

YEAR 2023/24

ANNUAL REPORT 2023/24

LATEST INFORMATION AND UPDATES
ABOUT RIMPA GLOBAL





YEAR IN REVIEW

2023/24 has been a year of strategic investments and focused efforts, setting the stage for future growth and sustainability.

RIMPA Global has actively pursued initiatives to strengthen our position in the information management profession, ensuring the organisation's long-term success.

From launching new programs to forging impactful partnerships, our investments have been centred on enhancing member value and creating revenue opportunities that will support the next wave of industry professionals. Some of the significant achievements that reflect our commitment to delivering tangible benefits to members and solidifying our role as a global leader in information management follow.

Ambassadors Host Executive Master Class

Our Ambassador Program delivered a second Executive Master Class on Engaging Executives and Highlighting the Value of Information Management. A powerful step in providing the tools to individuals so organisations can recognise the strategic importance of managing information.

Higher Education Working Group

The University Working Group was established. This collaboration of universities, employers, students and industry associations is working towards reshaping the future of education in higher education curricula, ensuring the next generation is well-equipped for tomorrow’s challenges.

MILA: A Fresh Approach to Information Legislation

In a move to strengthen our services for the private sector, RIMPA Global proudly acquired the Australian Records Retention Manual (ARRM), setting the stage for enhanced information governance solutions and rebranded to MILA (Managing Information and Legislation Assistance) .

RIMPA Global Advocates to the Prime Minister

We continued our advocacy efforts, addressing the Prime Minister on the critical role of records management in ensuring transparency and accountability within the public sector.



Roadshow Series Wrap-Up

This year's Roadshow Series was a tremendous success, travelling to seven locations and showcasing cutting-edge innovations in records and information management.

First Ever Education Summit

Our inaugural Education Summit brought together 40 key stakeholders, including lecturers, students, and employers, to discuss the evolving role of education in shaping information management professionals.

Our Wise Leaders (OWLS)

Honouring the legacy of our retired professionals, Our Wise Leaders continue to contribute their expertise to RIMPA Global's growth, ensuring the future is built on solid foundations.

Inspiring UAE Youth

In partnership with the remarkable Dr. Aisha Bilkhair, RIMPA Global addressed over 50 emerging practitioners at a youth forum in the UAE, inspiring the next generation of information management leaders.

RIMPA Recruit and Career Platform Launched

July 2024 marked the launch of RIMPA Recruit and Career, a platform dedicated to connecting practitioners and employers, matching the right talent with the right opportunities.

New Community of Practice in India

A Community of Practice was proudly launched in India, expanding our reach and engaging practitioners in this dynamic region.



RIMPA eLearn Platform Debuts

Our eLearn platform went live in June 2024, offering four specialised courses. The eagerly anticipated IAM Micro-credential will be available soon, elevating the skillsets of our global members.

New Cyber Protect Program

Exciting news for our private industry members: Cyber Protect, a specialised insurance program via Howden's Insurance, will be launching soon, providing vital protection against cyber threats.

RIMPA Board Approves Global Strategy

A bold Global Strategy focused on supporting and mentoring developing countries in effective information management practices was launched.

Global Information Consortium Finalises Strategic Plan

The Global Information Consortium successfully finalised its strategic plan, further extending its membership and setting the stage for continued global collaboration.

Workshops: A Year of Learning

119 highly interactive workshops were delivered in 2023/24, educating nearly 945 practitioners across various sectors.



**BONITA KENNEDY**

CHAIR OF THE BOARD

ANNE CORNISH

CHIEF EXECUTIVE OFFICER

YEAR IN REVIEW – NOTE FROM THE CHAIR AND CEO

As we look back on the 2023/24 financial year, RIMPA Global has made significant progress in advancing the information management profession. This past year has been marked by innovative initiatives, impactful partnerships and strategic investments, all of which have strengthened our global influence and member benefits.

RIMPA Global has seen a significant increase in revenue over the past year, growing from \$1.26 million in 2022/23 to \$2.11 million in 2023/24. This growth reflects the increasing demand for our services and the success of our efforts to diversify revenue streams.

Over the past four years, we have expanded from three revenue streams to six, reducing our reliance on membership fees and the RIMPA Live Convention. These additional streams are vital to ensuring a more sustainable financial future for the company.

Strategic investments required to position RIMPA Global for long-term success resulted in a financial loss of \$297,185. A key contributing factor to this loss was also the unexpected withdrawal of a major partner from RIMPA Live, just five weeks before the event, resulting in an estimated loss of \$150,000.

A YEAR IN REVIEW – NOTE FROM THE CHAIR AND CEO

This led to unrecoverable costs related to venue hire, catering, and sponsorship commitments.

Despite these challenges, we have made key investments in initiatives such as the new learning management system, expanded staff to support our growing membership, scholarship programs, the acquisition of MILA (Managing Information Legislation Australia), and support for the Global Information Consortium and ISO standards. While these investments may show as a short-term loss, they are essential for delivering long-term value to our members and the wider community.

Membership engagement has also significantly increased, with numerous nominations for board positions, participation in the Ambassador Program, and active involvement in working groups and committees. In addition, many members are eager to establish industry-specific Community of Practice groups, which will provide valuable networking and collaboration opportunities within the profession.

Looking ahead, our priority is to stabilise and strengthen our current member offerings while maintaining and improving services. We are also focused on working toward long-term financial stability. To support this, we welcomed Paris Reddy, a professional finance expert, to the RIMPA Board as of July 2024. Paris's expertise will be instrumental as we continue to enhance our financial oversight and stability.

We are confident that RIMPA Global will improve financially and strengthen its leadership role in the records management profession. At the same time, we will continue to seek opportunities for sustainable growth through diversified revenue streams.

his balanced approach will ensure we continue delivering exceptional value to our members and remain a global leader in records and information management.

We are grateful for the continued support of our members and partners and are confident that the steps taken this year will drive sustainable growth and further elevate RIMPA's leadership in the information management field.

Thank you for being part of this journey with us.



