



**2017-2018 Annual Report
Records and Information
Management
Professionals Australasia**

Records and
Information
Management
Professionals
Australasia



TABLE OF CONTENTS

Contents

TABLE OF CONTENTS.....	1
CHAIRS REPORT.....	2
COMPANY SECRETARY AND CHIEF FINANCIAL OFFICER REPORT	3
RIMPA 2017-2018 Overall Accomplishments	6
2018 – 2019 Planned Objectives.....	8
Membership Update.....	9
Survey Snapshots	10
GABA BRANCH REPORT.....	11
AUSTRALIAN CAPITAL TERRITORY - BRANCH REPORT	13
NEW ZEALAND – FIRST ANNUAL BRANCH REPORT	17
NEW SOUTH WALES - BRANCH REPORT	20
QUEENSLAND - BRANCH REPORT	22
QUEENSLAND CHAPTER	26
SOUTH AUSTRALIA - BRANCH REPORT	30
VICTORIA - BRANCH REPORT	33
VICTORIA - LOCAL GOVT CHAPTER	36
WESTERN AUSTRALIA - BRANCH REPORT	40
APPENDIX A – AUDITORS REPORT	43
APPENDIX B – FINANCIALS.....	44
1. Detailed Profit & Loss Statement for the period 1 July 2017 to 30 June 2018 (\$34,261 loss)	45
2. Balance Sheet as at 30 June 2018	47
3. Forecasts 2018/19.....	48
4. Final Summary.....	49
APPENDIX C.....	50

CHAIRS REPORT

Dear Members,

I welcome you to the RIMPA Annual Report for 2018. This report is part of the Board's commitment to provide communications and information about RIMPA's activities and operations. The Annual Report provides the opportunity for members to review what has happened and achieved over the last 12 months. The report includes Branch Reports, membership update, financial and auditor's reports. It also includes a section of how the Board is intending to move forward over the next 12 months.

I commend the Annual Report to you as it's intended to provide the necessary information for members to be informed for Annual General Meeting on 11 September 2018 in Hobart.



Thomas Kaufhold

Chair RIMPA (MRIM)



COMPANY SECRETARY AND CHIEF FINANCIAL OFFICER REPORT

Report on Financial Matters – period 1 July 2017 to 30 June 2018

QGR Accountants Varsity Lakes were engaged to assist with the financial management and control of RIMPA on the 4th of November 2017 with the contract scheduled to have a finality date (subject to renewal) ending at the AGM in September 2018.

We were engaged to review the financial operations of the organisation and to assist with ongoing compliance matters.

For the financial year ended 30 June 2017 the company had an operating loss of \$148,232 following on from an operating loss of \$70,409 in 2016.

The company was in a rapid decline with falling revenues and net operating profits.

Expenditure in 2017 totalled \$1,182,151 following on from \$1,141,318 in 2016. Although revenues declined, outgoings continued to increase. It is evident and clear that there was a problem here that needed to be addressed.

Prior to our engagement, the Board acted to stabilise the company and its financial position. The Board have been criticised in some factions of the membership for terminating the ex-CEO's contract, but it was no longer financially viable for the company to continue to operate with such excessive fixed management costs. It is categorically clear that from a financial perspective, the CEO contract could not remain.

At the time of our engagement it had been identified by the Board that costs needed to reduce significantly for the company to remain solvent and viable. We fundamentally agree with this assertion and our investigations and review concluded that significant reductions in expenditure needed to occur. Cashflow management and greater financial oversight needed to be employed to ensure that the organisation remained viable into the future. Based on the cost structure that was in place for the 2017 financial year, if that cost structure and financial strategy remained, the company would have exhausted its entire cash assets by 30 June 2019 and would have been facing liquidation or administration. The company operated at a cashflow loss of \$243,095 over a 2 year period and had costs not been controlled these losses would have continued.

In conjunction with the Board, it was decided that the ongoing HR requirements for RIMPA (in the interim period to 30 June 2018) could be satisfied and fulfilled as follows:

- Members Services and Events Administrator – Full Time
- Member Services and Events Manager – Full Time
- Finance Manager/CFO – Contract
- Administration Support – Casual



This is a significant reduction from the previous HR structure which employed 5 FTE's. This operational HR structure has resulted in a saving of approximately \$143,873 for the period ended 30 June 2018. In prior years, the wages and contractor expenditure has equated to approximately 55% of the company's revenue. Again, this is not a sustainable model for an organisation of this size (by member numbers and by revenue). Admittedly, the model that is now in place is a lean model and will ensure viability but will not facilitate growth to the extent that the company requires it.

The financial result for the year, all things considered ended up being a positive result. The operating loss for the period ended 30 June 2018 was equal to \$34,261. This was a year on year improvement of \$108,968 from 2017.

Cash and Investment Asset holdings have still dropped fairly significantly from 30 June 2017 to 30 June 2018, from \$631,729 to \$494,868 but this is largely due to the timing of when membership renewals were sent out. This year due to fairly major complications with the Coresoft CRM, membership renewals were not sent out for individual members until the first week of June. Corporate members were also around 2 weeks late this financial year when compared to last. This is evidenced by the difference in the balances listed in the 'Payments received in advance' account in the Balance Sheet. As at 30 June 2017, the company had received \$554,014 in relation to advance payments for inForum and membership renewals as opposed to receiving \$312,973 as at 30 June 2018. This is important when reviewing the operating cashflow for the period ended 30 June 2018. It will look as though it was another poor performing year, but it is merely a timing difference on when membership renewals were and will be received in comparison to the 2017 financial year. We are confident that membership renewals will be in-line with last year (by number) but it must also be noted that there will be a slight decline in income by dollar value as the corporate membership renewal structure was changed and prices were reduced due to overwhelming member feedback. As at 30 June 2018, there was still an amount outstanding of \$208,401 from membership renewals (unpaid) and inForum delegates (registered, but unpaid). Based on these figures and final attendees at inForum 2018, we anticipate similar cash receipts from membership renewals and inForum although there will be a timing difference in relation to actual receipt of funds when compared to last year. This difference will be evidenced in the half yearly reporting.

Refer to **Appendix A** and **Appendix B** for details.

Overall net assets in the company balance sheet have only decreased by \$40,483 year on year. This is relative to the operating profit figure and is a reasonable and acceptable result all things considered. From 2016 to 2017, net assets decreased by \$148,229. If operations remained stable for the company and it continued to operate on these headlines numbers (as detailed below), the company has sufficient assets to be solvent and viable for years to come. Through restructuring the operational HR for RIMPA, the operating fixed costs have reduced by approximately \$14,781 per month allowing \$5,000 per month for casual and part time labour and contractors. With diligent monitoring and oversight the company is now in a position where it has a very reasonable expectation of being a going concern into the medium and long term. Having said this, the company



and organisation needs to innovate. In reviewing the company operations for the preceding 5 years it does not appear to have done anything other than 'what it has previously done'. For the company to return to a profitable status it needs to expand on its current offering to members and the industry and needs to add additional revenue lines, both passive and active. The organisation currently receives over 95% of its revenue from membership renewals and events or conventions. And this has been the case for the last 5-6 years. If membership renewals decline or delegate numbers decrease at the national convention, the company has no alternative revenue source to supplement the decline, and losses will (as has been the case) be suffered. The opportunity exists in the market place to offer additional services and products. There is no direct 'on-site' training offered by the organisation. The organisation has no passive income streams. These are but two areas that the company needs to improve in and certainly has the opportunity to improve in as it is a market leader for Records Management.

The headline numbers for the period ended 30 June 2018 are as follows:

	2018	2017
Total Revenue	\$974,667	\$1,017,559
Direct costs attributable to revenue	\$475,829	\$527,561
Investment income	\$17,836	\$21,361
Gross profit	\$516,763	\$511,360
Overhead expenses	\$550,935	\$654,590
Net Operating profit/(loss)	(\$34,261)	(\$143,229)

Regards,
Darryl Dyson - Finance Manager/CFO

Refer to **APPENDIX C** – Letter from QGR Accountants informing the RIMPA Board of governance and administrative issues identified during transition process.

RIMPA 2017-2018 Overall Accomplishments

Anne Cornish MRIM - RIMPA Executive Director

Issue	Outdated Governance Procedures
Action	Creation of a specialised governance and audit branch – GABA Invitation to the membership to participate in GABA
Result	<ul style="list-style-type: none"> • Representation from most states on GABA • Stage 1 – Constitutional Update • Review CPD Process • Development of Board/ Branch Induction Video

Issue	Financial Viability and Company Sustainability
Action	<ul style="list-style-type: none"> • Appointment of professional Accountant to manage RIMPA Finances • Staff Restructure • Forensic assessment of all costs
Result	<ul style="list-style-type: none"> • Professional accounting practices in place • Expenditure delegation returned to the Board • Reduction in unrequired outgoings • Reduction in contract staff – five to two • Centralised staff in one office location • Minimised overall loss with a turnaround of \$100k+ from 16-17

Issue	Unsatisfied Members
Action	<ul style="list-style-type: none"> • Conduct member survey • Personal contact with members • Review of current membership database (CRM) • Reviewed and amended membership fees

	<ul style="list-style-type: none"> • Reviewed membership benefits • Reviewed and update status guidelines to acknowledge experience • Regular communication on Board activities with Branches and Members • Update IQ format
Result	<ul style="list-style-type: none"> • Introduction of 12-month cycle mentoring program • Introduction of non-accredited training workshops (RM Fundamentals) • Amended corporate membership fees • Large increase in corporate nominees • Increase in professional members • Evaluation of fit for purpose membership software • 1 signed mentoring customer • 2 signed training workshop clients (non-members) • Increased advertisers within IQ • Implementation of reviewed updated status guidelines • Review of Professional Status criteria

Issue	Attendance at RIMPA Events
Action	<ul style="list-style-type: none"> • Conduct member survey • Re-establishment of NZ Branch and strategy meeting conducted • Re-establishment of WA Branch • RIMPA Staff attending Branch Events to meet members • Presidents meeting to discuss event processes and marketing • Commencement of improved social media marketing • Personal contact with past Inforum exhibitors inviting them to Hobart • Review of speakers and programmes
Result	<ul style="list-style-type: none"> • Successful Inforum with above estimate delegate numbers • Improved Inforum programme focusing on new and future trends • WA and NZ Events held • New and returning exhibitors to Inforum Hobart • Increase in available marketing platforms • All Presidents attending Inforum Hobart.

