

MATTERS ARISING FROM PREVIOUS MINUTES:

- Most matters will arise during the Meeting.
- Domestic Fund – will be discussed later in meeting.
- **From FF Christchurch.**

From minutes – ‘There has been a recent increase in Ambassadors listing ‘Special Needs’ to include not only issues of a Medical, Religious or Allergy nature, but also fads that are in fashion’.

Action - This was taken up with FFI (Kaitlyn Ranney) and there are two replies -

- *Reply dated – 5th November 2018 - Hi Colin, This is a project we plan to address at the end of the year - mainly throughout December - to have those forms (and others) reviewed and updated by the new year.*
- *Further reply dated 31st January 2019 - Thanks for following up on this - I'm sorry to not have a very promising update. We are still working on a review of all of our forms and better/safer transmission of personal data, which includes several of the issues you had mentioned previously.*

We are developing better safeguards and increasing education overall with handling and disseminating this personal information - which involves many of our documents - but we can't yet roll anything out by your conference, I'm afraid. I will update Kimberly more one-on-one as I believe she will be at this upcoming conference, so she can help diffuse any potential frustrations with the delay and explain the issues a bit more if needed.

Thanks for your understanding and patience with this!

Comment - Christchurch happy with this response and thanked FRs for their efforts.

REPORTS:

FINANCES:

- **Operating Account:** (Heather Ponder)
 - Accounts to 30/11/18 – see report at bottom of this Agenda. Discussion ensued. Motion ‘that the account for period until 30/11/18 be accepted’. Moved Norma Hampton (Christchurch), Seconded Lynnda Bouzaid (Wellington) – Passed.
- **FR Levy** - Motion ‘that the 60c levy per member for the Field Reps account continue for the 2018 year’ – Moved Colin Ridge (FR), Seconded Jan Harrison (Christchurch) – Passed.
- **Public Liability Insurance** –
 - Motion – ‘That the Public Liability Insurance levy be increased to \$1.80 per member’ Moved Colin Ridge (FR), Seconded Debbie Lattey (FR). After discussion an amendment was moved as below.
 - Amendment to motion – ‘That the amount be set at \$2.00’. Moved Norma Hampton (Christchurch), Seconded Beth Rumney (Wanganui), Passed.
 - Original motion now became - ‘That the Public Liability Insurance levy be increased to \$2.00 per member’ Moved Colin Ridge (FR), Seconded Debbie Lattey (FR) and was passed.
 - Reminder that a previous motion requires clubs to give 6 months’ notice if they wish to withdraw and none have done so. There are currently 20 clubs in the scheme.
- Note the FFI Fees increase from US\$15 to US\$20 in 2020.

WEBMASTER – see report at bottom of Agenda. Moved Debbie Lattey (Webmaster), Seconded Sue Harris (Kapiti Coast) – Passed.

E-FLYER CO-ORDINATOR – see report at bottom of Agenda. Moved Colin Ridge (E-Flyer Coordinator), Seconded Sue Harris (Kapiti Coast) – Passed.

FINANCIAL SERVICES OFFICER – see report at bottom of Agenda. Moved Graham Wigley (FR), Seconded Betty Tarrant (New Plymouth) – Passed.

FIELD REP CO-ORDINATOR – see report at bottom of Agenda. Moved Colin Ridge (FRC), Seconded Gwendolyn Needham (FR) – Passed.

NEWSLETTER JUDGES REPORT – see separate report.

Heather Ponder suggested a letter be sent to Mary & Alan Milne, thanking them for the time they have put into judging the newsletter. Moved Heather Ponder (FR), seconded Betty Tarrant (New Plymouth) – Passed.

There was discussion on who might judge the newsletter in the future. Beth Rumney (Wanganui) suggested that whichever club wins the newsletter award should be asked to judge the next year's competition. All were in favour of this suggestion.

COMMENTS FROM FFI Representative:

- Kimberly confirmed Colin Ridge is stepping down as FR Coordinator and Debbie Lattey is taking on this role for the next three years.
- Kimberly introduced our new Field Rep Graham Wigley, who will look after the clubs at the bottom half of the North Island. This will now include Napier.
- Kimberly introduced our new Financial Services Officer, Jo Tinworth (Taupo), and thanked her for taking on this important role.
- It was moved that a letter of thanks be posted to retiring FSO Robert Cooper. Moved Jan Harrison (Christchurch), seconded Rosemary Kirk (Marlborough).
- Kimberly highlighted a change in how new members will go onto the FFI database for emails. Previously Colin has obtained updated membership lists from clubs and advised FFI of changes. Due to changes in privacy legislation, these are the steps to be taken
- For new members wishing to register – they must now do this themselves by going onto the FFI website, and subscribe in the white box at the bottom of the face page or any other page.
- For members wishing to change their email address – they will need to unsubscribe on an item received from FFI, and then take the steps outlined above for new members.
- For members wishing to no longer receive information, they will need to unsubscribe on an item received from FFI.
- Clubs will need to ensure new members are aware of how to go about this when they join.
- Reminders about this will go out from the FR Coordinator from time to time.