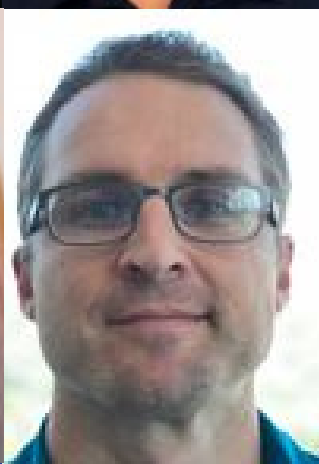


RIMPA GLOBAL'S BOARD OF DIRECTORS FORMS THE BACKBONE OF THE ORGANISATION, COMBINING DECADES OF INDUSTRY EXPERTISE AND LEADERSHIP. THEIR DEEP KNOWLEDGE AND DIVERSE EXPERIENCE SERVE AS THE FOUNDATION FOR GUIDING RIMPA GLOBAL'S VISION, FORMALLY REPRESENTING AND DRIVING THE ORGANISATION FORWARD.





RIMPA GLOBAL'S NETWORK OF
 GLOBAL AND LOCAL AMBASSADORS
 UNITE TO EMPOWER A VIBRANT AND
 THRIVING COMMUNITY, FOSTERING
 GROWTH, RICHNESS AND
 DEVELOPMENT.



ADVOCACY AND COLLABORATION

LISA READ WHITE LIFE FRIM

OVERVIEW

Align as One Voice to Promote the Industry

This portfolio aims to unify the voices of all stakeholders – members, practitioners, industry leaders and organisations – in promoting the records and information management (IM) profession. The goal is to create a cohesive and powerful message that emphasises the critical role that IM plays across industries, both in the public and private sectors.

OBJECTIVE 10: INCREASE INDUSTRY PROFILE

This objective focused on raising the visibility of records and information management (IM) as a critical industry for society. The emphasis is on showcasing the significant role effective records management plays in organisational governance, compliance, and transparency.

To highlight the industry's importance RIMPA Global conducted several campaigns using Good Talent - a Public Relations firm - to raise awareness about the pivotal role records management plays in ensuring accountability, legal compliance, and historical preservation.

RIMPA Global successfully participated in 6 radio interviews as well as appearing as experts in relation to IM a further dozen times via news articles and social media platforms.

RIMPA Global also advocated for the Australian Public Service via the Prime Minister on the importance of IM within government and continue to pursue this conversation.

To assist with the messaging RIMPA Global has produced and delivered a range of resources, including webinars and training modules. These materials were designed to inform and educate stakeholders on the tangible benefits of adopting best IM practices, with a focus on return on investment, efficiency, and risk mitigation.

RIMPA Global commenced greater employer engagement in 2024 with the introduction of RIMPA Career to aid employers with the recruitment of experienced Records and IM Managers.

Employer engagement will be a focus in 2025 with further actions aimed to increase the understanding and appreciation of effective records management.



ADVOCACY AND COLLABORATION

OBJECTIVE 11: BUILD INTERNATIONAL ALLIANCES

This objective expands RIMPA Global's reach internationally, creating alliances that benefit the profession and practitioners. By forging these global connections, we aim to foster collaboration and enhance professional development across borders.

RIMPA Global has actively collaborated with international entities to promote the benefits of RIMPA membership to records professionals worldwide. This included strategic partnerships with international records management bodies, co-hosting events, and reciprocal membership discounts to attract global members.

OBJECTIVE 12: ENABLE MEMBERS TO HAVE A VOICE

This objective aims to ensure RIMPA Global members have a platform to voice their opinions and contribute to industry-wide changes. Advocacy and collaboration with governmental bodies and key stakeholders are central to this goal.

RIMPA continues to advocate for an Industry Taskforce that will work with the Australian Public Service (APS) to improve records and information management practices. This taskforce will tackle key challenges within the APS, such as digital transformation, legislative compliance, and records integrity.

RIMPA Global established various advocacy working groups to address specific topics throughout 2023/24. Each group comprised of industry experts from various sectors, working together to address the issue at hand and develop a unified message presented by RIMPA on behalf of the members.

To strengthen the industry's collective voice, RIMPA Global collaborated with stakeholders to align messaging around the value of records and information management. This united approach has enabled RIMPA Global to advocate more effectively for legislative reforms, improved IM standards and greater recognition of the profession's role in modern governance.

CONCLUSION

In 2023/24, RIMPA Global made significant strides in increasing the profile of the records and information management industry, building international alliances and enabling members to have a stronger voice. These objectives continue to guide our strategic efforts as we push forward into 2024/25, ensuring that the IM profession is recognised for its essential role in both societal and organisational success.



BUSINESS DEVELOPMENT

JEREMY MANFORD

OVERVIEW

Expanding Market Presence and Driving Growth

RIMPA Global is committed to expanding its market presence and driving growth within the records and information management industry. Through strategic partnerships, acquisitions, and innovative service offerings, RIMPA Global is positioning itself as a leading force in advancing information management, compliance, and best practices worldwide.

In 2023/24, RIMPA made significant investments in this growth strategy, which, while contributing to the recorded financial loss for the year, reflects a long-term commitment to enhancing value for members and securing future success. These investments are expected to deliver substantial returns as the organisation continues to grow and evolve.

OBJECTIVE 19: ENHANCE MEMBER BENEFITS

This objective focused on improvement of the benefits offered to RIMPA Global members, ensuring they receive valuable services that demonstrate a clear return on investment and value for money.

In 2024, an annual salary survey to provide valuable insights into salary trends within the records and information management industry was developed. This survey will be launched in 2025 with the final report to be included as a member-exclusive benefit, offering data to help members benchmark their earnings and negotiate salary packages.

For non-members, the survey will be available at a cost, further enhancing its value as a member benefit and a revenue-generating product.

OBJECTIVE 20: BUILD STRATEGIC PARTNERSHIPS

This objective fosters key collaborations with like and complimentary organisations to create strategic partnerships resulting in mutual growth and success for RIMPA Global members and its partners.

Throughout 2023/24, RIMPA has actively pursued relationships with organisations that align with its mission and values, seeking to build partnerships that increase revenue and strengthen the company's market position.

These partnerships include collaborations with training providers, educational institutions, global IM entities and like industry associations.

The goal is to leverage these partnerships for joint ventures, shared resources, and expanded reach within the IM community, ensuring sustainable growth for both RIMPA Global and its partners.



BUSINESS DEVELOPMENT

New business partners for 2023/24 include:

- Cox Purtell – recruitment and human resource provider
- Association for Records and Archives (ARA) UK and Ireland – training provider
- Datacom – education partnership
- Health Information Management Association of Australia (HIMAA) – alliance and reciprocal membership
- Synercon – training provider.

