The groups then agreed on a task for the year and the membership reaped the benefits with further engagement and professional development opportunities provided. Below is an overview of the Ambassador Program for the first half of 2023.

Certain tasks that have been listed necessitated more time than the initial 12-month appointment allowed for to achieve a high-quality outcome. These tasks will be extended into 2024 to ensure their successful completion.



# Ambassador Program Cont.

## 2022/2023 Strategic Achievements

### **Advocacy and Collaboration**

Ambassadors – Lead by Joy Siller and Nicole Thorne Vicatos, and supported by Frank Flintoff, Julie Carpenter, Sandra Ennor.

A working group of interested Ambassadors was formed in February 2023 to:

- identify potential alliances, and ways of cooperating and communicating with stakeholders to:
  - raise the profile and awareness of information management generally and RIMPA Global specifically
  - present opportunities for member skills development/education, and
  - represent the interests of members and the community in relation to information management issues
- facilitate ongoing advocacy and collaboration

The team focused on identifying RIMPA Global's key stakeholders by developing a matrix with relevant information in order to progress relationships and increase membership.

### **Capability Framework**

Ambassadors – Lead by Carolyn Hartman and supported by Karl Melrose, Joy Siller, Sandra Ennor and Nicole Thorne Vicatos.

The Ambassador group unanimously agreed that there was a significant concern regarding the need to understand the abilities and proficiencies of both current and upcoming Information Management (IM) practitioners, owing to the numerous conflicting statements and skill matrices in circulation. As a result, an Ambassador team was formed to create a capability matrix that would be relevant and viable in the future, with the goal of aligning it with RIMPA Global's vocational training and workshops. This matrix is intended to be used in conjunction with the National Archives Australia's capability statements and, once again, to synchronise with a forthcoming professional status enhancement procedure.



# Ambassador Program Cont.

## Membership Engagement

Ambassadors – Meryl Bourke, Bethany Sinclair- Giardini, Dianne Colls and Julie Carpenter.

With the new One RIMPA structure now in place, and the need to ensure the continuation of member engagement, the Ambassador group proposed to hold informal networking sessions to allow members to collaborate and provide feedback. May saw the first session with close to 40 participants and future sessions scheduled for the remainder of the year.

The aim of the sessions is to:

- allow members to network across all time zones easily
- share ideas and issues
- provide guest speakers on trending topics
- provide a forum for member feedback

## Executive Engagement

Ambassadors – Karl Melrose, Julie Carpenter and Sheryl Mapp.

Members have consistently expressed their ongoing concern regarding the necessity to demonstrate the value of Information Management (IM) across all organisations. Gaining a seat at the decision-making table often feels like an unattainable aspiration for many of RIMPA Global's members. To address this issue, a team of Ambassadors devised a Masterclass centered on executive engagement, which spanned over six months and commenced in the first quarter of the year.

Members were invited to express their interest in participating in the pilot program, and it started with an initial enrolment of 12 students. The Masterclass encompassed seven virtual sessions, with assigned tasks to be completed between each session. Upon successful completion of the course, participants were awarded a Certificate of Completion. The program's triumph has led to a unanimous decision to relaunch it in 2024, incorporating some minor adjustments based on feedback from participants.





# Ambassador Program Cont.

## **Hackathon**

Ambassadors – Led by Peter Gaca and supported by Sheryl Mapp, Tara Berry, Frank Flintoff.

Innovation and keeping up with current trends represent a strategic cornerstone that RIMPA Global is eager to advance. The necessity for fresh ideas is vital for the industry's sustainability, and the most effective way to unearth these ideas from our members and affiliated parties is by organising a Hackathon.

A dedicated team collaborated with a professional Hackathon company to identify the pressing business challenges that must be addressed to keep the Information Management (IM) industry aligned with global developments.

The process of determining the requirements and dedicating time to organise this Hackathon was a substantial undertaking. To ensure that this event is executed with full awareness of its objectives and benefits among members and supporters, it is scheduled to take place in 2024.

## **IM Partner Engagement**

Led by Nicole Thorne-Vicatos and supported by Joy Siller and Frank Flintoff.

The IM partner engagement initiative aimed to discern professional interconnections and communicate our existing knowledge, acknowledge gaps, explore opportunities to learn from others, and capture this information in roadmaps as information and records hold significant importance across personal, business, and government contexts.

The objectives of this group were as follows:

- recognise the synergies and distinctive qualities within GLAMR practitioners (Galleries, Libraries, Archives, Museums, and Records) and IT specialties
- establish and pinpoint sources of advice related to information management that can be disseminated to the broader community to advocate for secure and reliable information management practices for all



# Ambassador Program Cont.

## Conclusion

As we conclude this report, it's worth noting that the inaugural year of the Ambassador Program was marked by both achievements and valuable lessons. In 2024, we will leverage these lessons to develop a well-defined program model for the years ahead, providing Ambassadors with a clear pathway into their roles.



# Strategic Pillar 1: Governance and Risk



**Portfolio Lead:**  
**Peter Williams**  
ARIM

Governance & Risk	
Develop and assess the mechanisms required to control and operate the company	
<b>Objective 1: Amend governance to support One RIMPA.</b> Amendments to required governance documents in line with One RIMPA Changes	
Produce revised governance framework in line with approved changes	31-Dec-22
<b>Objective 2: Increase members voice</b> Members to contribute to the ongoing governance of RIMPA	
Form a Governance Committee to allow input and contribution from members on the issue of governance	31-Dec-22
<b>Objective 3: Implement board performance management program.</b> Design a program for the performance of Board members against agreed KPIs and portfolio objectives	
Develop Board performance management program	31-Mar-23
Develop evaluation process and checklist to work with the commitment of Board member performance	31-Mar-23
Formative evaluation panel	30-April-23

## Overview

The Governance and Risk Portfolio is charged with developing and assessing the mechanisms required to control and operate the company. This includes items such as the constitution, policies, procedures, risk register, conflict of interest register and other artifacts that support the good governance practices of RIMPA Global.

## 2022/2023 Strategic Achievements

### Amend Governance to support One RIMPA

RIMPA Global's constitution underwent revision, modification, and ratification during the 2021/2022 Annual General Meeting (AGM), ushering in changes as to how RIMPA Global functions. These constitutional changes facilitated the implementation of initiatives such as the Ambassador program, both at the local and global levels.

Furthermore, the RIMPA Global policies have been rebranded under the RIMPA Global umbrella, with several policies undergoing revisions throughout this process.

Additionally, we developed and gained approval for various governance-related documents, including the RIMPA Global Governance and Risk Committee Terms of Reference, RIMPA Global Diversity and Inclusion Policy, RIMPA Global Board Member Acceptable Use of Email Policy, and the RIMPA Global Board Election Campaign Code of Conduct.





# Governance and Risk Cont.

RIMPA Global successfully conducted an online Board Member election, including all associated governance procedures related to nominations, selections, and elections.

## **Increase Members' Voice**

In June 2023, the Board granted approval for the Governance and Risk Terms of Reference, and members were extended an invitation to express their interest in participating. However, there were no members who chose to participate in this capacity. Consequently, it was decided to revise the terms of reference with the hope that these changes might encourage some members to consider nominating themselves for committee involvement.

## **Implement Board Performance Management Program**

The Board deliberated on multiple approaches to evaluate both the collective and individual effectiveness and performance of the Board throughout the 2022/2023 year. The final program, which incorporates input from members through the annual survey, as well as analytics, self-assessment, peer assessment, and interviews, is now in development. A pilot of the new program is anticipated to conclude in December 2023.

## **Conclusion**

This has been a notably active period from a governance standpoint, and the outcomes outlined above reflect significant progress for RIMPA Global in the area of governance. It's important to emphasise that member involvement in the governance of RIMPA Global is essential as it not only contributes to the effectiveness of our organisation but also ensures that our initiatives align with the needs and perspectives of our diverse membership.

Furthermore, I would like to express my gratitude and extend congratulations to the Board, Anne Cornish, and the dedicated RIMPA Global team for their exceptional efforts and achievements throughout the year. Their hard work has been instrumental in propelling our organisation forward.



# Strategic Pillar 2: Professional Development



Portfolio Lead:  
Julie Apps Life ARIM  
(Retired Feb 2023)



Portfolio Lead:  
Ruth Edge ARIM

Professional Development	
<b>Develop, maintain and advocate traditional and contemporary educational opportunities for industry practitioners</b>	
<b>Objective 4: Improve practitioners professional journey</b> Provide clarity and pathways for all practitioners to enhance skills.	
Review NAA alignment of RIMPA professional development content.	30-Nov-22
Implement automated training needs analysis survey to provide members with a professional development focus.	28-Feb-23
Design and implement RIMPA capabilities training program to support professional upgrade process.	31-Mar-23
<b>Objective 5: Expand recordkeeping training opportunities</b> Increase access to records management training utilising various platforms and institutions.	
Investigate inclusion of Certificate III training in secondary schools.	30-Jun-23
Form working group to include Education Ministers to extend recordkeeping training opportunities in the community.	30-Jun-24

## Overview

In line with the overall strategy to develop, maintain and advocate traditional and contemporary educational opportunities for industry practitioners RIMPA Global have been very active in throughout 2022/2023 in the education space.