2018 – 2019 Planned Objectives

Stage 2 Constitutional Update – Major review	Governance
Review Branch Regulations	Governance
Review Bylaws	Governance
Review Statement of Ethical Practice	Governance
Review Code of Conduct	Governance
Review CPD process	Membership
Review Professional Status Guidelines	Membership
Review Executive Committee Charter	Governance
Review Functions and Responsibilities	Community
Update RIMPA website	Knowledge
Implement new membership software	Knowledge
Improved members area within website	Knowledge
Implementation of new member forum (replace List serv)	Community
Maintain and expand alliances with like organisations	Community
Delivery of accredited training and non-accredited training	Knowledge
Work with NT and Tasmanian members to re-establish active branches	Membership
Improved and relevant resource library for members	Knowledge

Membership Update

Tynelle Spinner – Member Services and Events Administrator

Jo Kane – Member Services and Events Manager

The Board have changed the pricing structure for Corporate Members as a result of feedback received from many of the members. The issue raised was that corporate membership was excessively expensive for each nominee which meant that many of our corporate members (65%) only had one nominee. The Board agreed to revert to a previous corporate membership fee structure where a set price is applied to nominees in groups of three.

The new structure is as follows:

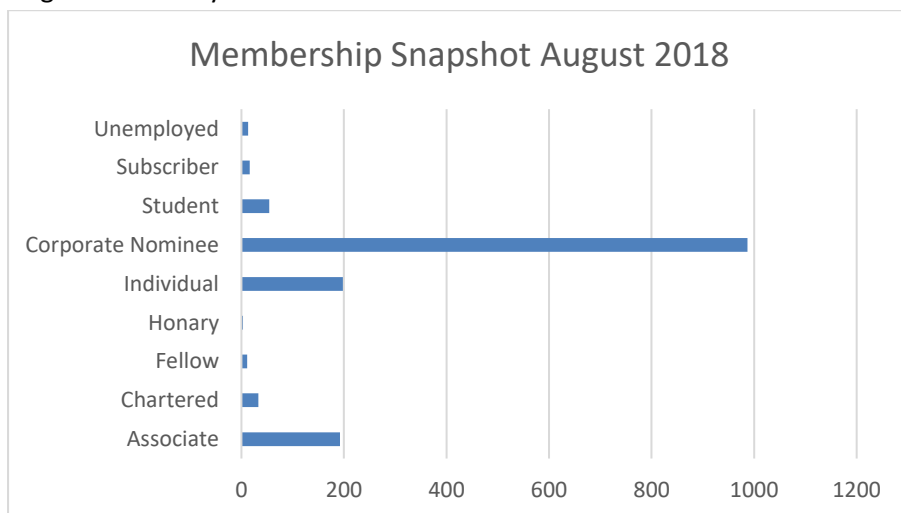
The new corporate pricing structure is as follows:

Category A (includes up to 3 nominees)	AU\$495.00 (previously \$365.00 per nominee)
Category B (includes up to 5 nominees)	AU\$1045.00 (previously \$310.00 per nominee)
Category C (includes up to 9 nominees)	AU\$1500.00 (previously \$290.00 per nominee)
Category D (includes up to 20 nominees)	AU\$2,400.00 (previously \$275.00 per nominee)

This change has proven to be very successful as the nominees for Corporate has increased substantially and RIMPA has welcomed an extra 147 members.

The staff are also steadily rectifying all the issues with the membership data such as duplication and incorrect member details.

In August 2018, RIMPA currently has 1507 active members and membership enquiries are continuing to grow on a daily rate.



A Membership Survey was implemented in May 2018. The survey identified some of the key areas that RIMPA can develop to improve member satisfaction as well as highlighting what members want regarding events and education. Also identified was the preferred methods of communication that our members are most responsive to.

Survey Snapshots

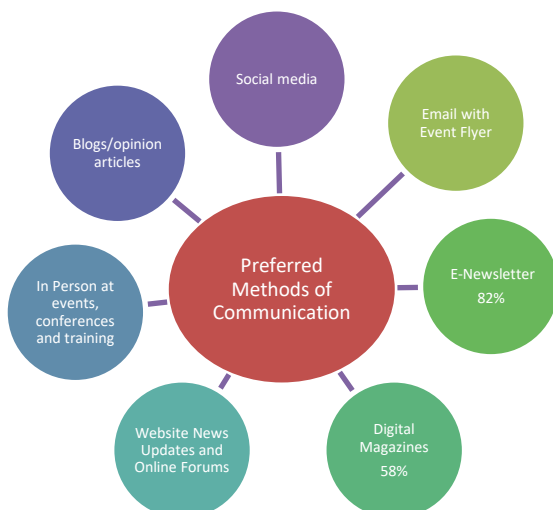
Improving Value:

- Advocacy for industry
- List Serv – Forum access
- Provision of PD and education to inactive branch regions to increase value of m/ship benefits
- Increase value and benefits (last 2 years has been significant drop)
- Increase professionalism in communication, behavior
- Effectiveness of RIMPA's board
- Website access

Events and Education

- Collaboration Internationally
- More Webinars
- Online Course access
- Minimum of 4 events per year at branch level
- Access to events and workshops
- Inforum Conference
- Mentoring program
- PD Program
- Bring back List serve

Preferred Methods of Communication



Tynelle and Jo thank all members for their patience and understanding during the hectic membership renewal phase and are looking forward to building the RIMPA community.

GABA BRANCH REPORT

Lydia Loriente ARIM

The Governance Advisory Branch Australasia (GABA) was initiated by the RIMPA Board in September 2017 to address governance in RIMPA. It is responsible for oversight, investigating, monitoring and reporting to the Board on matters pertaining to governance, risk and any other matters relating to the administration of the Company. It may also seek external advice from time to time with the approval of the Chair. GABA's terms of reference were drafted in September 2017 and approved by the Board in June 2018. GABA provides RIMPA with a sustainable way to ensure good governance, by drawing on the expertise and generous volunteering of its members. GABA members are drawn from the professional membership throughout Australasia. GABA members work together using a combination of email, phone, video meetings, and collaborative tools such as Google Drive. Inforum provides an opportunity to meet face to face. GABA is not an independent decision maker. GABA's role is to make recommendations to the Board for consideration.

Branch Council 2017/2018	Branch Council 2018-2019
Executive Director - Lisa Read White FRIM	Executive Director/President - Lisa Read White FRIM
Councillor - Narelle Haken ARIM	Councillor - Janine Morris ARIM
Councillor - Lydia Loriente ARIM	Councillor - Nicole Lewis ARIM
Councillor - David Pryde MRIM	Councillor - Lydia Loriente ARIM
Councillor - Peta Sweeney FRIM	Councillor - David Pryde MRIM
Councillor - Nancy Taia ARIM	Councillor - Peta Sweeney FRIM
Councillor - Anne Cornish MRIM	Councillor - Nancy Taia ARIM
Councillor - Thomas Kaufhold MRIM	Councillor - David Moldrich MRIM
Councillor - Rebell Barnes MRIM	Councillor - Anne Cornish MRIM
Councillor - Paul Fechner ARIM	Councillor – Paul Fechner ARIM
Councillor – Tim Newbegin MRIM	

All nominations were submitted to the Board for approval and endorsement. Following Board approval all GABA members were inducted using the new induction video. A follow-up induction will be carried out at the Inforum meeting to ensure responsibilities are well understood.

Achievements and activities 2017-2018

Several governance items were reviewed and monitored by GABA including:

- CPD Member Survey
- Executive Committee Charter
- Functions and Responsibility
- GABA Terms of Reference

Additionally, many governance matters were monitored and recorded during the transition period in 2017/18 including handover of documents and functions, delegations, and matters of compliance.



Constitution Review - grammar, numbering and references

There were inconsistencies and mistakes in the RIMPA Constitution, which required an 'editorial review' for grammar, numbering and references. A revised version was sent to members on 5 July 2018 seeking feedback by 19 July 2018. The proposed revision will be presented to the membership at the 2018 AGM for acceptance. The grammar, numbering and reference review is the first step in a more thorough and comprehensive review to be carried out during 2018/19. See below for more details.

Induction presentation

RIMPA relies on the dedication and hard work of members taking on leadership positions on branches. While most roles in RIMPA are voluntary, that does not change an individual's responsibilities to understand and be accountable to various policies and laws, and to practice good ethics and good governance. To better induct and inform volunteers in leadership positions, an Induction for Company Directors and Committee Members video and PowerPoint slide pack has been developed. The induction is distributed to new position holders and annually following the branch general meetings.

Workplan 2018-2019

Many policies and governance documents are due to be reviewed to ensure they are consistent with RIMPA's goals, values, and structure. The following items have been flagged as a high priority during 2018-2019.

Constitution review

A complete review of the RIMPA Constitution has commenced. Further information will be shared with members as progress is made during 2018/19. It is expected the revised Constitution will be put to members for review and acceptance at the 2019 AGM.

Branch Regulations review

A review of the Branch Regulations has commenced considering the revised organisational structure and changed roles. The review is subject to the proposed constitution changes ensuring consistency. It is expected the revised Branch Regulations will be submitted to the Board during 2018/19.

By-Laws

The RIMPA By-Laws will be reviewed to consider changes made in the Constitution. It is expected the revised By-Laws will be submitted for approval in 2018/19.

CPD review

A complete review of CPD program is currently underway considering the feedback provided by members and relevant lessons from similar CPD programs.

Professional Status Guidelines

A review of the Professional Status Guidelines is currently underway. Some changes have already been executed allowing for the diversity of members within RIMPA.



AUSTRALIAN CAPITAL TERRITORY - BRANCH REPORT

2017-18 Annual Report of the ACT Branch for the year ending 30 June 2018

Jenny Burgess ARIM President

I am pleased, on behalf of the ACT Branch to present the Annual Report on the activities of the Branch for the year 2017/18.