Our partner and alliance list now includes:

- ARMA International
- Australian Society of Archivists (ASA)
- Australian Library and Information Association (ALIA)
- Archives and Records Association of NZ (ARANZ)
- Council of Australasian Archives and Records Authorities (CAARA)

OBJECTIVE 21: DEVELOP ADDITIONAL REVENUE STREAMS

This objective focused on diversifying and expanding RIMPA Global's income sources by creating new and sustainable revenue streams, which are essential for financial growth and long-term stability.

A key strategy in this objective was the acquisition of the Australian Records Retention Manual (ARRM) in August 2023. Rebranded as Managing Information Legislation Australia (MILA), this acquisition marked a pivotal step in providing a product that appeals to private industry by offering an essential tool for compliance and records retention management.

MILA offers ongoing income for RIMPA Global, creating a consistent and sustainable revenue stream. RIMPA Global aimed to increase MILA subscriptions by 50%. Efforts included targeted marketing campaigns meeting the required increase.

To further enhance MILA, improvements were made to its user interface and functionality. These upgrades included more intuitive navigation and a more contemporary look and feel, contributing to an increase in customer satisfaction.

RIMPA Global successfully launched a Learning Management System (LMS) in 2024, creating a new revenue stream through online education and professional development programs. The LMS allows members and non-members to access industry-specific courses, certifications, and workshops at their convenience. This platform has opened up new opportunities for RIMPA Global to monetize educational content while offering value to the broader IM community.

CONCLUSION

In 2023/24, RIMPA Global has made considerable progress in building strategic partnerships and developing new revenue streams. By expanding our services we have positioned ourselves to deliver member value while ensuring financial growth and sustainability through diversified income sources. These efforts reflect RIMPA Global's commitment to continually improving its offerings and maintaining its relevance in the evolving records and information management landscape.

GOVERNANCE AND RISK

LISA READ WHITE LIFE FRIM

OVERVIEW

Developing and Assessing Mechanisms for RIMPA Global Governance

The main aim of this strategy is to establish and continuously improve the systems and processes that govern and guide the operations of RIMPA Global. By developing and assessing governance mechanisms, RIMPA Global ensures effective control, transparency, and accountability across all facets of the company.

As a previous Governance Director, I was pleased to take on the role of the Governance and Risk Portfolio Lead in March 2024 with the resignation of Peter Williams.

OBJECTIVE 1: INCREASE MEMBERS' VOICE

This objective is aimed at greater member involvement in the governance of RIMPA Global, ensuring that the company is responsive to the needs and expertise of its members. By creating platforms for member input, RIMPA Global strengthens its governance processes and maintains transparency and accountability.

In 2024, a Governance Committee was formed composed of selected members who have expertise or interest in governance matters.

This committee plays an essential role in providing input on governance related decisions, ensuring that member perspectives are considered in the company's strategic and operational decisions. Establishing this committee has increased member engagement and contributed to the continuous improvement of RIMPA Global's governance framework.

The Governance Committee consisted of:

- Sunshine Craig – RIMPA staff/secretariat
- Carolyn Hartman MRIM - ambassador
- Kemal Hasandedic FRIM - member
- Veronica Pumpa Life MRIM - OWL
- Lisa Read White Life FRIM – board
- Paris Reddy – board
- Jade Reed ARIM - ambassador.

The Governance Committee reviewed and updated several documents including the Governance Committee Terms of Reference and the Complaints and Grievance policy. A review of the Board Members - Performance Evaluation Procedure has commenced.

OBJECTIVE 2: MONITOR AND MEASURE BOARD PERFORMANCE MANAGEMENT SUCCESS

This objective ensures the effective and accountable management of the RIMPA Global Board. By establishing performance management metrics for board members, RIMPA Global aims to promote high standards of leadership and strategic oversight.



GOVERNANCE AND RISK

The performance of Board members is assessed based on agreed Key Performance Indicators (KPIs) and portfolio objectives. This program ensures that each board member is accountable for delivering on their responsibilities, enhancing overall board effectiveness.

The performance management program underwent a detailed review to identify areas for enhancement, leading to updated performance metrics that better reflect the evolving needs of the company and its members. The review also reinforced the importance of aligning board performance with the overall strategic direction of RIMPA Global.

OBJECTIVE 3: DEVELOP RISK AND AUDIT PROGRAM

This objective strengthens RIMPA Global's governance by developing a comprehensive risk management and audit framework. Adhering to best practices, regulatory requirements and governance principles assist in mitigating risks across all operational areas.

A Corporate Risk and Audit Framework to manage potential risks across the company is under development. This framework will outline processes for identifying, assessing, and mitigating risks, as well as ensuring compliance with governance standards and regulatory obligations.

The audit process will commence with a Terms of Reference defined by the Board and specific questions defined by the Governance and Risk Committee.

This collaborative approach will draw on the various skill sets of the Board and Governance Committee to ensure that RIMPA Global is proactively addressing risks and applying good practices across the business.

In response to the growing importance of cybersecurity, RIMPA Global has commenced a Cyber Audit program for its IT environment. This audit ensures that our digital infrastructure is protected against cyber threats, with strong data protection and security measures in place. The audit highlighted key areas for improvement and provided actionable recommendations to enhance cybersecurity protocols across the organization.

CONCLUSION

In 2023/24, RIMPA Global made significant strides in governance, board performance management and risk mitigation. By empowering members to contribute to governance, setting clear expectations for board accountability and the commencement of risk and audit frameworks, RIMPA Global continues to strengthen its operational foundation. These efforts ensure that the organisation remains resilient, transparent and responsive to its members and the broader industry landscape.

As I complete my term on the board and step away at the end of 2024, I'm confident the Governance Committee is well placed to continue its program of work and support members interests by ensuring RIMPA Global is well managed and risks are monitored, recognised and addressed.

INDUSTRY EDUCATION

RUTH EDGE ARIM

OVERVIEW

Advancing Educational Opportunities for Industry Practitioners

Developing, maintaining and advocating for traditional and contemporary educational opportunities for records and information management practitioners is a commitment of RIMPA Global.

Activities, partnerships and educational programs have expanded significantly and provide valuable learning opportunities for members through workshops, collaborations, and the launch of online, on demand and self-paced educational training.

RIMPA Global conducted a total of 119 workshops covering 30 topics with 945 registrations in addition to introducing four e-learning courses in June 2024 with 18 enrolments. Our Vocational Education and Training (VET) program attracted 61 students completing Records Management VET Courses this year.