This large portfolio is responsible for a large portion of the overall strategic plan and includes:

- workshop training
- vocational courses
- higher education accreditation
- skills and capabilities matrices
- educational advocacy
- student experiences
- career pathways
- work placements and practicums



# Professional Development cont.

## RIMPA Global Workshops

Throughout 2022/2023 RIMPA delivered 164 workshops to the industry.

In order to tailor our offerings to the specific needs of our members, we conducted a survey to gather their feedback. Following the survey, our training courses were updated and have been enthusiastically embraced by our members. We have also acknowledged the impact of technological advancements, legislative changes, and evolving standards by incorporating them into RIMPA Global's schedule of events and training programs. Furthermore, we are actively collaborating with various stakeholders to enhance support for collaborative engagement between networks and educational institutions, with the aim of helping our members succeed in both the present and future workplace.

Examples of change include:

- trainers provide greater depth explanations of key topics
- trainers present real life / practical examples, visuals and toolkits to support learning
- session length to be tailored to ensure content is covered in depth and complex topics gain more focused attention

Below are the attendance and popularity statistics for workshops held in 2022/23.

The top five popular workshops and the average attendance for 2022 are as below:

	Workshop Name	Attendance	Avg per session
1	Records Management Fundamentals	147	13
2	Archiving and Sentencing 101 - Fundamentals	109	12
3	Information Asset Register - Understanding and Developing	102	15
4	Understanding and Developing Information Management Governance	90	15
5	Planning for Digitisation	76	8





## Professional Development cont.

The top five popular workshops and the average attendance for 2023 are as below:

	Workshop Name	Attendance	Avg per session
1	Appraisal, Sentencing and Archiving Fundamentals	106	15
2	Information and Records Management Fundamentals	58	8
3	Fundamentals of Artificial Intelligence & Machine Learning	37	12
4	Concepts of Classification Schemes	35	9
5	Impact of Cloud Computing to Records Management	22	7
6	Information Asset Register Understanding & Development	22	11

### RIMPA Vocational Courses

RIMPA Global has consistently grown and provided vocational education and training to professionals at different stages of their careers.

In the 2022/2023 academic year, we achieved a milestone with 105 VET registrations, resulting in our inaugural graduates receiving their certifications in 2023.

VET 2022	Registrations
Cert III	38
Cert IV	17
Diploma*	0
Total	55

VET 2023	Registrations
Cert III	6
Cert IV	21
Diploma	25
Total	52

### Higher Education Accreditation

RIMPA Global continue to collaborate with ALIA and ASA to accredit courses relating to libraries, archives, records, and information management. This reporting period saw the accreditation very busy, undertaking three major reaccreditation projects.



# Professional Development cont.

Below are the current institutions with courses accredited by RIMPA Global across Australia and New Zealand, ranging from Master's degree, Graduate Diploma, Bachelor's Degree to Diploma courses.

- Victoria University of Wellington
- Curtin University
- University of South Australia
- Charles Sturt University
- Open Polytechnic / Kuratini Tuwhera
- Edith Cowan University
- College for Adult Learning

## Conclusion

Ruth Edge, a newly appointed Director, took on the portfolio of Professional Development and Education in May 2023. This portfolio has a substantial amount of work to complete. We must acknowledge Julie Apps's past contribution, which laid a significant foundation for the expansion of training now available and further accreditation within educational institutions.

Julie worked powerfully, with both Anne Cornish, and Thomas Kaufhold, to influence educational institutions to continue to offer records and information management within their course offerings.

There is discussion relating to courses needing to be refreshed and updated to keep with current times, and RIMPA Global will continue to advocate and provide support for those changes that are needed.

In the coming year, RIMPA Global will continue to build professional development and educational opportunities for all practitioners to ensure the skills and knowledge requirements, both current and future, are understood and remain sustainable.



# Strategic Pillar 3: Membership Engagement



Portfolio Lead:  
John Sim Life MRIM  
(Retired Nov 2022)



Portfolio Lead:  
Jeremy Manford



Portfolio Lead:  
Peta Sweeney FRIM  
(retired Oct 2023)



Portfolio Lead:  
Nancy Taia MRIM

## Overview

The Member Engagement portfolio focuses on enhancing the member experiences so that RIMPA Global membership is valued as an important aspect of professional practice. Four objectives drive the work under this pillar and include:

- increasing membership
- enhancing the new member journey
- improving the professional status program and
- enhancing member benefits

Member Engagement	
Enhance the member experience to retain and increase membership	
<b>Objective 6: Increase membership</b> Increase members by diversifying membership types and industry groups.	
Review and amend corporate membership model to include optional add ons.	31-Dec-22
Investigate new industry requirements (such as document controllers or NFPs) to attract membership.	31-Mar-23
<b>Objective 7: Enhance the new member journey</b> Assess programs and opportunities for new practitioners and students.	
Develop and implement career start up programs for students and new practitioners.	31-Dec-22
Review Young RIMPA Board engagement and contributions.	31-Dec-22
Review new practitioners program.	31-Mar-23
<b>Objective 8: Improve professional status program</b> Make accessible and simplify status upgrade program to encourage member participation.	
Streamline professional status program to increase member involvement.	31-Dec-22
Engage with employers to market benefits of the program.	30-Jun-24
<b>Objective 9: Enhance member benefits</b> Continual improvement of member benefits to demonstrate value for money.	
Develop annual salary survey - member benefit or saleable product for non members.	31-Mar-23
Develop standard RA position descriptions and recruitment packages as a saleable product for private industry.	30-Jun-23





# Membership Engagement Cont.

During 2022/2023 the portfolio was capably supported by several Local Ambassador initiatives, some of which will be completed in the coming year.

The biggest achievement for the Membership Portfolio was the introduction of a new member management system. RIMPA Global had simply outgrown our old system, which no longer met the needs of our members, or the company.

The new system, fondly called 'Pixi' by Central Office staff, provides much greater scope to customise member experiences, offerings and products across our various member groups. Central Office staff went above and beyond during a challenging data migration and system replacement to ensure a smooth transition to Pixi, which will further enhance member services and benefits well into the future.

Thank you to Tynelle Spinner and Khobi Ryan who strive to make your membership journey enjoyable.