Year at a Glance

- The past 12 months have been quieter than usual for the ACT Branch with our main highlight being: our visit and talk at the Australian War Memorial as part of Information Awareness Month on the Anzac Connections project, a digitisation of World War 1 collection artefacts. This event proved very popular with members. It was wonderful to see new faces and the very much appreciated support and attendance, of David Fricker, Director General of the NAA. We were also able to lay wreaths in remembrance during the Last Post Ceremony, the attached cards to be scanned and retained in perpetuity in the AWM collection.
- We upgraded more members to Associate level as part of their Professional Development and recognition of years of hard work in the profession, which is a pleasant aspect to the Branch activities
- We held a networking evening to enable members to attend outside working hours and get to know Council members and meet vendors on a casual basis
- Our dedicated Branch Council was willing to work hard on our events, although in the current employment environment, some of our speakers had to decline invitations. We will be renewing our efforts in the next year.
- We continued to have meaningful working relationships with stakeholders including the National Archives of Australia industry partners and vendors
- Ongoing sponsorship of events is always welcome, and we have enthusiastic vendors available to participate in our events
- A positive financial position to enable the Branch to continue its work for members

With the uncertainty the Records and Information Management Professionals Australasia (RIMPA) has faced over the past 12 months, the Branch worked hard to support the local membership in ACT. We focused our support on upgrading professional members, making ourselves available to talk to concerned members, however we found that the ACT Branch was most supportive of the Board and our Branch Council. We received nothing but supportive comments from members.

We also found that there are a number of events being staged in Canberra by external organisations meaning we have to compete for attendance at times. Our Branch Council work hard to find appropriate venues to keep costs to a minimum for our events.



2017/18 ACT Branch Council

The delivery of our networking and professional opportunities would not be possible without a strong and committed Branch Council and we are most indebted to the dedication of our Councillors. Thank you to all Branch Council for their service during the year.

Branch Council 2017/2018

Company Director	Thomas Kaufhold MRIM
President	Jenny Burgess ARIM
Vice President	David Brumby ARIM
Secretary	Lorien Mader ARIM
Membership Upgrade sub-committee	Eileen Tannachion, Lorien Mader, Kat Giles, Julie Carpenter (all) ARIM
Professional Development Events Coordinators	NanaAma Adjei and Marco Wallenius under Thomas Kaufhold MRIM
Territory Records Office RIMPA representative	David Brumby ARIM
Councillor	Michelle Woodcroft
Councillor (Vendor Rep)	Matt Jordan
Councillor	Stephanie Ciempka

Membership

Membership continues to be a focus for the Branch. We have a marked increase in the Corporate membership this year, due to the new fee structure and the affordability of sending numerous staff to events for training and development. Whilst our numbers are down on previous years, we hope to engage with our new corporate members in the months to come.

Member Type	No. as at June 2018
Associate Member	20
Chartered Member	2
Fellow	0
Honorary	1
Affiliate	0
Student	4
New Graduate	0
Life Members	2
Individual	10
Corp Nominees	116
Unemployed	0
Contractor	4
TOTAL	159



Professional Development

The Branch continues to offer a strong and comprehensive professional development program. This year saw the return to the half day format to provide members and guests with the opportunity to attend one event, which suits our members better. It includes a morning tea where networking with colleagues and business connections presents enormous opportunity for fellowship and conversation. Centred around a current theme a wide variety of speakers from various backgrounds ensures that members find topics of interest and relevance and leave well informed. We have had great feedback from this type of forum and intend to stay with it for this coming year.

Awards and Recognition

The Branch continues to recognise excellence across the records and information management industry in ACT. The Rob Barnett Branch Award celebrates the success of projects that excel in raising professional standards, demonstrating the value of recordkeeping and the RIM profession. The awards committee, comprising of Lorien Mader, Julie Carpenter, Kat Giles and Eileen Tannachion chose an entity that has implemented an initiative that strives for excellence in service. Thanks to those agencies who provided a nomination.

The Rob Barnett Award recipient for 2017/18 is:

- The Commonwealth Department of Health

The prestigious J Eddis Linton awards provide an important opportunity for members to be recognised either as an individual or organisation performing outstanding work. This year the ACT Branch recognised and supported two federal government agencies in nominating them for National awards.:

- The Royal Australian Mint
- The Commonwealth Department of Health

Partnerships

The Branch continues its industry commitment and promotion of records and information management through our ongoing relationships. Our relationship with The National Archives from a Branch perspective is strong and the NAA continues to support us when staging events and programs for members. The Branch also continues to have ongoing relationships with industry partners and vendors and through their generosity once again enjoyed the many benefits of their sponsorship.

The Branch contributes to broader records and information management discussions when required and this year provided internal feedback to the Company on the *Draft Branch Regulations* and the *Future Direction of RIMPA*.



Presidents End Note

I would like to say that it has once again, been my privilege to lead the ACT Branch and I sincerely thank everyone on the 2017/18 Branch Council and members for their ongoing support and fellowship.

I would especially like to thank David Brumby, Marco Wallenius and NanaAma Adjei for their advice and input into Council activities over several years. Their dedication to the industry is exemplary and they will be missed. We wish them all the best for the future. All three Councillors have indicated they will not be renominating for 2018-19.

The Branch Council continuously looks at how we can provide services for the members of the records and information management community in ACT. Your input is invaluable in assisting us to prepare relevant programs of interest for you. We meet monthly and you are welcome to visit and observe any time. You are also welcome to contact us through our email address:
act.branch@rimpa.com.au

The future direction of the Branch is to continue to respond to our members' needs and interests by working closely with our industry partners to shape the future to promote records and information management, and as innovative professionals committed to the industry.



NEW ZEALAND – FIRST ANNUAL BRANCH REPORT

For the year ending 30 June 2018

David Pryde MRIM

Director

New Zealand Branch

I am pleased and honoured, on behalf of the New Zealand Branch Council to present the Annual Report on the activities of the Branch for the year 2017/18.

Branch Council 2017/2018

Company Director	David Pryde MRIM
President	n/a
Secretary	Katherine Clarke ARIM
Councillor	Patrick (Paddy) Power ARIM
Councillor	Hamish Redpath (Ind)
Councillor	Eric Boamah (Ind)
Co-Opted Supporter	Bruce Symondson

Year at a Glance

Despite uncertainty and turmoil that marked the beginning of this last financial year, the New Zealand Branch has had its most successful and productive year for a long time. I put this down to two things, firstly the support and encouragement of the Board who never gave up on us, and more importantly to the hard work of our small Branch Council who have tirelessly met to ensure that our members were supported.

There are a number of highlights this year that the Branch can be proud of:

- RIMPA Board support and Branch relaunch
- A decentralised but collaborative Branch Council (more regional representation)
- Closer working relationships with stakeholders including Archives New Zealand and Tertiary Institutions.
- Unsolicited sponsorship support – offers coming to RIMPA
- Five events since March (counting the General Meeting)

The focus of the new Chair and the Board over the last 12 months has been to get back to the basics in support of the recently, Board approved *RIMPA Purpose Statement – “Advancing and Connecting the Record and Information Management Profession”*



The Records and Information Management Professionals Australasia, has many objects and functions, but what is the common denominator that defines our purpose?

To provide services and support to the members that delivers professional development opportunities and / or contributes to the creation and maintenance of a network where members can share, edify or support each other.

The following categories represent the NZ Branch contributions to achieving the objects and functions of the company within the local and international RIM community:

Advocacy on behalf of New Zealand RIMPA Members

- Liaison with Tertiary providers - Victoria University of Wellington, and The Open Polytechnic of New Zealand
- Represented records and archival practitioners on the Open *Polytechnic Library and Information Studies Stakeholder Advisory Group*, and provided stakeholder feedback to the NZQA monitor regarding the Bachelor of Applied Science
- NZ Director representation on International Review Group and IT21 Standards Committees

Community

- RIMPA presentations to tertiary students, Victoria University of Wellington, Master of Information Studies Programme – online courses: *Records Management; The Information Professions*
- Growing student membership
- Growing regional membership
- Greater employer flexibility with new Corporate nominee membership options and increased value for money
- Great conference deals for students
- 2 x new professional members
- 1 x Life Membership for a New Zealand information management professional

Knowledge

Training and Development, and networking opportunities – including 3.5 CPD points

- March 2018 Joint with GOVIS - *Enterprise Content Management as a Service – Delivering Benefits* – including the opportunity to introduce RIMPA to Government Information Managers
- April 2018 *Special Members meeting*; including teleconference in-dial regional members
- May 2018 *A conversation - Kaupapa Māori Information & records management*; including teleconference in-dial for regional members and attendees
- July 2018 *General Meeting*, followed by *RIMPA NZ Kōrero with the Chief Archivist*; including Jo Kane RIMPA Member Services, Marketing and Event Manager; and teleconference in-dial options for regional members and guests
- July 2018 *Strategic Tea-Time*, following by a strategic planning day



Governance

- Working Group or Branch Council meetings 12 x
- Branch meetings 2x, including General meeting

Membership

Member Type	# as at June 30th
Associate Member	5
Chartered Member	4
Fellow	n/a
Student Member	4
Life Member	1
Individual	20
Corporate Nominees	46
TOTAL	80

Directors Footnote:

I would like to take this opportunity to thank every member of the New Zealand Branch Council for their commitment and support of the membership during some difficult times over the last few years when it would have been easier to give up.

I especially want to thank our Secretary, Katherine Clarke who is an inspiration and the real driving force behind the Branch success over the last 12 months. Although our numbers are small, the team shared the load and deserve many accolades.

The RIMPA Board have shown a lot of faith and commitment to the New Zealand Branch, which is clearly highlighted by Jo Kane from the RIMPA Office attending our General meeting and planning day.

As previously stated, the company is here with the sole purpose to “*advance and connect the RIM profession*” – the job of this and future branch councils is to continue to plan and facilitate innovative ways of achieving that purpose, through partnerships, use of technology and development of a self-sustaining network.

I invite members, professional practitioners, industry stakeholders and legislators to support our aims and purpose, if not through membership or service - then through collaborative engagement advancing and connecting the profession.

Finally, I want to thank the members who have been steadfast and supportive of the company as we get the house in order. I promise that it has been worth the wait and the benefits seen so far are only just beginning.

David Pryde
NZ Branch Director



NEW SOUTH WALES - BRANCH REPORT

Annual Report of the New South Wales Branch for the year ending 30 June 2018

Nicole Lewis ARIM

President

New South Wales Branch

I am pleased, on behalf of the New South Wales Branch to present the Annual Report on the activities of the Branch for the year 2017/18.

Year at a Glance

The past 12 months saw the branch hold one successful Sydney Seminar as well as a small Christmas event. Unfortunately, due to many factors, we were unable to deliver any further events.

The focus of the branch was to find out what events members are interested in attending and the topics they would like to hear about. A small working party met to discuss this and a member survey was held, the results of which will be used to develop a calendar of events for the next year.

2017/18 New South Wales Branch Council

I would like to thank our NSW Company Director, Rebell Barnes for his continued support during a year that has been personally challenging for him. I would also like to thank the Branch Councillors for their support and commitment during the year.