Working with partners to ensure that a broad range of skills development is offered RIMPA Global provided further workshops in privacy, advocacy, taxonomies/ontologies and M365.

Some of the popular training topics for 2023/24 include:

- Appraisal, sentencing and archiving fundamentals
- Digital archiving, preservation, and continuity
- Advocacy
- Microsoft purview
- Records and information management fundamentals (in collaboration with Public Records Office Victoria).

OBJECTIVE 4: IMPROVE PRACTITIONERS' PROFESSIONAL JOURNEY

This objective provides clear pathways for records and information management practitioners to develop their skills and advance their careers. Structured development programs ensures that practitioners have access to the resources and training needed to enhance their expertise and progress professionally.

We are evaluating the recommendations of the Status Implementation Working Group (SIWG) for certification and status. This evaluation ensures that RIMPA Global's training and development programs support member's gaining certification and professional status through tailored and effective development pathways that provide clarity and purpose.



INDUSTRY EDUCATION

An industry-based capability framework was developed that maps essential skills across various roles in the industry. This framework will guide practitioners on the competencies and professional development requirements to advance in their careers.

Our training options have been realigned to support professional upgrades and certification processes for members. This adjustment ensures that the available training directly correlates with the pathways needed for career progression, making it easier for members to achieve professional recognition and advancement.

OBJECTIVE 5: EXPAND RECORDKEEPING TRAINING OPPORTUNITIES

This objective focused on increasing access to records and information management training by leveraging various platforms and providers.

RIMPA Global continues to advocate for the inclusion of Certificate III-level records management training in secondary schools across Australia and New Zealand, introducing students to the industry at an early stage, encouraging future careers in information management.

OBJECTIVE 6: IMPROVE INDUSTRY-BASED HIGHER EDUCATION OPPORTUNITIES

This objective strengthens higher education opportunities for information management practitioners by working with educational institutions to expand the availability of specialised courses.

The Higher Education Accreditation Committee, led by Thomas Kaufhold, completed one accreditation (Curtin University) and highlighted the need for RIMPA Global to remain involved in the review and development of current and future course curriculum.

In September 2023, our inaugural Education Summit brought together educators, industry experts and practitioners to discuss current trends and future needs in records and information management education.

The University Working Group was a direct outcome and aims to improve university curricula and better prepare students for the workforce. The working group of university representatives, students, employers and industry experts developed a three-year strategy which includes initiatives to improve course offerings, align educational content with industry needs and create better pathways for students and practitioners to access higher education in records management.

The plan was supported by CAARA and further by individual regional archive offices.

RIMPA Global has been working with Universities, CAARA and Industry partners to formalise a cadetship and work placement program aimed at emerging practitioners. The program will offer practical experience and mentorship opportunities, helping new professionals gain essential industry exposure and develop their skills in real-world settings.

INDUSTRY EDUCATION

RIMPA Global is thrilled to secure an exceptional graduate opportunity with our esteemed industry partner RecordPoint.

This opportunity provides 1 or 2 of our VET graduates the chance to participate in an exclusive, six-month paid internship as part of their official graduate program.

This immersive experience provides the successful candidates an opportunity to work across multiple areas of RecordPoint's business, gaining invaluable hands-on experience in the records and information management field. With the potential for full-time employment at the conclusion of the program, this is an exciting pathway for graduates to launch their careers and make a significant impact within the industry.

CONCLUSION:

In 2023/24 RIMPA Global made significant progress in improving the professional journey for practitioners by implementing innovative training and development tools.

RIMPA Global has expanded its training offerings internationally, increased access to records management education and worked closely with educational institutions to enhance higher education opportunities. These efforts contribute to the growth and development of new and experienced practitioners in the records and information management industry, ensuring a robust talent pipeline for the future.



INNOVATION AND SUSTAINABILITY

DAVID PRYDE LIFE MRIM

OVERVIEW

Lead and Participate in Industry Modernisation

RIMPA Global is committed to leading and actively participating in the modernisation of the records and information management industry. Through collaboration with key stakeholders, the adoption of cutting-edge technologies, and the promotion of best practices, we play a pivotal role in shaping the future of the industry.

By driving innovation and advocating for modern solutions, RIMPA Global ensures that practitioners are equipped to meet the evolving demands of information governance, compliance and digital transformation.

Innovation is crucial to the long-term sustainability of the IM profession, but innovation without lasting impact risks becoming just another fleeting trend. Sustainable solutions, on the other hand, endure and, like strong records management principles, can serve as a solid foundation for future advancements.

By focusing on solutions that stand the test of time, we ensure that innovation supports and strengthens the profession for years to come.

OBJECTIVE 13: IDENTIFY AND PROMOTE INDUSTRY INNOVATION

Throughout 2023/24, RIMPA Global conducted research to identify emerging technologies impacting the practice of records management. From artificial intelligence and machine learning to advanced data analytics, we gathered insights into how these technologies can transform information management and our professional practice.

These findings have been incorporated into new workshop materials and event content, ensuring that RIMPA Global members are well-informed and equipped to leverage new technologies in their professional practice.



INNOVATION AND SUSTAINABILITY

Our research provides a fresh perspective on how these innovations are reshaping the way we manage information, enhance our practices and can raise awareness of the role of information management as a foundation for insights and analytics.

Never before has information management been so well poised to make a meaningful impact on organisational insights and analytics as the skills of structuring and organising information across its lifecycle become more important than ever before.

CONCLUSION:

In 2024, RIMPA Global took significant steps to promote innovation within the records and information management sector. Through research into emerging technologies and the development of new educational content, RIMPA Global has reinforced its leadership in driving industry modernisation.

These efforts ensure that both RIMPA Global and its members remain at the cutting edge of the profession, ready to embrace new challenges and opportunities in the digital age.



MEMBER ENGAGEMENT

MERYL BOURKE LIFE MRIM & NANCY TAIA LIFE MRIM

OVERVIEW

Enhance the Member Experience to Retain and Increase Membership

The period between February and June each year has been identified as the optimum time for non-renewals due to reasons such as transitions, financial constraints and budget decisions.