## June 30th 2023 Membership Data



**39 Life  
Members**



**15 Fellow  
Members**



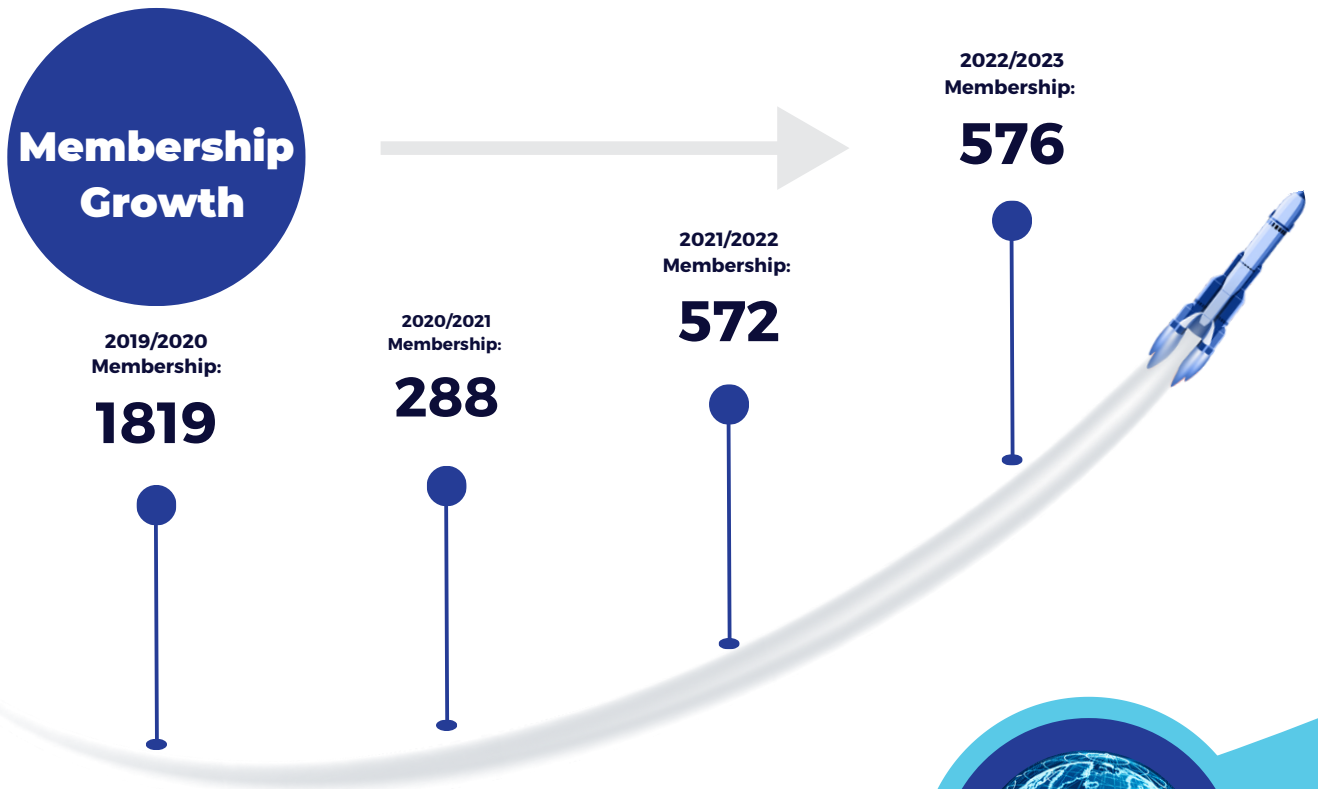
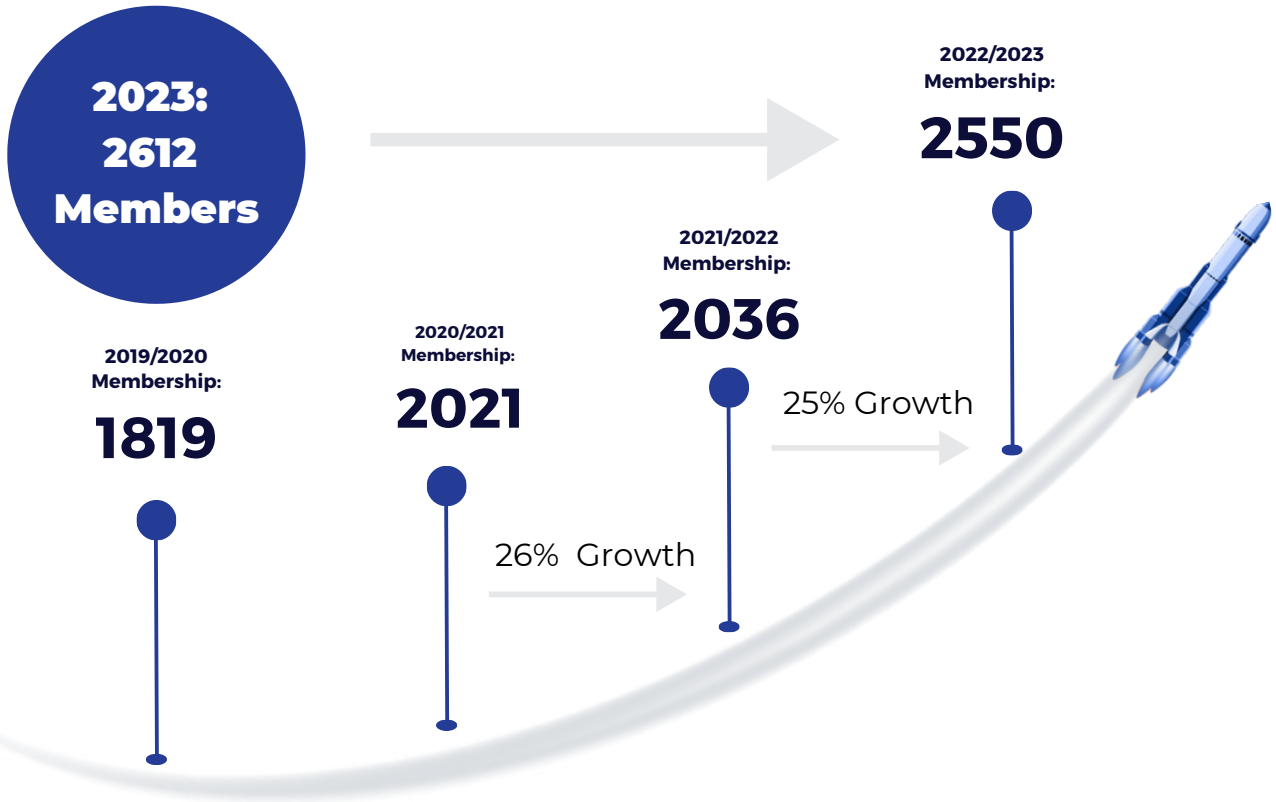
**27 Chartered  
Members**



**132 Associate  
Members**



# Membership Engagement Cont.



# Membership Engagement Cont.

## 2022/2023 Strategic Achievements

### Professional Status Upgrade Review

The Professional Status Program was reviewed in response to member feedback that the program structure was not well understood by members or employers, and that the application process was not supported by a written process, resulting in assessment inequalities. Under the capable hands of the local Ambassadors, led by Ally Watson, the Status Upgrade Working Group worked tirelessly to benchmark the RIMPA Global requirements, review the current process and interview process participants and assessors. The Status Upgrade Review Report – which included 21 recommendations for improvement – was accepted in principal by the Board with no/low cost foundational work commencing immediately and costings for larger projects to be further scoped in 2023/2024 for consideration by the Finance Committee and the full Board.

Continuing professional development (CPD) points and activities were reviewed, amended and additions made. These changes reflect the evolving nature of our professional practice, particularly in regards to new technology and recognition of the importance of information management underpinning a range of contemporary business practice.

### RIMPA Scholarships

Four educational and professional development scholarships were offered to members this year and continue to offer something for information management practitioners at all career stages. For new members, the Symposium Scholarship and the RIMPA Live Scholarship provide a ticket to two of our most sought after events. These scholarships are a remarkable opportunity for new members to experience our wonderful professional development program at no or low cost. The Certificate III Business Scholarship equips an emerging practitioner with an entry level qualification as well as access to RIMPA Global mentors throughout the study program. For our seasoned practitioner the International Scholarship included attendance at InfoCon, hosted by our US counterparts the American Records Management Association. Both the Certificate III and International Scholarships are fully funded and all scholarships offer rich and varied experiences to the lucky recipients.



# Membership Engagement Cont.

## Internship Program

RIMPA Global's first international internship program was launched with Global Cultural Adventures. This new initiative offers Chinese students a virtual internship in information management and computer technology science and provides valuable experience in all aspects of information management, as well as improving interpersonal relations and communication skills in a diverse cultural atmosphere.

## Review of RIMPA Awards Program

With the One RIMPA implementation and the removal of Branches, the Branch Excellence Awards ceased, requiring a new process for the nomination of Company Outstanding Achievement awards.

## Committee Formation

The awards Committee was formed in February 2023, consisting of:

- Meryl Bourke
- Donna-Maree Findlay
- Ruth Edge
- Deanna Nikolettos
- Debbie Cutts

The RIMPA Global awards were reviewed, and it was decided that all would be carried forwards for 2023; however, with the removal of the Branch of the Year, a new award that recognised RIMPA Global volunteers should be implemented. This award was developed and named in honour of David Moldrich.

The Committee quickly identified that an innovative and easy nomination process was required to make it easier for nominations to be submitted, with the hope that the simplification would also encourage members to submit nominations. In reviewing the nomination process, an investigation of four other associations was conducted: ARMA, ALIA, Archives & Records Association UK & Ireland and ALA. After looking at what awards are offered and how nominations are submitted by these organisations, the Committee decided to base the new Company Outstanding Achievement (COA) Awards on the model established by ARMA.

In this model, nominations for ARMA awards are submitted online, nominees provide responses to criteria, nominees answer set questions and nominations are allocated points for each criterion.





# Membership Engagement Cont.

With no RIMPA Live being held to accommodate the 2022 award season, these awards were assessed with the winners of the respective awards announced at this year's RIMPA Live.

Three vendors took up sponsorship of the awards:

- J Eddis Linton Outstanding Individual – EzeScan
- Pamela Hall Outstanding Group – Information Proficiency
- Tom Lovett Outstanding Student – Records Solutions

## Conclusion

In conclusion, the Member Engagement portfolio has significantly improved the experience of RIMPA Global members by focusing on objectives such as increasing membership, enhancing the new member journey, improving the professional status program, and enhancing member benefits. The introduction of the new member management system, 'Pixi,' has played a key role in tailoring member experiences to diverse needs. Despite challenges, Central Office staff ensured a smooth transition to Pixi, promising better member services. Special appreciation is given to Tynelle Spinner and Khobi Ryan for their commitment.

In the year 2022/2023, several strategic milestones were achieved, including a comprehensive review of the Professional Status Program, revamp of continuing professional development, provision of scholarships, and the launch of an international internship program. The RIMPA Global Awards Program was also updated, introducing Company Outstanding Achievement (COA) Awards. These achievements highlight RIMPA Global's dedication to excellence and professional growth.

For 2023/2024, the Member Engagement portfolio will focus on a refreshed Status Upgrade Program with a specific RIMPA Global capability model, offerings for specific membership groups like document controllers, reintroducing industry baseline surveys like the 'salary survey,' and improving online resources such as standard position descriptions and recruitment packages. This will further enhance the member experience and strengthen RIMPA Global's position as a premier professional organisation in the field of information management.