Branch Council 2017/2018

Company Director

Rebell Barnes ARIM

President

Nicole Lewis ARIM

Councillor

Jade Reed ARIM

Councillor

Narelle Haken ARIM

Councillor

Rani Abeyasinghe ARIM

Councillor

Greg Navin ARIM

Councillor

Sandra McLean ARIM

Finances

Unfortunately, due to a few factors, there was only one paid event held during this financial year. I am however pleased to report that we did finish the year with a small positive result.

Membership

The following members were successful in upgrading their membership status:



Associate

- Kathleen Brown
- Gina Harnett
- Lisa Simpson
- Savia Calisto
- Ruth Butcher
- Rani Abeyasinghe
- Lynda Leigh

Membership continues to be a focus for the Branch.

Member Type	No. as at September 2017	No. as at June 2018
Associate Member	32	33
Chartered Member	3	4
Fellow	0	1
Honorary	-	0
Affiliate	30	-
Student	4	8
New Graduate	-	-
Life Members	5	5
Individual	-	35
Corporate	154	157
Corp Nominees	175	162
Unemployed	3	0
TOTAL	252	248

Partnerships

The Branch has been fortunate to be supported by some wonderful vendors who continue to provide sponsorship to our events every year. Without these sponsors, our events would not be financially viable.

Presidents End Note

Although 2017/18 has been a difficult year for the branch, I am thankful to all the members and the Branch Council for their support.

I am also thankful to Anne Cornish, Jo Kane and Tynelle Spinner as well and the Board in their great work they have been doing in getting the association back to be the best it can be.

The future direction of the Branch is to provide support and events for all members throughout NSW and to advocate for increased membership through open communication, collaboration and partnerships.



QUEENSLAND - BRANCH REPORT

42nd Annual Report of the Queensland Branch for the year ending 30 June 2018

Nancy Taia ARIM

President

Queensland Branch

I am pleased, on behalf of the Queensland Branch to present the Annual Report on the activities of the Branch for the year 2017/18.

Year at a Glance

The past 12 months have been a success for the Branch with highlights such as:

- Maintaining an ongoing Professional Development Program that was well supported
- A strong Local Government & Corporations Chapter
- An active, dedicated and passionate Branch Council
- Great working relationships with stakeholders including Queensland State Archives, Industry partners and vendors
- Ongoing sponsorship of our key events
- A positive financial position

With the uncertainty the Records and Information Management Professionals Australasia (RIMPA) has faced over the past 12 months, the Branch has worked hard to support the membership in Queensland. There was a focus by the Board on getting back to basics and as such the activities of the Branch centered on the delivery of professional development opportunities and building a network for members to share and support each other.

2017/18 Queensland Branch Council

The delivery of our key attributes would not be possible without a strong and committed Branch Council and we would not be in the positive position we are today without the work and dedication of our wonderful Councillors. Thank you to all Branch Council for their service during the year.

Branch Council 2017/2018

Company Director	Anne Cornish MRIM
President	Nancy Taia ARIM
Vice President	Kemal Hasandedic FRIM
Secretary	Keith Davis ARIM
Newsletter Coordinator	Petá Sweeney FRIM
Membership and Status Coordinator	Gunta Bajars ARIM
Professional Development Coordinator	Janine Cummings (resigned March 2018)
QLGCC Delegate to Branch Council	Anne Cornish MRIM
Councillor	Nicole Mathison



Finances

Unfortunately, due to external invoicing issues the Branch started the year off in the red financially, however through the delivery of well attended events finished the year in a positive position.

Chapters

The Branch has one operational Chapter – the Local Government and Corporations Chapter. Led by President Meryl Bourke, the Chapter Council has worked diligently to engage members across Queensland through active networking and development opportunities. A big thank you must be given to the Chapter Council for their time and dedication.

The Chapter planned and held 3 events during 2017/18, the first event was a full day meeting hosted by Logan City Council which included the General Meeting, second was a two day symposium held at in Airlie Beach and the third event was another full day meeting hosted by Seqwater.

The Chapter Council met on four occasions during the year.

Chapter Council for 2017/18:

President	Meryl Bourke MRIM
Vice President	Gavin Parton ARIM
Secretary	Nancy Taia ARIM
Marketing Officer	Nino Borka
Delegate to Qld Branch	Anne Cornish MRIM
Councillor	Cara Saverin
Councillor	Louise Thomson
Councillor	Josephine Marsh
Councillor	Megan Cappelleri (resigned)

Membership

Membership continues to be a focus for both the Branch and Queensland Chapter.

Member Type	No. as at September 2017	No. as at June 2018
Associate Member	37	37
Chartered Member	9	11
Fellow	2	3
Honorary	1	0
Affiliate	16	-
Student	9	12
New Graduate	3	2
Life Members	8	9
Individual	-	26
Corporate	69	80
Corp Nominees	144	151
Unemployed	1	0
TOTAL	230	251



Professional Development

The Branch continues to offer a strong and comprehensive professional development program. Proudly, Queensland is considered one of the most active Branch in this area. This year the combination of day seminars and breakfasts continued to provide members and guests with the opportunity to attend a package of events that is targeted at developing and enhancing skills for managing information in today's world, as well as plenty of time to make the most of networking with colleagues and business connections. By delivering a wide variety of events and speakers from various backgrounds the Branch ensures that members find topics of interest and relevance.

The State Conference, Queensland's premier event, was held in May to coincide with Information Awareness Month. This year the theme was *"Getting to Know Your Customers: aligning information and records management with the high-value needs of your organisation and its clients"*. Several inspiring speakers discussed how to implement records and information management that meets both RIM requirements and customer needs.

272 people attended Branch events this year with almost 50% of delegates attending more than one event. The Branch values feedback from members, using responses to shape the professional development program during the year.

Awards and Recognition

The Branch and Chapter continue to recognise excellence across the records and information management industry in Queensland. Branch awards celebrate the success of Queensland members as they raise education and professional standards to demonstrate the value of the RIM profession. They are awarded to individuals and groups that implement initiatives and industry leading services on a prominent scale.

The Harry Haxton Shield recipients for 2017/18 were:

- Individual Shield – Anne Cornish
- Group Shield – Seqwater
- Student Shield – Janine Cummings

The Chris Simpson Award recipients for 2017/18 were:

- Innovation and Marketing – Queensland State Archives
- Partnership and Teamwork – Gympie Regional Council
- Mentoring – Anne Cornish

The prestigious J Eddis Linton awards provide an important opportunity for members to be recognised either as an individual or organisation performing outstanding work. This year Queensland Branch recognised nominees in the following categories:



J Eddis Linton

- Information Proficiency/Sigma Data Innovation Award – Logan City Council
- FYB Implementation Award – Griffith University
- Information Proficiency/Sigma Data Business Benefit Award – Logan City Council
- Iron Mountain IQ Article of the Year Award – Linda Shave and Marjorie Warry

Queensland Branch was awarded the Jim Shepherd Branch Award as national recognition recognising long-term value towards RIMPA, industry/profession development and/or industry/profession cooperation. This award is confirmation that as a Branch we are meeting the needs of our members. I was also honoured to be presented the Industry Contribution award for my contribution to the Queensland Branch.

Partnerships

The Branch continues its industry commitment and promotion of records and information management through our ongoing relationships. Our relationship with Qld State Archives from both a Branch and Chapter perspective is strong and continues to involve working on events and programs around the State. The Branch also continues to have ongoing relationships with industry partners and vendors and through their generosity once again enjoyed the many benefits of their sponsorship.

The Branch regularly evaluates and contributes to broader records and information management discussions and this year provided submissions on the *Draft Code of Practice for Data Governance Australia* and the *Recordkeeping Policy for Queensland State Archives*. Internally the Branch provided feedback to the Company on the *Draft Branch Regulations* and the *Future Direction of RIMPA*.

Presidents End Note

It has been a privilege to lead the Queensland Branch Council and I sincerely thank everyone on the 2017/18 Branch Council and the members for their ongoing support.

Throughout the year the Branch continuously looked at how they can remain relevant and continue to provide services for the members of the records and information management community in Queensland.

The future direction of the Branch is to continue to respond to our members' needs and interests by working closely with our industry partners to shape the future to promote records and information management, and as innovative professionals committed to the industry.



QUEENSLAND CHAPTER

21st Annual Report 2017/18

The Chapter planned and held three events during the year with the first event for the year being a full day meeting which included the annual general meeting and hosted by Logan City Council on the 5th July 2017. Our two-day symposium was held at Peppers Airlie Beach in the beautiful Whitsundays from the 8th to the 10th November 2017 and then our third event was hosted by Seqwater on the 14th March 2018.

The following were the Chapter Council members for 2017/18:

President	Meryl Bourke MRIM
Vice President	Gavin Parton ARIM
Secretary	Nancy Taia ARIM
Marketing Officer	Nino Borka
Delegate to Qld Branch	Anne Cornish MRIM
Councillor	Cara Saverin
Councillor	Josephine March
Councillor	Louise Thomsen
Councillor	Megan Cappelleri (resigned)

The Chapter Council met four times during the year, 2nd August 2017, 11th October 2017, 14th February 2018 and the 16th May 2018. At the August meeting, the Chapter Council reviewed the Chapter 'Action Plan', 'Marketing Plan' and set the 'Calendar of Events' for the year.

A new key initiative of the Chapter Council was implemented this year with the sponsoring of a small remote Council or Corporation to attend the symposium. The inaugural agency was Wujal Wujal Aboriginal Shire Council with their Records Management Officer being invited to attend with all travel, accommodation and registration fees being sponsored by the Chapter. The Chapter Council has agreed to continue with this initiative over the coming years.

Chapter Symposium

The Chapter symposium was held in Airlie Beach, Whitsundays and attracted 48 delegates. The theme was 'Digital Transformation – Smart Recordkeeping' with presentations based around the increased focus on digitisation and how organisations are struggling to keep up. The key messages from the speakers were on the move to the digital world and the implications and challenges this will hold.



This year we had a keynote speaker, Gerald Pauschmann who presented on 'Why Change – Moving forward and embracing change... a vibrant and energetic look on how to accomplish this'. Gerald's light-hearted and humorous presentation created an energy that showed the delegates how embracing change is possible with just a few simple tools. He ensured that any preconceived ideas were turned upside down. This set the tone for the remainder of the symposium.

Some of the key messages from the event were about creating a digital culture, how to market records and information management, using collaboration to your advantage and managing security and disaster recovery in a digital world. Just before lunch on day one the session "Trivia Turmoil" was a great ice-breaker and time for delegates to have a bit of fun and get to know one another. Our networking dinner and welcome drinks were also a great opportunity for delegates to network and meet new records professionals.