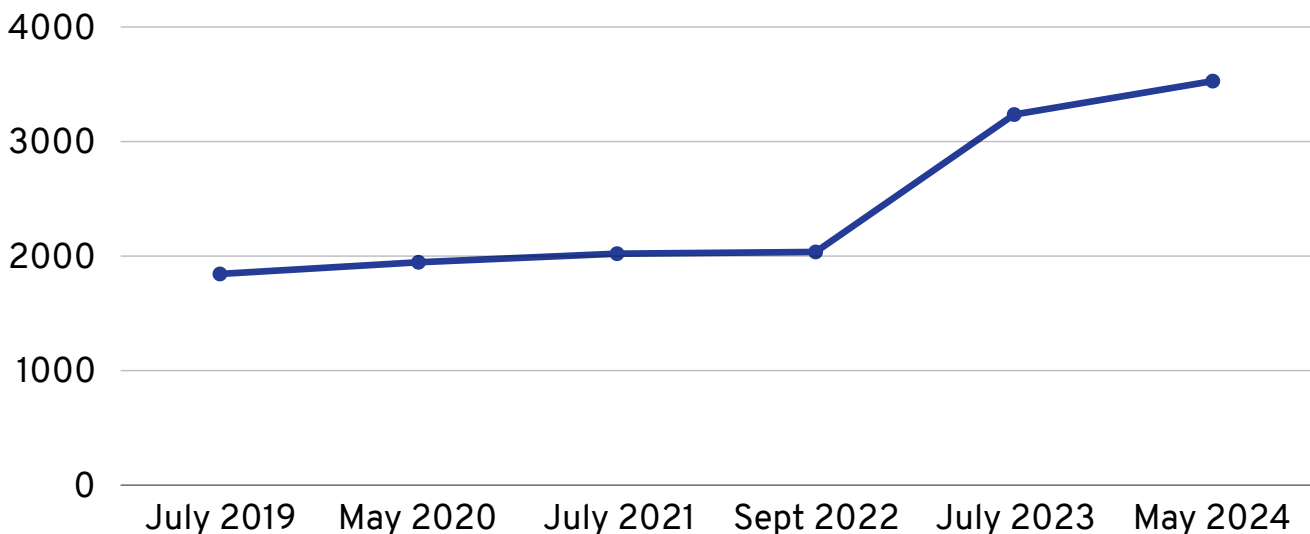
In February-June 2024 the number of new and renewing members exceeded the number of non-renewals, driving overall membership growth and ensuring continued forward momentum for RIMPA Global's membership base. During this time new members were more than double non-renewing members.

The most common reasons for non-renewal include:

- no longer required
- move to corporate/individual member category
- no longer in budget
- complimentary/not renewing.

We have found that most, if not all, RIMPA Global members are impacted by cost-of-living adjustments and that financial pressures are leading individuals and organisations to prioritise essential expenses, prompting re-evaluation of memberships.

Flexible options such as payment plans are now in place to help retain members facing budget constraints.



MEMBER ENGAGEMENT

OBJECTIVE 7: INCREASE MEMBERSHIP

In 2023/24 there was a 28% increase in membership from the previous financial year. To enable the company to remain sustainable the Board agreed to diversify our membership base and set key targets for market segments.

The following segments were targeted:

- Australian Independent Schools via the 2024 ICT Management & Leadership Conference - 2 new members.
- Local Government campaign - 20 new members, \$28,489.49 in revenue.
- Mining - small campaign focused on South Australian mining, put on hold due to lack of contact information. The new MILA product is expected to be of interest to this industry and a marketing campaign will include targeting this sector in 2025.
- Private sector increased by 17%, with work continuing to reach the target of 22% by December 2024.

OBJECTIVE 8: ENHANCE NEW MEMBER JOURNEY

A Memorandum of Understanding (MOU) was established with Cox Purtell Recruiting. Branded documents aimed at aiding job seekers including CV writing tips, interview preparation guides, and other resources were developed to assist students and new practitioners.

Cox Purtell Recruiting delivered a webinar for job seekers which was attended by over 100 members.

The *Meet your Professional Associations* initiative introduces students to RIMPA Global, ASA, and ALIA. Each organisation presents information about their member benefits, career opportunities and an overview of the profession. Through this initiative we have increased student membership by 60% in the past 12 months. Complimentary student memberships have been extended from 1 year to 3 years to engage early stage practitioners and support the beginning career journey.

Research for a member onboarding program has commenced. This program aims to improve the onboarding experience and increase member engagement from the outset.

OBJECTIVE 9: IMPROVE PROFESSIONAL STATUS PROGRAM TO INCREASE MEMBER INVOLVEMENT

The Board approved the draft Professional Status and Certification model developed by the Status Improvement Working Group (SIWG).



MEMBER ENGAGEMENT

Ambassadors projects undertaken in this portfolio include:

- two information sessions on *maximising your membership* were held demonstrating the best ways to take advantage of membership benefits and opportunities
- a business case to attend student career expos was developed and will be assessed in 2025
- Christmas celebrations for 2023 were held in the same week across all states and territories. These informal events provided members with the opportunity to meet and network and celebrate the festive season with their colleagues.

CONCLUSION

In 2023/24 RIMPA Global took significant steps to enrich the member experience, making membership an essential part of professional practice.

By focusing on boosting membership, enhancing the new member journey, refreshing the professional status program and selling member benefits RIMPA Global has made great progress in increasing member satisfaction.

Looking ahead, we are excited to build on these achievements. Our collaborative efforts will continue to enhance the member experience and solidify RIMPA Global's reputation as a leading professional organisation in the information management industry.



STANDARDS

DAVID MOLDRICH OAM LIFE FRIM

OVERVIEW

Establishing and Upholding Organisational Standards

RIMPA Global is dedicated to establishing and upholding standards that ensure consistency, quality and alignment with industry benchmarks.

Through standards we acknowledge the need for the persistent and consistent processes, applications and solutions for the management of Records and Information. We also show our long-standing commitment to the development of records and information management standards at a National and International level.

OBJECTIVE 17: CONTINUE INVOLVEMENT IN STANDARDS DEVELOPMENT

Since the inception of standards bodies locally ((IT 21) and internationally (ISO TC46 SC11, RIMPA Global has been one of the main supporters, providing financial support and active involvement in both standards bodies.

RIMPA Global is committed to maintaining its position as a global leader and forerunner in the development of standards for the records and information management (IM) industry. This objective focuses on ensuring that RIMPA Global continues to shape and influence industry standards, benefiting both practitioners and the broader IM community.