# Strategic Pillar 4: Advocacy and Collaboration



**Portfolio Lead:**  
**Jeremy Manford**



**Portfolio Lead:**  
**Lisa Read**  
**White Life FRIM**

Advocacy & Collaboration	
<b>Align as one voice to promote and intensify the industry</b>	
<b>Objective 10: Increase industry profile</b> Highlight the importance of the industry to society.	
Work with international partners to develop strategies to increase industry profile.	30-Jun-23
Design and deliver workshops/presentations to new industry sectors on the value of effective records management.	31-Dec-23
<b>Objective 11: Build international alliances</b> Increasing RIMPA's global presence to benefit the profession and practitioners.	
Develop international consortium/coalition framework.	31-Dec-22
Work with global entities to standardise Information Awareness Month/Week.	30-Jun-24
<b>Objective 12: Enable members to have a voice</b> Advocating and commenting on industry changes collaboratively.	
Develop Legislation Advocacy Working Group.	31-Dec-22

## Overview

Listening to our members, the RIMPA Global Board have focused on the importance of advocating for the industry and associated practitioners in a more defined and, where practical, global way.

Aligning as one voice to promote and intensify the industry is the main goal with three supporting objectives.

In order to achieve one voice and advocate on a larger scale it was essential to formalise our strategic partnership with ARMA International. This partnership has demonstrated more benefits than anticipated, and has formed a recognised alliance in the information management space.

RIMPA Global continues to strengthen their relationships with ALIA, the ASA, and have added ARANZ – Archives and Records Association NZ to their list of alliances.



# Advocacy and Collaboration cont.

## Increase Industry Profile

RIMPA Global engaged a reputable PR company (Good Talent) as a strategic move that holds immense potential for elevating the industry profile of information management. As we are all aware, IM often operates behind the scenes, and its significance may not be fully recognised by the broader public or key stakeholders.

Engagement of Good Talent as RIMPA Global's PR Company is aimed at bringing a wealth of expertise and experience to the table, specialising in communications and public relations within the technology and information sectors. They have been able to craft compelling narratives and leverage media relationships to increase the visibility and awareness of information management and RIMPA Global.

Additionally, Good Talent are tasked with strategically positioning RIMPA Global as a thought leader and advocate within the information management arena. Partnering with Good Talent has been a strategic investment that will enable us to spotlight the significance of information management in today's information-driven world.

## Businesses must lock up our data

Anne Cornish



Over the past few months we've seen a string of cyber attacks, some of which have exposed the private information of many Queenslanders.

Following the recent major breach of 1 article as well as

required to maintain customer data, as the longer personal data is kept, the more companies are at risk of exposing this information to cyber hackers.

At RIMPA we are urgently calling for a minimum standards framework for the handling and disposing of private information. It doesn't matter whether you're a large corporation or a small family business, personal records are precious and it's time all



### Updated Optus chief calls for a 'united front', says attacks premature



Lynne Bevilacqua  
Optus  
September 1, 2022, 3:30pm  
For updates at 12:00pm

Optus executives are frustrated by continued attacks from the Albanese government after two ministers called a press conference on Sunday to accuse the telco of failing to co-operate with requests for details of the personal information compromised in a major hack.

Optus thinks the accusation was premature given it had been given until October 4 to respond to a letter from the federal government demanding details of how many Medicare numbers had been stolen.



### "Ticking time bomb": Businesses going 'digital by default' left exposed

Elise Egan



Following the Latitude cyber breach, a string of other breaches and mishandling of consumer records in the private sector, the peak body for records management is warning businesses to act before it's too late.

Records and Information Management Practitioners Alliance (RIMPA) CEO Anne Cornish says it concerning lack of compliance and regulation for records management and disposal in the private that has been in the too hard basket for far too long.



[www.goodtalent.com.au](http://www.goodtalent.com.au)



# Advocacy and Collaboration cont.

## Build International Alliances

This year has been a busy one for RIMPA Global. Notably, we have established the Global Information Consortium (GIC), with RIMPA Global and ARMA proudly serving as founding members. The GIC serves as a pioneering initiative, uniting international organisations to amplify our collective voice and foster collaboration on matters of paramount importance and advocacy. As one of the founding entities behind the GIC, RIMPA Global occupies a position of leadership and influence, poised to drive meaningful change in information management.

Since its inception, RIMPA Global representatives have actively conveyed the advantages that the GIC offers to organisations both in the UK and the USA, eliciting keen interest and strong endorsement.



## Enable Members To Have a Voice

On a local level, RIMPA Global remains deeply committed to fostering close engagement with our members. This ongoing collaboration allows us to collectively represent our industry and effectively respond to diverse legislative changes, outcomes from royal commissions, and other significant developments. Our members are at the forefront of this collective effort, seizing the opportunity to collaborate with their peers and proactively address changes across various domains.

One notable aspect of our engagement with members is our collective response to evolving regulations and policies. These changes touch upon critical areas such as Privacy, the Public Records Act in Queensland, the Public Records Review in Victoria, and the findings from the Robodebt Royal Commission report, among others. As the list of impactful changes continues to grow, RIMPA Global members have enthusiastically embraced the opportunity to work together.

This active engagement with our members underscores RIMPA Global's dedication to facilitating a platform where knowledge is shared, insights are gained, and collaborative action is taken to drive positive change.



# Advocacy and Collaboration cont.

## Conclusion

In conclusion, RIMPA Global's commitment to advocacy and collaboration stands as the cornerstone of our mission. Through proactive engagement with our members and strategic partnerships, on both local and international fronts, we are continually striving to amplify our collective voice, champion industry best practices, and drive positive change in the realm of information management.





# Strategic Pillar 5: Innovation and Standards



Portfolio Lead:  
David Pryde -  
Life MRIM

Innovation & Standards	
Lead and participate in industry modernisation	
<b>Objective 13: Identify and promote industry innovation</b> Involvement in industry trends and change.	
Conduct Innovation Hack-a-thon.	31-Oct-23
Identify themes and issues that impact the careers of members to determine future projects.	30-Jun-24
<b>Objective 14: Continue involvement in standards development</b> Remain the leader and forerunner in standards development.	
Establish reporting process for all standard groups and representatives.	31-Dec-22
<b>Objective 15: Develop IM body of knowledge</b> Provision of documents and tools to assist all practitioners.	
Form Our Wise Legends/Leaders Committee.	31-Dec-22
Produce BoK Podcast Series.	31-Dec-23
Develop Information Management Starter Kit.	31-Dec-23
Develop Governance tool kit.	31-Dec-24

## Overview

The Innovation and Standards Portfolio was a new portfolio established in March 2022 under the One RIMPA refresh. The portfolio has three strategic focus areas:

- identify and promote industry innovation
- proactively participate in the development of sustainable, fit for purpose standards development
- develop an Information Management body of knowledge (IMBOK)



# Innovation and Standards Cont.

## 2022/2023 Strategic Achievements

### Identify and Promote Industry Innovation

Innovation is imperative to the sustainability of the IM industry, and the RIMPA Global Board consider this strategic pillar a cornerstone for the future. Identifying issues and solutions for the future is important and it was agreed to hold a hackathon in order to achieve this.

The Board approved working with a professional company to deliver a hackathon at RIMPA Live 2023. Simultaneously, a Steering Committee was convened, and a Body of Knowledge was developed in parallel with the project plan. 'Problem Statements' were crafted, and a marketing plan was executed, resulting in a small number of registrations.

Following an analysis as to why, it became evident that RIMPA Live 2023 was not the ideal venue for the Hackathon. As a result, it was decided to reschedule the event to later in 2024, with a focus on individual scoping and dedicated resourcing.

### Continue Involvement in Standards Development

A reporting process for all standard groups and representatives was established to ensure consistency in RIMPA Global participation efforts and understanding. Notably, the Portfolio Lead became a participating member in the NZ International Review Group under TC46 SC11, which functions as New Zealand's counterpart to IT21. A big thank you to Barbara Reed who has now retired from IT21 as the Chair, and RIMPA Global are currently working with new Chair to continue the relationship.

Additionally, the Portfolio Lead and RIMPA Global CEO have assumed roles as representatives on the Digital Preservation Collective Australasian Sub Committee.



# Innovation and Standards Cont.

## Develop IM Body of Knowledge

The formation of the Our Wise Leaders Committee (OWLs) was completed successfully in July 2022. Following meticulous consideration, 10 exceptional candidates were thoughtfully selected, and invitations, accompanied by the draft TOR, were promptly dispatched.

Subsequently, seven out of the ten invited OWLs graciously accepted the invitation, leading to a meeting with the CEO and Portfolio Lead. Over the course of the next eight months, the OWLs diligently convened bi-monthly, determining their future objectives. Their enthusiasm and positive impact have left them eager to further engage with and contribute to the RIMPA community and its members.



Veronica Pumpa Life MRIM



Roger Buhlert Hon.



Phil Taylor Life MRIM



Peter Smith Life FRIM



Chris Simpson Life MRIM



Stephanie Ciempka-Kaufhold  
Life MRIM



Margaret Pember  
Life FRIM



# Innovation and Standards Cont.

## Conclusion

The imperative for innovation and adherence to standards remains a cornerstone of RIMPA Global's presence and influence. Within this portfolio, the ongoing commitment is to collaborate closely with our members, ensuring that we not only identify, but also respond effectively to emerging trends and evolving needs within the industry. This proactive approach is fundamental to RIMPA's long-term sustainability, as we aspire to stay at the forefront of the industry's dynamic landscape.