A big thank you to our sponsors who, as usual, made this event possible.

Action Plan

The Chapter again delivered on our projects and achieved our key performance indicators from our 2017/18 action plan.

The following provides a list of activities and tasks completed for 2017/18 in line with our Action Plan:

- The 'Welcome to New Members' initiative continued each month where applicable. 34 emails were sent in total.
- Attendance of delegates to meetings and events were recorded.
- An 'Attendance Feedback Survey' was conducted at each meeting to gauge satisfaction, outcomes and future topics for discussion. The results of each survey were circulated to the Chapter Council for comment and discussion.
- Members were provided with information on any reference groups or discussion paper feedback via email.
- The Chapter Action Plan was reviewed and amended.
- The 12-month meeting schedule was established in August 2017 which included dates and locations.
- A Local Government & Corporations Chapter report/update was provided by the Chapter Delegate at each Qld Branch Council meeting.
- Several requests for process improvements or solutions were circulated via email to the delegates for response.
- The Chapter provided articles throughout the year for inclusion in the 'RIM Update' newsletter.

- The two full day Chapter meetings saw a consistent number of attendees. The first meeting in July had 34 attendees and 25 attended the meeting at Seqwater in March 2018. With the year's attendance numbers 108, it appears that the Chapters' format of two full day meetings and one symposium per year is still proving successful. Whilst the attendee numbers are down from last year, there are still new faces coming along and a wide spread of organisations represented.

- A Qld Branch Council update was provided at each meeting and numerous case studies were presented.
- Our relationship with Queensland State Archives (QSA) continued and QSA were again invited, attended and presented at the Symposium and both full day meetings this year. A QSA representative also held the position of Councillor on the Chapter Council this year.
- A range of correspondence was distributed to delegates throughout the year.

Overall great achievements by the Chapter Council.

Marketing Plan

The Chapter Council continued to use the marketing action plan to set the benchmark for the year. The plan has again allowed the Chapter to focus on maintaining and increasing our membership, conducting some analysis on attendance at events and to follow a detailed meeting and symposium marketing schedule.

As part of this year's marketing plan, the Chapter again looked at new ways to market our services and events. This year the Chapter again received feedback from delegates pertaining to the name of the Chapter. This detailed that the name is sometimes a deterrent as it is still perceived as a Local Government and Corporations focussed group and as such the events are for delegates from these public authorities only. The Chapter Council discussed our name and this feedback in length and agreed that a name change, and new purpose may be the way of the future. A name change, to "Queensland Chapter" was agreed upon and this was submitted to the Queensland Branch Council for their approval and support. The name change was supported and forward to the Board for consideration in late June with outcome being successful.

Moving into 2018/19, the new Chapter name will be 'Queensland Chapter'. The new Chapter Council will develop a marketing campaign and will also review the Chapters purpose and role.

Presidents Summary

This year we saw many changes at the Board and Executive level, with a number of the changes and initiatives having a positive impact on the Chapter in relation to administrative and operational changes.

The Chapter now has a RIMPA email account and a dedicated Chapter email address and we have started using this for our email distributions with the Chapter President and Secretary having access to the email account. The email address is qld.chapter@rimpa.com.au.

The 2017 Chris Simpson Awards were presented at the Chapter Symposium in November and the winners were:

- Innovation and Marketing – Queensland State Archives
- Partnership and Teamwork – Gympie Regional Council
- Mentoring – Anne Cornish



Our Chapter remains strong and has a good foundation of committed and dedicated Council members. The success of the Chapter always rests on the dedicated Council, so I will never get tired of thanking the Chapter Council for their support, hard work and commitment during the year.

I would like to also thank our delegates for providing the networking opportunities, information sharing and a supportive environment throughout the year, and of course a big thank you to our wonderful sponsors from throughout the year.

Our annual symposiums continue to run successfully, and the Chapter Council is again in planning mode for our event being held in November this year. To assist in building relationships and working collaboratively with our neighbouring state of New South Wales, the Chapter have chosen Kingscliff, NSW as the location. Holding a symposium or event in Northern NSW or close to the border has been on the Chapter's radar for several years. Peppers Salt Resort - Kingscliff is the venue and it is being held on the 21st to the 23rd November 2018. This year's theme is yet to be determined however the Chapter is celebrating its 21st birthday so we can guarantee that it will be a fantastic program and celebration, with the program currently being prepared and it will be ready for release and marketing in late August 2018.

With the upcoming election of the Chapter Council for 2018/19 I look forward again to heading this Council as the Chapter President and being a part of a dynamic, passionate and professional group and to see what new and exciting initiatives and actions we will face together.

Meryl Bourke MRIM
QLGCC President



SOUTH AUSTRALIA - BRANCH REPORT

Annual Report of the South Australian Branch for the year ending 30 June 2018

Donna-Maree Findlay MRIM

President

South Australian Branch

On behalf of the South Australian Branch, I am pleased to present the Annual Report on the activities of the Branch for the year 2017/18.

Year at a Glance

Over the past 12 months the SA Branch have been busy engaging with its membership and the wider Information Management community through the following key activities:

- Well attended quarterly networking sessions
- Continued sponsorship support from our industry partners
- Strengthening our strategic relationship with State Records of South Australia
- Delivering two major events with a high calibre of innovative and thought provoking presenters.

2017/18 South Australian Branch Council

During the time of change of the Records and Information Management Professionals of Australasia governance model, the SA Branch retained its active and dedicated councillors. The commitment and enthusiasm of the branch was evident throughout the year by planning and delivering quality events and learning opportunities for our valued membership.

I sincerely thank the Branch Council for their wonderful support to myself and the industry during the year.

Branch Council 2017/2018

Company Director

Paul Fechner ARIM

President

Donna-Maree Findlay MRIM

Vice President

Bas De Groote ARIM

Secretary

Maryann Galloway Affiliate

Councillor

Kristen Keley MRIM

Councillor

Bonita Kennedy ARIM

Councillor

Ildiko Lizak Student

Councillor

Deanna Nikolettos ARIM

Councillor

Helen Onopko ARIM

Councillor

Brigitte Stephen ARIM Life

Councillor

Daniel Thornalley Supporter

Councillor

Anethea Ulvestad (resigned August 2017)



Finances

The Branch has maintained generating a small profit earned on its events and has ended the year in a positive financial position.

Membership

Membership continues to be a key strength of the Branch with new members joining throughout the year.

Member Type	No. as at September 2017	No. as at June 2018
Associate Member	8	10
Chartered Member	2	2
Fellow	-	-
Honorary	-	-
Student	5	6
New Graduate	2	2
Life Members	1	1
Individual	-	16
Corporate Nominees	87	76
Unemployed	1	-
TOTAL	106	113

Professional Development

The SA Branch continues to offer a variety of events tailored to the needs of our members and the evolving Information Management industry.

Our quarterly 'Catch Up at the Club' networking events are a popular series, usually with a theme or a guest speaker, we provide members and non-members with a forum to collaborate and discuss topics of interest. Our first event was held in September 2017, with the theme *'Let's talk about GDS21- Less Paper or Paperless'* 21 people attended including the Director of State Records SA who lead the lively discussion. Our December Catch Up was combined as our Christmas networking event, also well attended by members past and present. We hosted an interesting discussion on *'Data Breaches'* for our April Catch Up event, with Duncan Holt a distinguished leader in digital transformation as our hot spot speaker. The July Catch Up provided a forum to reflect on the year that was and formed part of our Branch General Meeting.

In addition, the SA Branch holds its traditional Annual Seminar in October, just after inForum. This year's seminar was held on 27 October 2017 with the theme being *'Skills for Information Governance'*, boasting a 40+ attendance from local, state and commonwealth government and private sector organisations. The highlight of the event was an interactive workshop presented by Gary Edwards from Collaborative Conversations, who also threw in a bit of magic to wow the crowd.



As part of Information Awareness Month in May, we host South Australia's Premier Digital Event. Now in its 4th year our annual seminar called '*Digital Matters*' was held on 11 May 2018. With a stellar line up of speakers and 45+ attendees, the day proved to be both inspirational and thought provoking on topics ranging from digital innovations and collaborations, the Internet of Things, the future of artificial intelligence and the connectivity ecosystem of digital tools and services.

Awards and Recognition

This year the SA Branch has put forward Paul Fechner ARIM as a worthy recipient for the *Industry Contribution Award*. Paul has worked tirelessly over the last four years establishing South Australia's Premier Digital Event. Feedback received from attendees and invited speakers alike have confirmed our annual Digital Event is fast becoming a key highlight in the South Australian RIM calendar. The Branch also acknowledges the contribution Paul has made to RIMPA as the SA Board Director for the past six (6) years and for his professionalism and stewardship during a difficult time of change for the association.

Partnerships

The Branch continues to strengthen its relationship with State Records of South Australia through hosting regular catch ups on topics of interests to the government sector and industry at large supported and attended by key State Records staff.

We have also established a sponsorship register to allow us to correspond with our valued sponsorship partners early when planning events.

The Branch is also forming strategic relationships with the *Institute of Public Administration Australia (IPAA) SA Chapter* and the *Risk Management Institute of Australia (RMIA) SA Chapter* by encouraging cross attendance at events with discounted fees.

In future, our desire is to make regular contact with our membership to encourage collaboration and provide a forum to discuss opportunities for partnering with like organisations such as the higher education / university sector and leading businesses in the information management space.

Presidents End Note

Leading the SA Branch has been a most rewarding experience and I sincerely thank the 2017/18 Branch Council for its passion and commitment. In providing our members with quality events and creating opportunities to engage more broadly with the records and information management community in South Australia, the Branch has enjoyed a successful year.

The future direction of the Branch looks bright as we continue to support the interests of our members and work more closely with our industry partners to provide a relevant and innovative program of events promoting the diversity of the industry.



VICTORIA - BRANCH REPORT

Annual Report of the Victorian Branch for the year ending 30 June 2018

David Nowlan ARIM

President

Victorian Branch

The 2017/18 saw the Victorian Branch lock in some of the gains of the previous year however the Branch still faces significant challenges.