RIMPA Global is developing a structured reporting process for all standards groups and representatives, ensuring consistent and transparent communication across all levels. This process will provide a clear framework for tracking progress and contributions to global standards development, solidifying RIMPA Global's leadership role in setting industry benchmarks and influencing best practices.

OBJECTIVE 18: DEVELOP IM BODY OF KNOWLEDGE

This objective focused on building a comprehensive body of knowledge for the information management profession, offering practitioners valuable resources, tools, and programs that assist in their day-to-day roles and career development. By developing standard documents and tools, RIMPA Global aims to enhance the professional landscape and offer practical solutions to the industry.



STANDARDS

In response to member needs for standardised and accessible resources, this year we developed a suite of standards position descriptions and recruitment packages specifically tailored to the records and information management profession.

The role descriptions reflect current industry standards, emerging skills, and the evolving scope of information management roles. They aim to streamline recruitment, clarify expectations, and support workforce development.

These resources are available at no cost for members, providing organisations with the tools they need to define roles, attract top talent, and ensure consistency in recruitment practices.

This year, RIMPA Global took a significant step forward in promoting excellence in records and information management by developing the Audit Certification Program. This program provides the industry with a formal framework to evaluate and certify the effectiveness of records management systems and practices within organisations.

The Audit Certification Program ensures that individuals auditing records management practices possess the necessary knowledge, meet rigorous compliance standards, and adhere to established best practices. Through this certification, RIMPA Global not only supports professionals in enhancing their skills but also reinforces our commitment to raising standards across the industry.

By offering this program, we empower organisations to confidently assess their records management processes, promoting accountability, compliance, and continuous improvement. This initiative underscores RIMPA Global's dedication to advancing the profession and fostering a culture of excellence in information governance.

CONCLUSION:

The importance of RIMPA Global's capability to influence the development and uptake of Records and Information Management Standards cannot be underestimated. Many of the members of both IT21 and ISO TC46 SC11 are also RIMPA members, and these individuals are helping how the industry not only defines the workplace but more importantly, how the industry measures, manages and governs itself.



GLOBAL REVIEW

OVERVIEW

Expanding RIMPA's Global Reach and Influence

The RIMPA Board support building and maintaining global relationships as it is essential to our mission of advancing the information management profession. International travel allows RIMPA Global to engage directly with our international counterparts, contribute to critical discussions on emerging trends, and ensure that RIMPA Global is represented on the world stage.

Each trip enhances our capacity to bring back valuable insights, foster partnerships, and develop new opportunities for our members. The benefits are clear: we expand our network, champion global standards, and ensure that RIMPA Global remains at the forefront of industry innovation. This report highlights the impact of our global engagements and the lasting benefits of our involvement in these international events.

ARMA Canada Conference (July 2023, Canada)

Purpose Attended the Canadian Conference event to:

- Launch the Global Information Consortium (GIC).
- Develop a joint strategic framework for the RIMPA Global and ARMA partnership.
- Presented on advocating for IM in Australia
- Increase ARMA Membership

Outcome

- Successful launch of the GIC, which was received positively by key stakeholders.
- Progress in building a strategic partnership between RIMPA Global and ARMA, with a framework developed for future collaboration.
- Strengthened ties with Canadian IM professionals, expanding global presence and influence.
- Demonstrated Australia's approach to increasing the value of IM



GLOBAL REVIEW

ARMA InfoCon (October 2023, Detroit, USA)

Purpose

- Opportunity for RIMPA Global's new board members to meet their counterparts.
- Further refine future plans between ARMA and RIMPA Global.
- Chaperone the first international scholarship recipient.
- Share and exchange operational processes for improved service delivery

Outcome

- Productive meetings with ARMA board members, fostering closer relationships.
- Enhanced collaboration efforts for future joint initiatives.
- The international scholarship recipient had valuable exposure to global best practices, strengthening RIMPA Global's educational outreach.
- Increased vendor sponsorship opportunities for RIMPA Live (valued at \$22,000)

InfoNext (April 2024, Palm Springs, USA)

Purpose

- Attend the Global Information Consortium (GIC) inaugural global council meeting.
- Welcome potential new members to the consortium.

Outcome

- Engaged with potential new members, increasing the GIC's global footprint. (\$50,000 in membership fees)
- Discussion and exchange of ideas on global information governance trends.
- Positive feedback from attendees about the role of GIC in promoting global information management standards.

ISO International Convention (May 2024, Berlin, Germany)

Purpose

- Support further standards development in Artificial Intelligence (AI).
- Present on future opportunities and promotion of standards via the GIC.

Outcome

- Contributed to discussions on AI standards, reinforcing RIMPA Global's involvement in cutting-edge technological standards.
- Endorsed AI Standards Lead in Stephen Clarke
- Gained attention from global standard bodies, positioning RIMPA Global as a key player in the promotion of information management standards.
- Established future opportunities for promoting ISO standards through GIC initiatives.

This travel report highlights RIMPA Global's expanding global influence through key partnerships, international representation, and participation in shaping future standards.

FINANCIAL REPORT

As we reflect on the financial year ending June 30, 2024 we provide an update on our financial performance and share some exciting developments that underscore the resilience and growth of RIMPA Global.

While our financial statements indicate a net loss of \$297,185 for FY 2023/24, it's essential to understand the broader context and strategic investments that have positioned us for future success.

Increased Revenue Streams

Despite global economic challenges, our total trading income saw an increase, rising from \$1,258,078.74 in 2023 to \$2,108,193.95 in 2024. This significant growth is a testament to the robust demand for our services and the value we provide to our members and partners.

Strategic Investments in Events and Training

The increased costs associated with RIMPA Live 2023 reflected our commitment to delivering high-quality events that offer unparalleled learning and networking opportunities. RIMPA Live 2023 attracted a record number of delegates and sponsors, reinforcing our position as a leader in the industry.

Investments in our VET courses and workshops have enabled us to enhance our educational offerings, ensuring our members continue to receive top-tier professional development opportunities.

Our global consortium expenses and increased support for international members highlight our dedication to expanding RIMPA Global's reach and influence worldwide. By building stronger connections and partnerships across borders, we are laying the groundwork for future growth and collaboration and an anticipated membership increase of 5% in 2024/25.

Investments in our customer relationship management system (member database) and new learning management systems are designed to improve member experiences and streamline our operations. These enhancements will provide long-term benefits, making it easier for members to access resources, engage with peers, and participate in our programs. The learning management will also allow RIMPA Global to provide self-paced, on demand learning to IM practitioners globally.