# Strategic Pillar 6: Social and Environmental Programs



Portfolio Lead:  
Rebell Barnes -  
Life FRIM

Social & Environmental Programs	
Commitment to environmental issues and promote inclusion for all social and ethnic groups	
<b>Objective 16: Implement specific group programs</b> Provision of assistance and knowledge to specific groups in the area of information management.	
Investigate and develop assistance program roadmap relating to specific groups.	30-Jun-24
<b>Objective 17: Support the environment</b> Industry support to all environmental issues.	
Develop Environmental Plan.	30-Jun-23

## Overview

2023 saw the introduction of a new strategic pillar to further RIMPA Global's dedication to championing environmental and social responsibility within our professional industry group. We recognise the importance of promoting inclusivity and diversity across all social and ethnic backgrounds, particularly in the context of sound record-keeping practices. Our commitment to these ideals extends beyond mere acknowledgment; it forms the cornerstone of our values and mission. We are steadfast in our determination to play a proactive role in addressing environmental concerns and advocating for equitable opportunities that transcend boundaries, fostering a more sustainable and inclusive future for all.

## 2022/2023 Strategic Achievements

As the first year of inclusion in RIMPA Global's strategic plan we took the opportunity to investigate our options and better understand how RIMPA Global fits into the social programming footprint.

The objectives set by the Board allowed a year for investigation and reporting in order to determine future tasks.





# Social and Environmental Programs cont.

## Assistance Program Roadmap

A working group comprised of CEO Anne Cornish, Dawne Clarke, a former Bayside Council Manager, and Rebell Barnes investigated opportunities in both the Indigenous and LGBTQ communities to determine how RIMPA Global and records management could assist their programmes.

The group identified future programs for the RIMPA Global Board to consider in 2024.

Collaborate with the LGBTQ community to support the documentation and conservation of historical records related to the movement, with the ultimate goal of making these records accessible for future research endeavors. Significant efforts are already underway in this domain, with a particular focus on an ongoing project generously funded by the City of Sydney Council. RIMPA Global is actively engaged in determining the necessary resources and support needed to ensure the successful inclusion of these valuable records in the program. Our commitment to this initiative underscores our dedication to preserving and sharing the rich history of the LGBTQ movement for generations to come.

Similar to our collaboration with the LGBTQ community, RIMPA Global is actively engaged in identifying suitable organisations to partner with, aiming to assist First Nations people in documenting their history, preserving it for posterity, and ensuring accessibility for future generations. The Royal Botanic Garden, Sydney, has established a Reconciliation Action Plan, and within this framework, they have recognised RIMPA Global's potential to provide valuable assistance in documenting the ongoing development of the Yurong Precinct project. This collaboration underscores our commitment to contributing to the preservation and dissemination of the rich cultural heritage of First Nations communities.

## Support the Environment

Currently investigating the development of an environmental plan for RIMPA Global to promote to members, sponsors and suppliers. It is the intention to call for expressions of interest from the membership to determine the content for the plan and how it should be implemented



# Social and Environmental Programs cont.

## Conclusion

Through extensive research, we have encountered unique challenges in our endeavor to actively engage and support the inclusion of all social and ethnic groups, as directed by the Board. While our working group has invested significant effort in identifying a program that aligns with our values and goals, we want to emphasise that the pursuit of such initiatives is a complex journey. We remain dedicated to overcoming these challenges with unwavering optimism, committed to forging a path towards a more inclusive and equitable future.



# Global Liaison/Travel Update



Anne Cornish - Life MRIM  
Chief Executive Officer

## Overview

Over the past year, representatives from RIMPA Global have engaged in global collaboration through a combination of virtual and in-person interactions. This represents a novel approach for RIMPA Global, one that demands substantial resources. In the forthcoming annual report, we aim to provide our members with a comprehensive overview of the costs and benefits associated with our global travel initiatives, undertaken with the objective of promoting RIMPA Global and advancing the Information Management (IM) industry on a global scale.

The strategic partnership forged between RIMPA Global and ARMA International has opened diverse opportunities in the global market, benefiting both organisations individually and collectively. In the following section, we present an overview of each international trip embarked upon by RIMPA Global representatives during the period spanning from July 1st, 2022, to June 30th, 2023.

### **Nashville – ARMA International InfoCon Conference October 2022**



Following the initial conversations between ARMA and RIMPA Global during the RIMPA Live event in Canberra in June 2022, it became imperative to advance our partnership. As a pivotal step in this direction, three RIMPA Global representatives participated in InfoCon 2022, which took place in Nashville.



# Global Liaison/Travel Update Cont.

We were fortunate and grateful that our esteemed partners at ARMA generously accommodated and hosted all three delegates, incurring no additional costs to RIMPA Global. This collaborative effort exemplifies the dedication of both organisations to furthering our shared goals and initiatives within the Information Management (IM) sector.

In attendance was:

Thomas Kaufhold – Chair of the Board

Anne Cornish – CEO

Joanne Kane – Marketing and Events Manager (Now COO)

## The benefits of the trip included:

- official approval of the formation of the Global Information Consortium from both ARMA and RIMPA Global Boards
- strategic planning session to strengthen the partnership between ARMA and RIMPA Global
- Anne Cornish facilitated various focus groups relating to the establishment of the GIC
- Anne Cornish presented on the future skills of the IM industry.
- met with various new vendors to promote attendance at RIMPA Live
- established RIMPA Global and ARMA reciprocal membership program
- observations and learnings of a global conference

**Total cost of trip \$ 15,370**

## Return on investment:

ARMA reciprocal members x 122  
RIMPA Global exposure to over 600 delegates  
Conference Learnings and improvements  
Formation of a solid partnership with ARMA  
Formation of the GIC

Value  
\$12,200  
Unknown  
Unknown  
Priceless  
Unknown

**Total return on investment - \$12,200 and growing.**



# Global Liaison/Travel Update Cont.

**Chicago - MER Conference  
March 2023**



An opportunity arose for our Marketing and Events Manager, Jo Kane, to further her professional growth by participating in an international conference with the main objective of attracting new vendors to RIMPA Live. Additionally, Jo had the valuable experience of shadowing an external Professional Conference Organiser for three days. Once again, our esteemed partners at ARMA generously hosted our delegate, bearing no associated costs. This opportunity not only enriched Jo's professional development, but also contributed to our ongoing efforts to enhance the vendor presence at RIMPA Live.

**In attendance was:**

Joanne Kane Marketing and Events Manager (Now COO)

**Total cost of trip \$7200**

**Return on investment:**

Secured two new vendors to RIMPA Live 2023  
Preservica and Archive360

Value

\$13,500

**Total return on investment - \$13,500**





# Global Liaison/Travel Update Cont.

## Manchester - IRMS Conference May 2023



ARMA and RIMPA Global made a joint commitment to actively participate in the IRMS conference, where they played a significant role as featured speakers. Their primary objective was to introduce and present the concept of the Global Information Consortium (GIC) to the IRMS Board, aiming to garner support and foster collaboration on this pioneering initiative. We are exceptionally grateful to the IRMS for their generous support in accommodating and hosting both ARMA and RIMPA Global delegates over a span of three days, once again incurring no expense for our organisations.

### **In attendance was:**

Anne Cornish – CEO  
Jeremy Manford - RIMPA Global Board Liaison

### **The benefits of the trip included:**

- furthering international relationships
- engaging with new vendors for future trade shows
- meeting our aligned membership body in DPC
- increasing the GIC membership



# Global Liaison/Travel Update Cont.

**Total cost of trip \$7,500**

**Return on investment:**

Sort interest in the GIC  
Connected with new vendors

Formed partnership with UK Archivist - Jeff James

Meeting with Vice Chair ARA – Ruth Mcleod

Official meeting with DPC

**Value**

Unknown

Potentially \$10k as trade for RIMPA Live 2024

Able to provide further contacts and open doors relating to the GIC Presenter at RIMPA Live 2024

and GIC involvement

Further the relationship

**Total return on investment - Value unknown.**

## Conclusion

The move to RIMPA Global, along with international partners and the establishment of the GIC, has enhanced the need to travel overseas. This report is to ensure accountability and justification for each trip taken in line with RIMPA Global's mission and vision.



# Company Secretary and Chief Financial Report

Darryl Dyson CPA  
Sentrika Accountants & Business Advisory



## 1. Report on Financial Matters – period 1 July 2022 to 30 June 2023

Sentrika Accountants & Business Advisory have continued to provide contracted accounting, CFO services and financial management to RIMPA Global for the period 1 July 2022 to 30 June 2023.

### Financial Overview

The operational performance in the 2023 financial year was quite favourable, but the financial outcomes were somewhat mixed due to the net operating result. While the overall revenue increased (excluding RIMPA Live), the year ultimately resulted in a net loss of \$127,971.