Highlights of the year included

- A highly successful State Seminar with over 110 attendees and excellent sponsor support
- The holding of four additional events
- Strong representation and support for records and information and management within industries and sectors through 4 chapters and special interest groups

2017/18 Victorian Branch Council

I would like to take thank all Branch Councillors who served over the past year

President	David Nowlan ARIM
Vice President	Jeanette Inglis ARIM (Resigned April 2018)
Company Director	Tim Newbegin MRIM
Water Industry Special Interest Group President	Kerri Ricketts ARIM
Emergency Services Special Interest Group	Greg Stevens ARIM (Resigned March 2018) Replaced by Jacqueline Borrett ARIM
Local Government Chapter President	Debbie Maggs ARIM
RIMPA Noobs President	Emma Harding ARIM
State Seminar Co Coordinator	Jenny McCallum ARIM (Resigned April 2018)
State Seminar Co Coordinator	Molly Ap-Thomas MRIM (Resigned April 2018)
Councillor	Al Hunter ARIM
Councillor	Alison Toohey ARIM (Resigned March 2018)
Councillor	William Kyrou
Councillor	Jarrod Harvey

Unfortunately, the Branch lost some valuable Branch Councillors who resigned over the year and we must seek new blood. We acknowledge that members have limited time to commit to the association. As a result, we welcome the involvement of any member in limited or short-term capacities e.g. to organise an event that they might be interest in.



Finances

Due to the Archives Management Workshops and State Seminar making profits, the Branch ended the year in a positive financial position.

Chapters and Special Interest Groups

I'd like to recognise the role played by the four Branch Chapters and Special Interest Groups

- RIMPA Local Government Chapter servicing and advocating for the Local Government sector. Debbie Maggs acted as the President of this group throughout the year
- RIMPA Emergency Services Sector Special Interest Group servicing and advocating for the emergency services sector. Greg Stevens and Jacqueline Borrett acted as Presidents of this group throughout the year
- RIMPA Water Industry Sector Special Interest Group servicing and advocating for the water Industry. Kerri Ricketts acted for this group throughout the year
- RIMPA Noobs servicing and advocating for new professionals. Emma Harding acted as the President of this group throughout the year

Membership

Membership at the end of the year was as follows

Member Type	June 2018
Associate Member	37
Chartered Member	7
Student	11
New Graduate	4
Individual	42
Corp Nominees	194
Unemployed	1
TOTAL	296

Unfortunately, the Branch did not receive any Membership Status Upgrade applications over the year.

Professional Development

The Branch conducted a very successful archives management workshop in July 2017 run by Branch Councillor Debbie Maggs. The event held at the Victorian Archives Centre again sold out with 40 attendees having also done so when held earlier in 2017.

The highlight of the year was undoubtedly the State Seminar held in November 2017 at Victoria University. The event was attended by well over 110 people which surpassed attendance at the 2017 event. The event was well received by attendees and well supported by sponsors. For the third consecutive year, the event was enhanced by the participation of RIMPA Noobs volunteers performing tasks and through the event having a social media presence.



Presentations were held on topics as diverse as blockchain. Code for Victoria and Auditor General Reports and the event experimented with a series of shorter presentations from industry professionals on their career directions. Several lessons were learned, and opportunities identified for the 2018 event.

The Branch held a social networking event in August 2017 that included a fascinating tour of the Australian Centre for the Moving Image (ACMI). Thanks to Nick Richardson of ACMI for his generosity in giving such a great tour! The Branch also held a combined Christmas Drinks event with the Australian Society of Archivists.

The Branch also held an event on April 16 at the Victorian Archives Centre involving a case study presentation by Emergency Services Sector Special Interest Group President Greg Stevens about records management projects at the MFB. This was Greg's final event before retiring from the Branch and we thank him for his wonderful service. This was the first of many "case study" type events that Branch plans to run.

Awards and Recognition

The Victorian Branch's Individual Achievement Award is awarded to an individual who is judged to have achieved excellence in Records and Information Management and contributed highly to the profession. This year's recipient was Michelle Bromley of the Shire of Strathbogie.

Partnerships

The Branch conducted a social networking Christmas drinks event with the Australian Society of Archivists and is currently having discussions with the ASA Victorian Committee about potentially holding another combined event

Presidents End Note

Profession associations in many fields face a continuing battle for relevance in the modern age. With technological developments such as the internet, professionals in all industries now have access to knowledge wherever they are in an instant that they would have once gained from their professional association. This is not to say there is not a vital role for professional associations, especially in records and information management where networking and mentors are vitally important. Therefore, the challenge the Branch must embrace is to deliver more value for members – to conduct more events, to make our voice heard on more issues and to embrace sectors of the industry that have previously not been embraced.

I'd like to thank our members for their support this year. To them I say that this is your association and that we welcome your feedback and involvement whether large or small for the coming year. I'd also like to thank RIMPA staff members and the RIMPA Board for their support and guidance and the Public Record Office of Victoria, Victorian Auditor General's Office, City of Boroondara and Royal Australasian College of Surgeons who generously allowed us to hold Branch Council meetings at their premises throughout the year.



VICTORIA - LOCAL GOVT CHAPTER

Local Government Chapter End of Year Report 2017-2018

Another year of well attended meetings was held this financial year. The Round Table discussions were once again extremely successful, which kept attendees up to date on current activities and eagerly participated in discussions on particular issues.

The following three meetings were held over the 2017-18 financial year:

- Friday 25 August 2017 hosted by Macedon Shire Council
- Friday 20 October 2017 hosted by Greater Metropolitan Cemeteries Trust
- Friday 18 February 2018 hosted by Banyule City Council
- Friday 15 June 2018 – Rural City of Wangaratta & Benella Rural City Council - Cancelled

Debbie Maggs, Local Government Chapter President, opened all meetings and each host gave an interesting and informed presentations on their municipalities and what their Records Units have been up to and what their plans are for the future. Attendees were also kept updated at each meeting with progress reports from the RIM Victorian Branch and Al Hunter from Public Records Office Victoria.

25 August 2017 – Macedon Shire Council

This meeting was held at Gisborne Office and 26 people from attended this meeting.

Debbie welcomed and thanked everyone for coming along to the meeting and also thanked Peter Rigby and Macedon Ranges Shire council for hosting the meeting. Debbie gave a brief update on the Victorian Annual Meeting, the upcoming State Seminar and various workshops the Branch are looking into.

Colin Anderson from Kapish Services gave a very informative presentation about Kapish who has been bought out by Citadel are and where they now fit in the Citadel corporate structure.

During the presentation, Colin also informed attendees on the latest services and products Kapish are now able to supply the Records Management Industry.

The Round table topics included the following:

- Restructuring and Staffing issues
- Writing Digitisation Plans
- Archival Projects
- EDRMS Upgrades & Implementation
- Service Reviews
- Writing and implementing new Policies Procedures & Strategies.



Peter Rigby then gave an informative and entertaining presentation of the history of Councils Archive.

The formal part of the meeting ended at 3:30 pm and provided the opportunity for some of the attendees, to stay behind to continue networking.

20 October 2017 – Greater Metropolitan Cemeteries Trust

We had a great attendance of 23 plus people attend this meeting which was co chaired by Debbie Maggs, Local Government Chapter President.

Debbie welcomed everyone to the meeting, thanked them for coming along. Debbie then thanked Noela Bajjali and Greater Metropolitan Cemeteries Trust for hosting today's meeting

Debbie then gave a brief update on the activities of the Victorian Branch, the Annual State Seminar, meetings for 2018.

Noela Bajjali, Greater Metropolitan Cemeteries gave a very interesting and informative presentation on the Archival project to digitise Cemetery records and the enormous work they are undertaking to enable cemeteries and the general public to connect online.

The Round table again proved to be very informative and the following issues were raised and discussed:

- Restructuring
- Reviews of Hard Copy systems
- Archival Projects
- Renovations
- Policies
- Implementing BCS
- Cleaning up naming conventions

Debbie then took the opportunity to thank all the members of our group for their support and attendance in 2017 and would like to wish you all a very a safe and happy festive season and looked forward to seeing them all in 2018

16 February 2018 – Banyule City Council

The first meeting of the Local Government Chapter group for 2018 was hosted by Banyule City Council and was attended by 38 attendees.

The meeting was opened by Simon McMillan; CEO Banyule City Council who acknowledged the Traditional Owners of the land the meeting was being held on and welcomed everyone to Banyule City Council's new building. Simon spoke of the challenges in moving to a new location and addressing the expectations of the Council's various stakeholders, and acknowledged the work undertaken behind the scenes by the Records Management Team



Debbie Maggs, President of the Local Government Chapter that she has been made redundant and will be leaving Yarra Ranges Shire Council in March and informed attendees that she would continue to manage the LGC group until the General Branch Meeting being held in June when a new RIMPA Victorian Branch Local Government Chapter President will be elected

Ian Nash, EDRMS Technical Officer, gave an interesting and informative overview presentation of Banyule City Council.

Next Daniel Dawson, CEO of FYB Leveraging Content Manager gave a short presentation on how to Display Documents and Media which included a demonstration of Media Hub application.

Ian Nash followed up with a short Case Study on the Creation of Personnel Folders using Auto Generator Tool, which automatically creates all additional folders required when a Personnel Folder is generated.

The next Case Study was presented by Sandy Grosz on the Digital Transformation at Banyule, which included Organisation structure change that drew IT, Business Improvement and Records Management together;

Meredith McCoy, Archivist then provided an insight to some of the archival treasures of Banyule City Council, including records of the 1956 Olympics donated by Geoff Ballard.

Jane McKinna introduced the FYB Soft Deletion Tool as the 'most popular' tool as it provides users with the illusion that they have deleted records.

The final presentation of the day was given by Sandy Grosz and David Nolan: President of RIMPA Vic Branch who thanked Debbie Maggs for her many valuable contributions to Local Government records management. On behalf of RIMPA Victorian Branch, David read out an overview of Debbie's career and achievements and presented Debbie with flowers.

Debbie graciously accepted the flowers and thanked David and Jane for their kind words and gratefully gave thanks to Ruth Edge for firstly for getting her getting into RIMPA and secondly for all her kind generous support and encouragement over the last 19 years.

She then thanked all members of the Local Government Chapter group, which is made up of records management professionals from Local & State governments, other organisations and individuals for all their continued commitment and support.

Debbie informed the attendees that the group's success is all due to each member's dedication, respect and willingness to assist one another and that they should be also be proud of what the group has achieved.



Debbie also expressed that it has been an absolute pleasure and honour to have been the President and that she will still be available for any archiving advice and or mentoring and that she would will be looking for further employment within the industry

The meeting ended at 3:30 pm.