As part of our strategic investments 2023/24 saw RIMPA Global acquire the Australian Records Retention Manual (ARRM) and rebrand as Managing Information Legislation Australia (MILA). This acquisition is a key initiative to expand our influence and visibility within the private sector. While this investment has contributed to the financial outcome for this year, it represents a significant step forward in our mission to provide greater value to our members by equipping them with essential resources for navigating the complexities of information management in the private industry.

FINANCIAL REPORT

A Forward-Looking Perspective

Our strategic investments are part of a long-term vision to strengthen RIMPA Global's foundation and ensure sustained growth. While these investments have impacted our short-term financial position they are essential for delivering greater value to our members and securing our future success.

Please be reassured that there is still cash in the bank to operate and a healthy debtors list to provide ongoing revenue.

We are confident that our strategic investments will yield significant returns in the coming years. In the meantime we remain committed to transparency and prudent financial management.

Our focus continues to be on enhancing member benefits, expanding our global footprint, and leading the way in records and information management.

Thank You for Your Continued Support

Statement of Cash Flows

For the Year Ended 30 June 2024

	2024	2023
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	2,746,201	1,415,274
Payments to suppliers	(2,603,531)	(1,351,779)
Interest Received	1,195	11,482
Net GST refunded/(remitted)	(272,757)	(156,006)
Income tax paid	(299)	(2,871)
Net cash provided by/(used in) operating activities	<u>(129,191)</u>	<u>(83,900)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of Investments	(76,763)	(50,355)
Sale of Investments	0	100,340
Net cash provided by/(used in) investing activities	<u>(76,763)</u>	<u>49,985</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net increase/(decrease) in cash and cash equivalents held	(205,954)	(33,915)
Cash and cash equivalents at the beginning of the year	401,547	435,462
Cash and cash equivalents at the end of the financial year	<u>4</u> 195,593	<u>401,547</u>

FINANCIAL REPORT

Profit and Loss

Records and Information Management Practitioners Alliance Global
For the year ended 30 June 2024

	2024	2023
Trading Income		
Advertising	99,096.02	101,744.08
Award Sponsorship	1,454.54	-
Commissions	4,450.00	4,940.00
Credit Card Fee Collected	11,387.31	8,524.01
Events Registration	80,061.40	87,573.17
Events Sponsorship	239,564.25	208,328.15
Hackathon	35,227.26	-
Interest	1,194.67	11,482.33
Investment Unrealised Gain/Loss	-	1,850.91
IQ - Marketing & Advertising	15,827.27	750.00
IQ - Subscriptions	4,390.87	4,055.78
Membership - ARMA	3,212.50	5,001.43
Membership - Assistance	-	4,500.00
Membership - Corporate	389,374.60	345,117.84
Membership - Individual	112,412.67	113,822.52
Membership - MILA	11,767.12	-
Online Short Courses	90.00	-
RIMPA Live 2023 - Delegate Registrations	399,411.32	-
RIMPA Live 2023 - Sponsorship IP & Vendor	289,916.64	-
RMIT Course Training	-	5,837.76
Roadshow Events	-	8,149.92
Roadshows Sponsorship	-	8,415.57
VET Courses	241,100.12	175,115.00
Workshop (Training)	168,255.39	162,870.27
Total Trading Income	2,108,193.95	1,258,078.74
Cost of Sales		
Event Costs	121,918.23	119,245.59
Hackathon Costs	-	25.61
IQ - Publication Costs	24,739.67	24,300.97
Marketing	-	36.36
MILA Costs	19,683.34	-
Partner Relations	164.77	1,786.18
RIMPA Live 2023 Costs	672,068.59	-
Roadshow Costs	-	26,022.67
VET Courses - Delivery/Training Cost	34,586.99	68,783.63
Workshop (Training) - Running Cost	23,536.34	40,236.23
Total Cost of Sales	896,697.93	280,437.24
Gross Profit	1,211,496.02	977,641.50
Operating Expenses		

FINANCIAL REPORT

Profit and Loss

	2024	2023
Accounting Fees	4,525.00	7,758.00
Administration/Postage	5,545.24	6,974.25
Advertising & Marketing	19,717.90	23,052.08
Advocacy	437.75	3,664.98
Ambassador Meetings	8,538.09	-
Audit Fees	7,000.00	7,000.00
Awards Costs	4,040.42	520.90
Bad Debts	177.27	-
Bank Charges	2,137.62	889.10
Bank Revaluations	44.01	(16.07)
Board & Staff Travel	27,038.14	30,265.53
Board Meetings	30,482.43	18,406.18
Computer Expenses	928.57	52.73
Contractor Payments	36,000.00	36,000.00
Corporate Governance	576.13	492.15
CRM Management	26,793.38	86.36
Depreciation Expense	20,062.39	13,435.51
Finance Cost (PiaB)	18,962.58	9,190.28
Global Consortium Expenses	12,809.22	26,611.17
Income Tax Expense	298.75	2,870.58
Information Technology	30,095.78	25,432.00
Insurance	11,325.44	5,933.17
Interest Expense	10,391.53	1,001.48
Learning Management System (LMS)	4,929.78	-
Leasehold Expenses	7,500.00	3,125.00
Legal Fees	9,711.00	-
Merchant Fees	9,927.62	8,692.62
Printing and Stationery	6,296.87	7,374.75
Provision for AL/LSL	29,236.86	31,453.13
Public Relations	42,000.00	21,000.00
Rent & Outgoings	52,860.00	43,720.00
Scholarship Expenses	4,043.06	-
Software Subscriptions	60,875.70	66,188.60
Staff Amenities	4,121.86	3,407.33
Subscriptions & Memberships	5,551.38	7,034.69
Superannuation	96,813.66	62,917.83
Telephone & Internet	2,506.30	3,758.39
Training and Development - Staff	8,317.29	12,015.78
Wages & Salaries	879,711.11	610,568.25
Workers Compensation	6,351.19	4,735.58
Total Operating Expenses	1,508,681.32	1,105,612.33
Net Profit	(297,185.30)	(127,970.83)

FINANCIAL REPORT

Balance Sheet

Records and Information Management Practitioners Alliance Global
As at 30 June 2024