Several key factors influenced this overall result:

- an increase in the headcount and human resources from 8 FTE to 10 FTE  
Including a specialised events person and membership engagement officer
- the absence of RIMPA Live in the 2023 Financial Year
- a transition of the Membership database from Membes to Pixl8
- investments made in the Global Information Consortium
- a rebranding effort transforming to RIMPA Global
- these factors collectively had an impact on the financial performance of the year



## **Company Secretary and Chief Financial Report cont.**

Despite the year's actual operating result falling short of the initial forecasts, there were several valuable advantages gained from the mentioned expenditures. These advantages are expected to contribute significantly to the organisation's long-term success. The employment of additional HR resources was essential in enabling the expansion of services and activities offered by RIMPA Global, both presently and in the future.

Due to extensive growth in membership and additional services it became apparent that RIMPA Global had outgrown the membership database (CRM) known as Membes. To enable further growth and increase membership services it was agreed to upgrade the CRM to a new product (Pixl8) with additional configuration flexibility, data analytics and reporting capabilities. The product also minimised RIMPA Global's need for additional subscriptions such as event software and newsletter tools providing ongoing savings.

As with any significant software implementation, resources were allocated to this project as opposed to core business activities. The implementation of Pixl8 was a success and is to be viewed as a one-off abnormal cost.

In August 2022, the membership voted to expand RIMPA globally and removed the reference to Australasia from the name to demonstrate a wider offering. As a result of this change, there was a formal rebrand to 'RIMPA Global' requiring an investment of resources to produce collateral. Becoming global and forming a strong partnership with ARMA, who is RIMPA Global's equivalent in the USA, saw a major initiative for the year take place in the formation of the Global Information Consortium (GIC). The GIC is a newly created entity funded by both RIMPA Global and ARMA equally to provide a platform for worldwide advocacy and the promotion of information management. The formation of the GIC required resources to travel internationally in order to plan, finalise and recruit additional members to the GIC. This partnership and international exposure has enabled RIMPA Global to establish an international footprint which is now opening up other membership markets and new trade and sponsorship opportunities in areas such as North America, the UK, and the UAE.

A notable factor that affected the Profit & Loss statement for the year was the absence of RIMPA Live within the reporting period.



## **Company Secretary and Chief Financial Report cont.**

This was primarily due to COVID-related delays, resulting in the 2022 RIMPA Live event being held in June in ACT, thereby leaving no conference for the 2022/2023 reporting year. We expect this to be a unique circumstance, contingent on the absence of any further disruptions related to pandemics or similar factors that might impact event scheduling.

Another noteworthy aspect, which may not be easily quantifiable in terms of its financial impact but is essential to consider alongside the net result, is the increased administrative responsibilities shouldered by Central Office after the dissolution of Branches. These responsibilities encompass various activities such as organising local events, driving membership growth, fostering communities of practice, and more. To effectively manage this workload, we expanded our resource pool by appointing a dedicated events specialist and membership engagement resource.

The Board also approved the appointment of a PR company (GoodTalent) which has been a strategic move that has contributed to additional costs for RIMPA Global; however, it brings several substantial benefits to the organisation. The engagement of a PR company signifies our commitment to enhancing our visibility and reputation within the industry and beyond.

The PR company's expertise in crafting compelling narratives and engaging communication strategies is expected to generate increased interest in our initiatives, events, and services, potentially leading to higher membership growth and increased sponsorship opportunities. While it adds to our expenses, the strategic value of this partnership positions us for sustainable growth and impact in the years ahead, aligning with our long-term goals and objectives.

Furthermore, the disbandment of Branches and Chapters led to the introduction of the Ambassador Program, allowing self-nominated volunteers to share their local insights with the RIMPA Global team, ensuring the delivery of tailored services to our members. It's important to acknowledge that these changes and new initiatives may entail short-term costs as the Central Office transitions responsibilities away from the States and Branches, but they hold the promise of long-term benefits for our organisation.





# Company Secretary and Chief Financial Report cont.

In terms of Revenue, excluding the National Conference, RIMPA Global saw an overall increase from \$874,990 in 2022 to \$1,258,079 in 2023.

While RIMPA Global has encountered certain cost escalations attributed to inflation and general economic factors, the majority of our expenses remain consistent with previous years and align with our budgeted expectations.

Revenue from our Industry Partners increased by \$144,919 in 2022/2023 and Membership Revenue increased by \$68,004. These are both positive markers for the company as it reflects an increase in member and industry engagement.

In addition to the one-off type expenditures, it's worth highlighting that the most significant cost increase has been in the area of wages. Our expenditure on wages and superannuation increased from \$542,441 in 2022 to \$673,486 in 2023. This increase reflects our commitment to expanding our workforce and investing in our talented team, which is crucial for the continued growth and success of RIMPA Global.

## Headline Numbers and Improvements

For the period ended 30 June 2022 are as follows:

Total Revenue	2022	2023
Direct costs attributable to revenue	\$1,370,612	\$1,256,228
Investment income	\$520,471	\$308,992
Gross profit	\$9,336	\$20,006
Overhead expenses	\$859,477	\$880,230
Government economic support	\$871,811	\$1,072,336
Net Operating profit/(loss)	\$10,000	\$0
	(\$2,334)	(\$127,971)

The total revenue for the period saw a decline, moving from \$1,370,612 to \$1,256,228, primarily attributed to the absence of RIMPA Live within the financial year. Typically, this convention contributes approximately \$400,000 to \$500,000 to our overall revenue. However, when excluding RIMPA Live revenue, RIMPA Global managed to generate an additional \$383,089 in revenue compared to 2022, marking an impressive increase of around 43%. This notable growth was predominantly driven by an uptake in industry sponsorship and advertising.



# Company Secretary and Chief Financial Report cont.

Furthermore, membership revenue exhibited an overall increase of \$68,004 from 2022, reflecting a year-on-year growth rate of 17%. For the upcoming 2023/2024 period, our primary focus will be on expanding membership, with a particular emphasis on exploring international and private industry markets as key areas of opportunity.

Workshop revenue remained steady, consistent with 2022 at \$162,870. In contrast, VET training revenue experienced significant growth, rising from \$122,419 in 2022 to \$175,115 in 2023. This presents another promising avenue for revenue growth, with the company now well-equipped with the necessary systems and resources to offer education and course-related materials. This sector is also a key focus for expansion in 2024 and beyond.

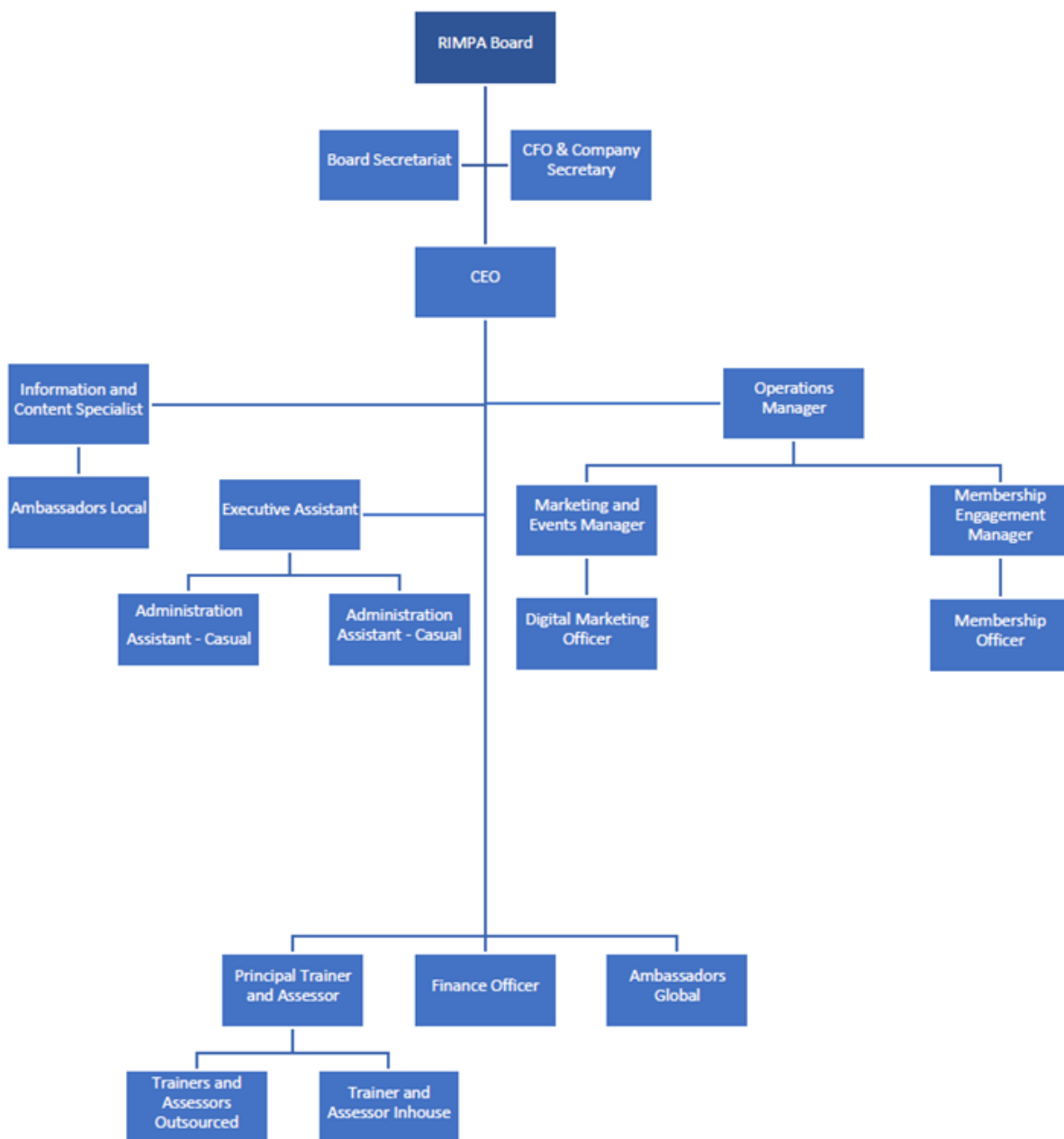
Staff wages and superannuation increased from \$542,441 in 2022 to \$673,486 in 2023. This increase was necessitated by the growing demands of the organisation and its members. During the year, two full-time equivalent employees were brought on board, enabling further development of VET and workshop materials, further membership engagement and a resource focused on providing local events.