Friday 15 June 2018 – Rural City of Wangaratta & Benella Rural City Council - Cancelled

This meeting which was scheduled on Friday 15th June was cancelled as the MAV Step Program were hosting a meeting on the same day and concerns were raised by members and the host council that a lot of Records staff are attending and would not be able to make it to the RIMPA meeting in Wangaratta.

As another meeting could not be arranged before the end of the financial year, the Victorian Branch was only able to conduct 3 Local Government Chapters meetings for this financial year.

I would like to thank all members of the LGC Group for their continued support and enthusiasm. I have truly enjoyed working with you all and hope that you all continue to network and improve our day to day working environment and improve our image within the Records Management Industry.

Debbie Maggs, ARIM
President, Local Government Chapter Victoria



WESTERN AUSTRALIA - BRANCH REPORT

42nd Annual Report of the Western Australia (WA) Branch for the year ending 30 June 2018

Suparna Chatterjee

On behalf of WA Branch

I am pleased, on behalf of the Western Australian Branch to present the Annual Report on activities of the Branch for the year 2017/18.

Year at a Glance

The past 12 months have been a roller-coaster-ride for WA that witnessed multiple resignations: from long standing councillors, two WA Presidents and a Director, and as I submit this report we are yet to form a Branch council. However, we are back on track and making progress. I am proud to list our year's highlights below:

- On 20 July, the WA Branch held their General Meeting, chaired by Debbie Cutts, to nominate new councillors, Branch President and Director. Invited speaker, Sven Blumell, the then WA Information Commissioner, discussed personal information that is collected by the State and local government agencies through video footage during their operations. Sven covered the issues dealing with recordings through CCTV footage by local governments when we walk down the street, by police body-worn cameras when we are in traffic and by transport operators when we commute on trains and buses. These generate enormous amounts of digital data that needs to be collected, stored, managed, deleted and, sometimes, disclosed when requested through access to information under the *Freedom of Information Act*, and Sven highlighted principles of good recordkeeping to respond and comply with similar legislative requirements.
- On 28 June, a letter was forwarded to the Premier of WA outlining possibilities of RIMPA's role to assist departments dealing with government information and data going through amalgamation, separation or getting abolished, following the declaration of the Machinery of Government (MOG) changes.
- With economic austerity impact reflected in membership decline, a trend shared across the board, an aggressive campaign was adopted in WA. Letters were drafted addressed to the DG/CEOs from all government departments, outlining the multifaceted benefits of having RIMPA membership.

- Between 10-13 September at inForum held in Brisbane, we had some very interesting topics presented by the WA members, this included both past and present councilors:
 - The information hole known as mobile devices - are those BYO devices a help or a hindrance? Julie Coxall and Emma Garbelini, City of Armadale, WA;
 - As it was in the beginning Mimma Sardi, Department of Transport and Maree Brennen, Main Roads WA;
 - How do Knowledge workers perceive their recordkeeping role? Peta Ifould, WA Police, WA and
 - Serenity, courage and wisdom: Balancing perspective and requirements during EDRMS change Kathryn Barton, Western Power, WA

2017/18 WA Branch Council

Several WA members have currently regrouped to facilitate the WA Branch council. A Branch general meeting is scheduled in early August 2018, this includes council nomination and all elected names will be published soon after. Thank you to all the volunteers from past and present for their ongoing support and service.

Branch Council 2018/2019

Yet to be elected following the Branch General Meeting scheduled for August 2018.

WA Branch Financials - 1 July 2017 to 30 June 2018

Total Income	\$ 286.43
Total Expenditure	\$ 108.10
Balance	\$ 178.33

Membership

Membership continues to be a focus for the Branch.

Member Type	No. as at September 2017	No. as at June 2018
Associate Member		33
Chartered Member		5
Fellow		4
Honorary		Data not available
Affiliate		Data not available
Student		19
New Graduate		Data not available
Life Members		Data not available
Individual		26
Corporate		47
Corp Nominees	106	106
Unemployed		Data not available
TOTAL		240



Professional Development

The Branch continues to work and offer a strong and comprehensive professional development program by organising events on relevant topics as well as routinely faced operational challenges in the realm of governance. Our events are scheduled on topic preferences as expressed through regular feedback collected from RIMPA event attendees. In addition, contemporary challenges faced by the field have also been addressed in various organised events. However, due to fluidity with council membership no further events were organised especially in latter half of the year.

Awards and Recognition

The Branch continues to recognise excellence across the records and information management industry in WA. Branch awards celebrate the success of members as they raise education and professional standards to demonstrate the value of the RIM profession. They are awarded to individuals and groups that implement initiatives and industry leading services on a prominent scale.

The WA Branch did not make any nominations this year.

Industry Contribution Awards (Introduced in 2014, recognizes significant and long-term contributions to the industry and/or RIMPA, nominations are provided through Branches).

- Suparna Chatterjee for contributions to the WA Branch

Partnerships

The Branch continues its industry commitment and promotion of records and information management through ongoing relationships with New Grads, ASA, NAA and ALIA.

On behalf of WA Branch End Note

The future direction of the Branch is to continue to respond to our members' needs and interests by working closely with all our industry partners:

- to shape the future,
- to promote records and information management, and
- as innovative professionals committed to the industry.



APPENDIX A – AUDITORS REPORT

This report is unavailable at the time of publication. It will be presented to the members electronically when available and on the day.



APPENDIX B – FINANCIALS

Finance Report – AGM 2018

7 August 2018

For the period 1 July 2017 to 30 June 2018

By Darryl Dyson LLB, CPA

Qgr Accountants Varsity Lakes

Contents

- 1. Profit & Loss Reports**
- 2. Balance Sheet as at 30 June 2018**
- 3. Forecasts 2018/19**
- 4. Final Summary**



1. Detailed Profit & Loss Statement for the period 1 July 2017 to 30 June 2018 (\$34,261 loss)

Records and Information Management Professionals Australasia
ABN 72 008 520 009
Detailed Profit and Loss Statement
For the year ended 30 June 2018

	2018 \$	2017 \$
Income		
Publications	88,096.53	84,223.32
Member - Training & development	444,383.62	429,529.06
Members handbooks		15.00
Membership fees	342,393.25	369,454.02
Awards, grants & sponsorship	54,959.10	71,559.11
Marketing	399.99	5,765.38
Event administration	44,434.68	57,013.89
Total Trading Income	974,667.17	1,017,559.78
Cost of Sales		
Add:		
Publications	49,757.04	55,220.04
Member - Training & development	397,740.65	458,357.74
Awards, grants & sponsorship	2,573.76	2,914.84
Marketing & Advertising	25,758.41	11,068.51
	475,829.86	527,561.13
Cost of Sales	475,829.86	527,561.13
Gross Profit from Membership Operations	498,837.31	489,998.65
Interest & Investment income	17,836.36	21,361.51
Total income	516,673.67	511,360.16
Expenses		
Audit fees	10,580.00	10,310.00
Bad and doubtful debts	0.00	5,297.67
Board meeting expenses	30,501.78	51,810.23
Administration & IT expense	92,303.14	81,658.03
Freight	1,193.59	0.00
Governance and Standards	17,116.44	0.00



Merchant & bank fees	7,827.50	8,485.12
Legal fees	28,568.91	0.00
Salaries and consultancy	348,156.40	492,029.04
Staff on-costs & amenities	2,871.77	5,000.00
Superannuation	11,815.49	0.00
Total expenses	<u>550,935.02</u>	<u>654,590.09</u>
Operating Profit (Loss)	<u>-34,261.35</u>	<u>-143,229.93</u>

2. Balance Sheet as at 30 June 2018

Records and Information Management Professionals Australasia

ABN 72 008 520 009

Detailed Balance Sheet as at 30 June 2018

	2018	2017
	\$	\$
Current Assets		
Cash Assets		
Cheque account	31,352.33	37,347.80
Online Business Saver	167,656.30	291,878.70
First Choice Investment account	278,485.29	291,130.85
NZ - Cheque Account	10,283.46	10,607.21
Undeposited Funds	7,091.05	765.00
	<u>494,868.43</u>	<u>631,729.56</u>
Receivables		
Trade debtors	38,326.43	73,889.00
Less: Provision for doubtful debts	-2,500.00	-2,500.00
	<u>35,826.43</u>	<u>71,389.00</u>
Other		
Prepayments	45,975.46	108,689.00
	<u>45,975.46</u>	<u>108,689.00</u>
Total Current Assets	<u>576,670.32</u>	<u>811,807.56</u>
Total Assets	<u>576,670.32</u>	<u>811,807.56</u>
Current Liabilities		
Payables		
Unsecured:		
Trade creditors	55,479.89	5,394.35
Other Liabilities	5,705.00	
	<u>61,184.89</u>	<u>5,394.35</u>
Current Tax Liabilities		
GST payable control account	15,001.55	34,264.84
ATO Integrated Client Account	3,018.49	
Taxation	5,238.75	174.88
Amounts withheld from salary & wages	13,221.00	6,180.00
	<u>36,479.79</u>	<u>40,619.72</u>
Provisions		
Employee entitlements	8,312.33	13,575.88
	<u>8,312.33</u>	<u>13,575.88</u>
Other		
Payments received in advance	312,973.66	554,014.47
	<u>312,973.66</u>	<u>554,014.47</u>



Total Current Liabilities	<u>418,950.67</u>	<u>613,604.42</u>
Total Liabilities	<u>418,950.67</u>	<u>613,604.42</u>
Net Assets	<u>157,719.65</u>	<u>198,203.14</u>
Equity		
Retained profits / (accumulated losses)	<u>157,719.65</u>	<u>198,203.14</u>
Total Equity	<u>157,719.65</u>	<u>198,203.14</u>

3. Forecasts 2018/19

As part of our engagement and financial management of RIMPA, we have complete forecasts for the 2018/19 financial year. These reports are included at Appendix 1 and 2.

The first report contained in Appendix 1 is a conservative forecast that assumes no revenue growth and allows for a GM or CEO wage of \$10,000 per month from October. The forecasted profit (loss) for the period is equal to \$30,832 (loss).

The forecast assumes that revenues will decline slightly in FY 2019 due to lower inForum numbers and the reduced income from the change in the cost of subscription for corporate memberships.

The HR structure has been forecasted to be an expense equal to \$320,517 inc superannuation and allows for a GM or CEO to be employed at an amount equal to \$10,000 per month plus superannuation. This is equal to 38% of revenue for total HR related expenditure.

Legal fees have been forecasted to cost the organisation a further \$25,000 for the first half of FY 2019, we are hopeful that there will be no further legal fees incurred after that.