	30 JUNE 2024	30 JUNE 2023
Assets		
Bank		
Cheque Account	56,556.75	132,754.81
NZ Business Current Account	550.84	423.08
Online Business Saver Account	138,224.72	268,333.58
Weel Account	259.58	35.03
Total Bank	195,591.89	401,546.50
Current Assets		
Accounts Receivable	249,265.71	232,299.27
First Choice Investment	1.98	1.78
Global Consortium (Prepaid)	51,236.90	-
Hackathon 2024 - Expenses	4,562.07	-
National Conference (Prepaid)	-	4,623.12
Other Debtor	-	1,618.94
Prepayments	45,281.79	30,861.02
Prepayments - Events/Other	11,195.12	43,245.24
RIMPA Live 2023 - Expenses	-	229,204.40
RIMPA Live 2024 - Expenses	285,086.82	5,000.00
VET Courses Costs	8,901.80	8,901.80
Total Current Assets	655,532.19	555,755.57
Fixed Assets		
Intangibles	63,840.00	63,840.00
Intangibles - MILA IP Purchase	54,000.00	-
Leasehold Fixtures & Fittings	11,591.48	11,591.48
Less: Accumulated Deprn - Intangibles	(63,840.00)	(63,840.00)
Less: Accumulated Deprn - Leasehold Fixtures & Fittings	(331.08)	(41.29)
Less: Accumulated Deprn - Plant & Equipment	(50,071.09)	(30,298.49)
Plant and Equipment	91,865.83	69,102.86
Total Fixed Assets	107,055.14	50,354.56
Non-current Assets		
Rental Bond	2,200.00	2,200.00
Total Non-current Assets	2,200.00	2,200.00
Total Assets	960,379.22	1,009,856.63
Liabilities		
Current Liabilities		
Accounts Payable	117,410.78	65,408.10
ATO Integrated client account	96,725.48	19,351.00
GST	32,409.69	20,118.62
GST Paid	(9,709.84)	(5,549.30)
GST Received	25,249.69	25,761.81

FINANCIAL REPORT

Balance Sheet

	30 JUNE 2024	30 JUNE 2023
Other Creditor	-	1,093.09
PAYG Withholding	25,722.00	19,263.00
Provision for Annual Leave	65,701.08	44,743.22
Provision for Income Tax	298.75	2,870.58
Revenue Received in Advance - Advertising	2,132.73	1,700.00
Revenue Received in Advance - ARMA Membership	1,911.92	1,936.74
Revenue Received in Advance - Event Delegates	50.00	10,354.55
Revenue Received in Advance - Event Sponsorship	1,020.00	5,244.27
Revenue Received in Advance - Membership Corporate	286,432.50	210,577.90
Revenue Received in Advance - Membership Individual	77,126.58	84,023.13
Revenue Received in Advance - RIMPA Live 2024 Delegate Registration	229,395.02	-
Revenue Received in Advance - RIMPA Live 2024 Exhibitor Trade Stands	101,350.00	-
Revenue Received in Advance - RIMPA Live 2024 Sponsorship IP & Vendor	252,763.64	-
Revenue Received in Advance - VET Courses	8,700.00	29,500.00
Revenue Received in Advance - Workshop (Training)	12,238.12	26,671.19
Revenue Received in Advance 2023 - Industry Partner Sponsorship	-	225,400.00
Revenue Received in Advance RIMPA Live 2023 - Delegate Registration	-	213,062.81
Revenue Received in Advance RIMPA Live 2023 - Sponsorship IP & Vendor	-	73,650.00
Superannuation Payable	11,055.01	23,373.55
Total Current Liabilities	1,337,983.15	1,098,554.26
Non-current Liabilities		
Provision for Long Service Leave	21,861.00	13,582.00
Total Non-current Liabilities	21,861.00	13,582.00
Total Liabilities	1,359,844.15	1,112,136.26
Net Assets	(399,464.93)	(102,279.63)
Equity		
Current Year Earnings	(297,185.30)	(127,970.83)
Retained Earnings	(102,279.63)	25,691.20
Total Equity	(399,464.93)	(102,279.63)



WHAT TO EXPECT IN 2024/25

"Success in management requires learning as fast as the world is changing." – Warren Bennis

As we look towards 2024/25, RIMPA Global remains committed in its mission to advance the information management profession and deliver exceptional value to our members. Our ongoing focus will be on refining our services, promoting innovation, and enhancing financial sustainability, ensuring we remain a driving force in the industry.

A key priority for 2024/25 will be achieving financial resilience. Over the past four years, we have diversified our revenue streams from three to six, paving the way for long-term stability. This allows us to reinvest in our members through more tailored programs, advanced tools, and professional development opportunities.

Next year will see an even greater emphasis on member opportunities. We are expanding our training initiatives, offering micro-credentials to provide members with recognised, flexible learning paths that align with industry needs.

Additionally, the launch of a RIMPA Research Foundation will support cutting-edge research to keep RIMPA Global at the forefront of innovation and sustainability. This foundation will drive forward-thinking solutions, ensuring we continue to evolve with the industry and fulfill our commitment to excellence.

We will also enhance our RIMPA eLearn platform with fresh, in-demand content as well as strengthening our RIMPA Recruit and Career services to help members navigate their professional journeys with confidence. The creation of new networking opportunities and community of practice groups will foster deeper collaboration among members, promoting knowledge exchange and professional growth.

Our partnerships remain a vital part of our strategy. In 2024/25, we will focus on expanding partner relationships locally to better meet our members' needs and provide additional benefits. We are dedicated to ensuring that every RIMPA Global member has access to the resources, tools, and support they need to thrive in their careers.

Governance will also be a major focus next year. With the recent appointment of Paris Reddy to our Board in July 2024, we have bolstered our financial expertise, ensuring that RIMPA Global remains on a path of sound financial management. Paris's role will be instrumental in guiding our investments in member-centric programs while ensuring long-term stability.

We are taking significant steps in **industry** leadership by formalising the Audit Certification Program and Skills Certification Program, both designed to raise the professional standing of our members and align with global standards. These programs will give practitioners the credentials they need to grow their careers and strengthen their professional capabilities.

While 2023/24 brought financial challenges, including the unexpected loss of a key partner at RIMPA Live, our strategic investments have positioned us for a prosperous. These efforts are laying the groundwork for an even stronger 2025, where growth, innovation, and member success will take centre stage.

Thank you for your ongoing support as we step into 2024/25.

Anne Cornish
RIMPA Global CEO