Investment has been made in the areas of Management, Member Engagement, Administration and Training & Education. These pillars will provide the structure to deliver the services and benefits RIMPA Global Central Office have been building over the last three years. The additional head count has contributed to the organisation experiencing a loss for 2023 but it is expected that this will result in comparative increases to Revenue in 2024 and beyond.



# Company Secretary and Chief Financial Report cont.

The current HR structure is detailed below:



# Company Secretary and Chief Financial Report cont.

In relation to overhead expenditure, the following table represents the material differences year on year:

Expense	2023	2022
Board & Staff Travel	\$ 48,671.71	\$ 56,114.74
Finance Cost (Pixl8)	\$ 9,190.28	\$ -
Global Consortium Expenses	\$ 26,611.17	\$ 1,275.30
Provision for AL/LSL	\$ 31,453.13	\$ 11,292.69
Public Relations	\$ 21,000.00	\$ -
Rent & Outgoings	\$ 43,720.00	\$ 31,400.00
Software Subscriptions	\$ 66,188.60	\$ 68,812.96
Superannuation	\$ 62,917.83	\$ 48,778.50
Wages & Salaries	\$ 610,568.25	\$ 493,662.60
Workers Compensation	\$ 4,735.58	\$ 1,013.52

The Net Cash holdings have decreased moderately from \$435,462 to \$401,546 as at 30 June 2023. The current ratio and liquidity ratios are consistent and adequate operating at 1.8-2 times cover (current assets over current liabilities).

## Cashflow

RIMPA Global recorded Net Operating Cashflow equal to a negative amount of \$33,915 for the period ended 30 June 2023 as detailed below:



# Company Secretary and Chief Financial Report cont.

## Statement of Cash Flows

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from customers		1,415,274	1,464,783
Payments to suppliers		(1,351,779)	(1,354,070)
Interest Received		11,482	385
Net GST refunded/(remitted)		(156,006)	(91,534)
Income tax paid		(2,871)	(96)
<b>Net cash provided by/(used in) operating activities</b>		<b>(83,900)</b>	<b>19,468</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Purchase of Investments		(50,355)	(100,000)
Sale of Investments		100,340	-
<b>Net cash provided by/(used in) investing activities</b>		<b>49,985</b>	<b>(100,000)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES:</b>			
Net increase/(decrease) in cash and cash equivalents held		(33,915)	(80,532)
Cash and cash equivalents at the beginning of the year		435,462	515,994
<b>Cash and cash equivalents at the end of the financial year</b>	<b>4</b>	<b>401,547</b>	<b>435,462</b>

## Summary

In summary, the past year has been a highly productive one for RIMPA Global, marked by continued investments across various business units and operational improvements. The training arm of the business saw significant growth, with the introduction of additional courses. The membership database received an upgrade, and we strategically bolstered our head office resources to better support future expansion and meet the evolving needs of our membership base. RIMPA Global has expanded its reach far beyond previous years, solidifying a global presence through its association with ARMA and participation in the Global Information Consortium.

Moving forward, our management and Finance Committee remain committed to prudent expense management and budget oversight, always striving to identify opportunities for cost reductions where feasible. While we anticipate a stable HR resource requirement in the coming 12 months, this period will be dedicated to consolidating our existing business operations as we continue to navigate the path of growth and excellence.





# Company Secretary and Chief Financial Report cont.

## 2. Detailed Profit & Loss Statement for the period 1 July 2022 to 30 June 2023

### Profit and Loss

Records and Information Management Practitioners Alliance  
Global

For the year ended 30 June 2023

Account	2023	2022
<b>Trading Income</b>		
Advertising	101,744.08	35,576.18
Commissions	4,940.00	6,240.91
Credit Card Fee Collected	8,524.01	8,950.68
Events Registration	87,573.17	30,692.57
Events Sponsorship	208,328.15	63,408.45
IAM - Event Income	0.00	3,181.82
IAM - Sponsorship Income	0.00	5,181.84
Interest	11,482.33	385.47
Investment Unrealised Gain/Loss	1,850.91	(400.32)
IQ - Marketing & Advertising	750.00	27,500.00
IQ - Subscriptions	4,055.78	3,215.13
Membership - ARMA	5,001.43	0.00
Membership - Corporate	345,117.84	288,253.68
Membership - Individual	113,822.52	102,682.53
Membership Assistance	4,500.00	0.00
National Webinar	0.00	10,350.63
RIMPA Live 2023 - Sponsorship	0.00	504,557.45
RMIT Course Training	5,837.76	917.32
Roadshow Events	8,149.92	0.00
Roadshows Sponsorship	8,415.57	0.00
VET Courses	175,115.00	122,419.32
Workshop (Training)	162,870.27	166,434.00
<b>Total Trading Income</b>	<b>1,258,078.74</b>	<b>1,379,547.66</b>



# Company Secretary and Chief Financial Report cont.

## Cost of Sales

Event Costs	119,245.59	34,489.70
Hackathon Costs	25.61	0.00
IAM - Event Costs	0.00	7,309.16
IQ - Publication Costs	24,300.97	23,613.98
Marketing	36.36	7,512.85
National - Conference & Event Costs	0.00	812.54
RIMPA Live 2023 Costs	0.00	385,574.69
Roadshow Costs	26,022.67	0.00
Stakeholder Costs	1,786.18	0.00
VET Courses - Delivery/Training Cost	68,783.63	25,588.17
Workshop (Training) - Running Cost	40,236.23	26,215.55
<b>Total Cost of Sales</b>	<b>280,437.24</b>	<b>511,116.64</b>
<b>Gross Profit</b>	<b>977,641.50</b>	<b>868,431.02</b>

## Other Income

Gov - COVID-19 2021 Business Support Grant	0.00	10,000.00
<b>Total Other Income</b>	<b>0.00</b>	<b>10,000.00</b>

## Operating Expenses

Accounting Fees	7,758.00	2,400.00
Administration/Postage	6,974.25	7,896.70
Advertising & Marketing	23,052.08	32,471.61
Advocacy	3,664.98	0.00
Audit Fees	7,000.00	7,000.00
Awards Costs	520.90	1,226.32
Bank Charges	889.10	644.50
Bank Revaluations	(16.07)	0.00
Board & Staff Travel	30,265.53	8,702.55
Board Meetings	18,406.18	47,412.19
Branch Activities	0.00	2,095.92
Computer Expenses	52.73	0.00
Contractor Payments	36,000.00	36,000.00
Corporate Governance	492.15	250.90
CRM Management	86.36	6,092.73
Depreciation Expense	13,435.51	8,020.08



## Company Secretary and Chief Financial Report cont.

Finance Cost (Pixl8)	9,190.28	0.00
Global Consortium Expenses	26,611.17	1,275.30
Income Tax Expense	2,870.58	96.25
Information Technology	25,432.00	19,194.80
Insurance	5,933.17	5,485.73
Interest Expense	1,001.48	695.69
Leasehold Expenses	3,125.00	0.00
Merchant Fees	8,692.62	9,974.46
Printing and Stationery	7,374.75	4,873.12
Provision for AL/LSL	31,453.13	11,292.69
Public Relations	21,000.00	0.00
Realised Currency Gains	0.00	9.41
Rent & Outgoings	43,720.00	31,400.00
Software Subscriptions	66,188.60	68,812.96
Staff Amenities	3,407.33	4,860.79
Subscriptions & Memberships	7,034.69	8,127.72
Superannuation	62,917.83	48,778.50
Telephone & Internet	3,758.39	3,067.84
Training and Development - Staff	12,015.78	8,026.36
Wages & Salaries	610,568.25	493,662.60
Workers Compensation	4,735.58	1,013.52
<b>Total Operating Expenses</b>	<b>1,105,612.33</b>	<b>880,861.24</b>
<b>Net Profit</b>	<b>(127,970.83)</b>	<b>(2,430.22)</b>