This forecast is very conservative and still documents a loss of \$30,832 but is realistic and incorporates some costs (GM/CEO) that are not in place currently.

Appendix 2 contains a forecast that is more aggressive and optimistic. Costings and HR expenditure is constant with the first forecast but we have added two additional revenue streams being Training and the sale of a Privacy Guide. These are two examples of an active and passive revenue stream that could be added to the company's operations ongoing.

The forecasted profit under this model is equal to \$90,509.



4. Final Summary

The company was facing some trouble had the existing cost structure for HR and the CEO remained in place. Revenues were declining and affirmative action was required to take place in order for the organisation to remain solvent and viable.

The company's operations have now stabilised. The company has two committed and engaged employees in Jo Kane & Tynelle Spinner managing the events and member services of whom some of the membership have already had engagement with.

From a financial perspective, the company will continue to operate at a small loss if revenues are not increased, be it from training, passive income streams, additional members or additional attendees at member events throughout the year.

There are some unnecessary costs still being incurred by the company, namely legal fees. It must be said that the legal matters that the company is having to defend are a distraction and they are taking the staff away from focussing on the key operations of the organisation which is providing benefit and services to members.

There has been little to no innovation in the company's internal systems and processes in the last 5-6 years. In the period January 2018 to 30 June 2018 there was been an entire system review which will result in an almost complete overhaul of the website, the member CRM, accounting and administration systems. This will provide long term benefits to the company and will provide a substantially better membership and user experience.

Financially, the company has stabilised and can be considered viable. With further improvements to the organisation's long term strategic direction and establishment of some additional revenue streams, RIMPA's financial position will improve. As the financial position improves, the company can provide greater benefits to its members through the provision of more services and products. Through innovation and some small investment in the technology platforms, a substantially better member experience can be achieved and these objectives are at the forefront of the Board's longer term strategic direction for RIMPA.

Regards,

Darryl Dyson - Finance Manager/CFO

APPENDIX C



12 June 2018

RIM Professionals Australasia
Board of Directors

Dear Directors,

RE: CASHFLOW REPORTING PERIOD 1 SEPTEMBER 2017 – 31 MAY 2018

Cashflow Analysis

As requested we have completed an analysis of the company cashflow for the period 1 September 2017 to 31 May 2018.

During the period the company has experienced high outflows due to the timing of receipts from membership income and payment of inForum conference costs and State Branch events along with general operational expenditure.

The reports can be summarised as follows;

Opening Cash Balance 1 September 2017	\$	365,704
Gross receipts	\$	262,198
Expenses/Outflows	\$	639,126
Closing Cash Balance 31 May 2018	-\$	11,225

As part of our analysis we have completed a comparison between the actual cashflow and projected cashflow based on the former wages structure with the Relevancy CEO contract in place.

This projection can be summarized as follows;

Opening Cash Balance 1 September 2017	\$	365,704
Gross receipts	\$	262,198
Projected Expenses/Outflows	\$	\$797,017
Closing Cash Balance 31 May 2018	-\$	169,115

It is evident that if the company continued with the CEO contract and existing wages structure, the entire cash balances would have been exhausted and the company would have had to sell down the Colonial Investment in order to fund operational expenses. The company would have been able to survive until the next round of membership fees were received in May and June 2018, but if that level of expenditure was maintained the organization may have struggled to meet ongoing expenses for the next 12 months. With declining revenues

Phone:
07 56 550 106

Email:
varsity@qgr.com.au
Website:
www.qgr.com.au

Mail:
PO Box 581
Varsity Lakes, QLD 4227
Australia

Office:
Suite 1A, 23 Main street
Varsity Lakes, QLD 4227
Australia

and membership renewals, the company simply could not continue to operate with such astronomical wage costs.

The Board's intervention in September and October of 2017 has resulted in estimated cash savings to the company of approximately \$157,890 for the period 1 September to 31 May 2018.

In reviewing the expenditure by the company in the preceding 12 months since our appointment, it is of some concern that the gravity of the financial position of the organization was not properly highlighted to the Board by the CEO. Had the Board not intervened and the CEO remained in charge of the management and financial performance of the company, it would be likely that the organization would have ceased to exist within 24 months had sweeping changes not been implemented.

RIMPA requires a General Manager or CEO to properly manage the operations of the organization and provide directive and oversight to the staff along with strategic direction for the organization and its members. But it is not a \$170,000 position. Continuing to contract Relevancy Pty Ltd and Kate Walker as the CEO for \$170,000 per year was simply not tenable or financially viable for the organization in the short, medium or long term.

It is the responsibility of the CEO to properly report to the Board on such matters and provide recommendations and solutions for the Board's consideration and these are terms included in the CEO contract. We would certainly query the last set of forecasts that were prepared by Kate Walker and David Webb that included the high wages and contractor fees (attached). The forecasts determined that RIMPA would operate with a profit of approximately \$29,926 for the period ended 30 June 2018. These forecasts lacked detail and simply assumed revenues from inForum and membership renewals would be similar to prior years, or higher. After undertaking a more detailed review, it is apparent that the membership renewals will not achieve the same numbers as previous years and the Hobart inForum event will likely not attract the same amount of delegates largely due to its location. These factors along with such exorbitant wages and contractor fees would suggest that the company would experience a large loss in FY 2018 had the former CEO been allowed to continue with the management of the company. Her forecast predicted a profit of around \$29,926, which I would conclude is erroneous. She has forecasted membership renewal revenue to be equal to \$385,000 in addition to an allocation of \$80,000 (excluding advertising revenue) for the IQ subscription. Total membership revenues therefore resulting in income equal to \$465,000 according to the forecasts prepared by Kate Walker and David Webb. Per the reports available in Coresoft, total membership revenues based on current 'financial' individual and corporate members will be equal to \$342,690 assuming all members renew. The forecast previously provided to the Board appears to be some \$112,000 overstated if the Coresoft reports are accurate. In our forecasts, we have adopted a figure of \$380,000 for membership subscriptions taking into account those that have paid prior to 31 May 2018 (these do not appear in Coresoft 'current AR ledger reports').

There appears to be systematic failings in the execution of the CEO contract by Relevancy and Kate Walker. These failings are across the board from financial reporting, membership database management and ironically, to basic record keeping. A summary of some of the issues we have encountered since our appointment are as follows:

- 2016 Statutory Financials not lodged with ASIC (due 31 October 2016)
- 2016 Income Tax Return not lodged with the ATO (due 15 May 2017)
- 2017 Statutory Financials not lodged with ASIC (due 31 October 2017)
- 2017 Income Tax Return not lodged with the ATO (due 31 October 2017)

Phone:
07 56 550 106

Email:
varsity@qgr.com.au
Website:
www.qgr.com.au

Mail:
PO Box 581
Varsity Lakes, QLD 4227
Australia

Office:
Suite 1A, 23 Main street
Varsity Lakes, QLD 4227
Australia

- Membership database has a multitude of errors and incorrect information contained therein and has not been updated with any defined process for several years
- Membership database CRM contained in extremely old and archaic software that has little or no available technical support and no available training from 3rd party providers
- The membership database and CRM has been very poorly managed under the CEO's tenure
- The membership CRM software has not been upgraded or updated for approximately 8 years although there are several cost effective options available
- Website has not been updated or upgraded for years
- CPD has not been maintained in Coresoft since 2015
- There appears to be no formal review process undertaken by the CEO in relation to existing employees or contractors and minimal oversight of day to day tasks undertaken. If there has been a formal review process, there are no documented records regarding the process
- RIMPA's Strategic Plan as developed and documented by Kate Walker has not been updated for several years, even less work appears to have been done on implementation
- All of the company's financial and permanent records were delivered to QGR Accountants unsorted and unfiled in archival boxes and have never been properly filed into an electronic format
- There is no centralised system for recording the company's information and permanent records (the company's documents and records were sent by Kate Walker to Kristen Keley on a USB stick with no filing or indexation)
- There has been little or no improvement or innovation in relation to the company's internal systems and procedures including the membership CRM and basic record keeping, although the CEO contract states specifically that this is a requirement
- Basic record keeping and filing of company documents and records by the CEO or Finance Manager (financial records, Board minutes, contracts, etc) was non-existent and lacked formal procedure
- There is no formal review process or scrutiny by the CEO over company expenditure including wages and contractors

The list detailed above is a summary of the items we have identified as not having been addressed or attended too throughout the last contractual period with the CEO, although they all fall under the CEO's contract and administration. You may or may not be aware of these matters or the fact and degree of non-compliance. Some items detailed above would fall into earlier contractual periods, but nevertheless have not been addressed in prior terms or the last term. It would be a reasonable expectation that the majority of these items would have been addressed, implemented, investigated and or executed at some level. The list of items above have either not been addressed at all or have been afforded no attention from our review of the company's records, documented processes and general operations. The list detailed above is not an exclusive or exhaustive list.

The lack of administrative structure employed by former staff has created some impediments to facilitating a smooth transition and handover. It has been a very difficult task trying to navigate around the finance records, administrative records and permanent files when they are in such a position of ineffectiveness.

We have migrated the Coresoft CRM from the old server based system to a new Cloud based system. The new Cloud based system is significantly better than the old server based system but it is evident that this program is ineffective for the organisation's overall requirements and an alternative solution should have been investigated prior to now. There is a lack of cohesion between Coresoft, the websites (main and inForum) and the accounting function. The systems are not integrated and the platforms essentially run independently of each other. There are other platforms available such as Members (www.members.com.au) that appear to be a

Phone:
07 56 550 106

Email:
varsity@qgr.com.au
Website:
www.qgr.com.au

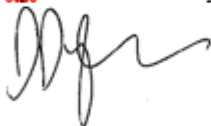
Mail:
PO Box 581
Varsity Lakes, QLD 4227
Australia

Office:
Suite 1A, 23 Main street
Varsity Lakes, QLD 4227
Australia

lot more suitable for RIMPA and are fully integrated with the various platforms. There is no record of any formal review process having been undertaken by the former CEO.

If you require any further information, please do not hesitate to contact me on 07 5655 0106.

Yours faithfully,
Qgr Accountants Varsity Lakes



DARRYL DYSON
darryl.dyson@qgr.com.au

Enc.

Phone:
07 56 550 106

Email:
varsity@qgr.com.au
Website:
www.qgr.com.au

Mail:
PO Box 581
Varsity Lakes, QLD 4227
Australia

Office:
Suite 1A, 23 Main street
Varsity Lakes, QLD 4227
Australia