# Company Secretary and Chief Financial Report cont.

## 3. Balance Sheet as at 30 June 2023

### Balance Sheet

Records and Information Management Practitioners Alliance Global  
As at 30 June 2023

Account	30 Jun 2023	30 Jun 2022
<b>Assets</b>		
<b>Bank</b>		
Cheque Account	132,754.81	44,015.80
DiviPay - Weel Account	35.03	0.00
NZ Account	0.00	9,306.68
NZ Business Current Account	423.08	0.00
Online Business Saver Account	268,333.58	382,138.67
<b>Total Bank</b>	<b>401,546.50</b>	<b>435,461.15</b>
<b>Current Assets</b>		
Accounts Receivable	232,299.27	265,590.32
First Choice Investment	1.78	1.70
National Conference (Prepaid)	4,623.12	9,246.24
Other Debtor	1,618.94	550.00
Prepayments	30,861.02	20,862.25
Prepayments - Events/Other	43,245.24	0.00
RIMPA Live 2023 - Expenses	229,204.40	31,818.18
RIMPA Live 2024 - Expenses	5,000.00	0.00
VET Courses Costs	8,901.80	8,901.80
<b>Total Current Assets</b>	<b>555,755.57</b>	<b>336,970.49</b>
<b>Fixed Assets</b>		
Intangibles	63,840.00	63,840.00
Leasehold Fixtures & Fittings	11,591.48	0.00
Less: Accumulated Depn - Intangibles	(63,840.00)	(63,840.00)
Less: Accumulated Depn - Leasehold Fixtures & Fittings	(41.29)	0.00
Less: Accumulated Depn - Plant & Equipment	(30,298.49)	(16,904.27)
Plant and Equipment	69,102.86	30,879.78
<b>Total Fixed Assets</b>	<b>50,354.56</b>	<b>13,975.51</b>
<b>Non-current Assets</b>		
Investment - MaxCap Milton Unit Trust	0.00	100,339.73
Rental Bond	2,200.00	2,200.00
<b>Total Non-current Assets</b>	<b>2,200.00</b>	<b>102,539.73</b>
<b>Total Assets</b>	<b>1,009,856.63</b>	<b>888,946.88</b>



# Company Secretary and Chief Financial Report cont.

## Liabilities

<b>Current Liabilities</b>		
Accounts Payable	65,408.10	183,679.13
ATO Integrated client account	19,351.00	14,094.00
GST	20,118.62	17,455.96
GST Paid	(5,549.30)	(8,146.37)
GST Received	25,761.81	13,257.75
Other Creditor	1,093.09	1,290.77
PAYG Withholding	19,263.00	11,429.00
Provision for Annual Leave	44,743.22	26,872.09
Provision for Income Tax	2,870.58	96.25
Rev Rec'd in Adv RIMPA Live 2023 - Delegate Registration	213,062.81	0.00
Rev Rec'd in Adv RIMPA Live 2023 - Sponsorship IP & Vendor	73,650.00	0.00
Revenue Received in Advance - Advertising	1,700.00	0.00
Revenue Received in Advance - Event Sponsorship	5,244.27	8,636.38
Revenue Received in Advance - Events	10,354.55	872.74
Revenue Received in Advance - VET Courses	29,500.00	0.00
Revenue Received in Advance - Workshop (Training)	26,671.19	0.00
Revenue Received in Advance 2022 - Industry Partner Sponsorship	0.00	127,473.37
Revenue Received in Advance 2023 - ARMA Membership	1,936.74	3,099.62
Revenue Received in Advance 2023 - Industry Partner Sponsorship	225,400.00	0.00
Revenue Received in Advance 2023 - Membership Corporate	210,577.90	314,315.03
Revenue Received in Advance 2023 - Membership Individual	84,023.13	134,362.42
Superannuation Payable	23,373.55	14,467.54
<b>Total Current Liabilities</b>	<b>1,098,554.26</b>	<b>863,255.68</b>
<b>Non-current Liabilities</b>		
Provision for Long Service Leave	13,582.00	0.00
<b>Total Non-current Liabilities</b>	<b>13,582.00</b>	<b>0.00</b>
<b>Total Liabilities</b>	<b>1,112,136.26</b>	<b>863,255.68</b>
<b>Net Assets</b>	<b>(102,279.63)</b>	<b>25,691.20</b>

## Equity

Current Year Earnings	(127,970.83)	(2,430.22)
Retained Earnings	25,691.20	28,121.42
<b>Total Equity</b>	<b>(102,279.63)</b>	<b>25,691.20</b>





# 2022/2023 Achievements

## **AIS Convention – New-Member Campaign:**

The Membership Team had a unique opportunity to participate in the Australian Independent Schools Convention as a Trade Exhibitor. This event provided a valuable platform for our staff to engage with attendees and showcase the many advantages of RIMPA Global membership. During the convention, our CEO, Anne Cornish, delivered a compelling presentation, offering profound insights into the value and opportunities our organisation provides. Anne's presentation left an indelible impact, garnering an overwhelming level of interest and engagement from the school personnel attending the event. The outcome was extraordinary, with 49 individuals signing up for 6-month complimentary memberships, surpassing our expectations. These new memberships hold immense potential for RIMPA Global's growth.

## **Establishment of the Global International Consortium (GIC):**

A significant milestone has been reached as both the RIMPA Global and ARMA Boards approved the Global Consortium framework presented by the steering committee. This development has given birth to a new entity known as the Global Information Consortium (GIC).

The vision for the GIC is to establish a global community advocating for effective and ethical information management, envisioning a world where information management is an integral part of the corporate and government landscape.

The mission of the GIC is to champion best practices in information management by harnessing collective expertise to raise awareness of the significance of information governance and to influence policies at local, national, and international levels.

The Global Consortium Steering Committee has agreed on a set of achievable goals and strategies for the next two years, with the aim that the proposed Global Council will continue to steer the GIC's direction beyond 2025.



# 2022/2023 Achievements Cont.

## Advocacy Initiatives:

Our unwavering commitment to advocacy continues to drive positive change and influence policy decisions affecting our profession. Advocacy remains a cornerstone of our mission.

## Educational and Professional Development

### Introduction of Four Scholarships:

In a bid to support the growth and development of our community, RIMPA introduced four scholarships:

- International
- RIMPA Live
- Symposium and
- Certificate III in Business

These scholarships aimed to nurture talent, promote education, and provide opportunities for deserving individuals to excel in the field of information management.

Scholarships for 2022/2023 were awarded to:

Neil Grandland International Convention - ARMA International's InfoCon 2023 Scholarship:

Recipient: Meryl Bourke MRIM

Marita Keenan First RIMPA Live 2023 Scholarship:

Recipient: Will Chapman

Lisa McDonough Symposium Scholarship:

Recipient: Toni-Lee Taylor

Harry Haxton Certificate III in Business (Records and Information Management) Scholarship:

Recipient: Rachel Carlton



## **2022/2023 Achievements Cont.**

### **Our Wise Leaders (OWLS):**

In our relentless pursuit of excellence, we've introduced "Our Wise Leaders" (OWLS), a platform designed to empower visionary leaders dedicated to advancing the field of information management. This initiative serves as a beacon of wisdom and innovation within our community.

### **RM Fundamentals Podcast Series:**

To further disseminate knowledge, RIMPA launched the Podcast Series "RM Fundamentals," providing valuable insights, discussions, and expertise on the fundamentals of records and information management, enriching the industry's knowledge base.

### **Strengthened Partnership with ARMA:**

Our partnership with ARMA has grown stronger, reinforcing our commitment to enhancing the quality and reach of information management services. The synergy between RIMPA Global and ARMA has become a vital force for advancement.

### **Public Relations Firm Appointment - Good Talent:**

Recognising the importance of effective communication, RIMPA have appointed Good Talent, to ensure broader media exposure. This partnership will amplify our voice and help us reach new heights in promoting the importance of effective information management.





# On a Final Note



## Thank you to our Industry Partners

The Board, RIMPA Global team, and all RIMPA Members extend their heartfelt appreciation for the unwavering support received from our Industry Partners throughout 2022/2023. Our industry partners and sponsors play an essential role within our community, and their contributions are integral to our dedication in delivering high-quality professional development opportunities to RIMPA Global members. Together, through collaboration, we achieve our common goals!

A collage of RIMPA partner logos, organized into five horizontal rows. Each row features a RIMPA award tier logo on the left and the logos of the partner companies to its right. The tiers are: Diamond (teal), Platinum (silver), Gold (gold), Silver (light blue), and Bronze (copper).

- Diamond Partner:** ezescan. (making digital work)
- Platinum Partner:** COMPU-STOR, Chrome Consulting
- Gold Partner:** AvePoint, RECORDPOINT, IRON MOUNTAIN
- Silver Partner:** Objective, opentext, grace: (Always more.)
- Bronze Partner:** Records Solutions, miktys, timg