DOMESTIC FUND

Colin gave an update on the Domestic Fund. The guidelines from Jeremi are:

Priority will be given to those projects that will:

- Provide a benefit to all FFNZ clubs
- Increase membership and participation
- Produce materials that can be shared with other clubs
- Connect clubs and members to other like-minded organisations within your community

We have received the following note from Jeremi Snook:

Hi Colin,

Outside of the expenses you've outlined, no other money has been approved. We talked about sharing with clubs the creation of a grant they can apply for. This is on the agenda for the March Board meeting. Until then, I will continue to support investments in club development the best I can with the limited budget we have. The organization has plateaued. Once we are growing again, funding will be much easier.

Thanks, Jeremi – 14th January 2019.

- To date, grants have been made towards
- Kimberly Visit June 2018
- Toolkit – Flash Drives and Brochures
- Kimberly Visit February 2019
- Taupo Membership Recruitment project
- Discussion about further Toolkit possibilities
 - Data projector – not being pursued at this stage due to cost and fragility of equipment for transporting around, and that most hired venues have this facility.
 - Banners – agreed there is no need for a generic banner as most clubs have their own.
 - Postcards – not discussed.
 - Bumper stickers – agreed Debbie will get a design and quote for these and see if clubs are interested in selling them to members.

MATTERS RAISED BY CLUBS AND FIELD REPS FOR DISCUSSION:

- Raised by FR Gwendolyn - How do clubs fund getting members to Conferences? Most clubs have some funds put aside for this purpose; some pay delegates' registration fees, some assist with travel. All depends on the financial health of the club.
- Raised by FR Gwendolyn - **Regional Field Days** (Nuts'N Bolts and L&P Day) – There was some discussion about the N&B Day which has traditionally been very effective. L&P Day is undergoing a revamp and may in future be held in August rather than early in the year. Gwendolyn asked for a meeting of northern clubs immediately after this meeting to discuss future plans.

FUTURE CONFERENCES:

- **2020 Feb** – FFNZ Conference. Marlborough is doing this.
- **2021** – The possibility of a joint cruise between Australia & New Zealand was discussed.

GENERAL BUSINESS:

- Clubs were reminded to make full use of their club@friendshipforce.org.nz addresses.
- Colin requested that leaders please pass all FFI and FFNZ emails and updates on to all members as there have been instances of this not being done. Make sure that your board and officers receive information relative to their positions. Use your newsletters, especially as the FFNZ ones only go to the leaders, and there are non-email members who do not otherwise received this information.
- When sending emails as communication, please use your full name and identify your subject.
- The small FFNZ business cards (free) and brochures (20 cents) are available.

AWARDS:

- The Newsletter Award was presented to Wellington Club, and they will do the judging for 2019.
- There were no entries for the Outreach Award.
- The Doug Dean Award was not presented this year. There have been difficulties in fairly recording membership increases because the numbers have been taken from the affiliation fees paid to FFI. For example, a club might have recruited 5 new members but may have also lost 5 resulting in no net increase. The new sign-up system for FFI (see Kimberly's report above) will make it easier to monitor numbers of new members, and we hope to present this award at the 2020 Conference.
- Kimberly announced a special surprise award which she has judged, and this is called the "Social Media Award". She has been keeping an eye on all the Facebook pages clubs use and was delighted to present the award to Kapiti Coast FF. Sue Harris, who is the Club's Facebook administrator, was presented with a voucher for \$20 which can be used to boost posts on that club's page.

JOURNEY PROMOTIONS:

- Graham Wigley from Wellington Club did a promotion for their journey to Perth, Albany and Capetown.
- Debbie gave an overview of the FFNZ World Conference journey to Montana, Colorado and Iowa.

CONFERENCE PRESENTATION:

- Rosemary Kirk gave an overview of the planning for this conference.
- Colin did a token handover of the conference items. Lynnda Bouzaid offered to take the items to Marlborough later this month, and they were given to her the next day.
- Items are (1) two conference pull up banners (2) the helping hand (3) conference bell and (4) small quilted banner in a tube case.

QUESTION TIME:

- Kimberly and the FRs dealt with a number of questions raised by delegates.

PLAQUE PRESENTATION:

- Debbie Lattey presented a plaque to Colin Ridge in acknowledgement of his many years of service to FFNZ, especially as FR Coordinator for the past 7 years. Colin's leadership and overall contribution to FFNZ have been outstanding and he will be missed, especially by the FR group.

Meeting closed at 4.10pm.

2018 NZ Webmaster's Report

The FFNZ website has been running successfully over the past year and contains useful information for members of the public looking for information about Friendship Force New Zealand.

We continue to receive regular enquiries through the website for people wanting to know about clubs in their area, and these enquiries are passed on to the clubs concerned.

The website is also a great resource for clubs, particularly in the Google Drive area where members and club officers can find many of the documents they need for journeys and club administration. An important addition this past year has been a new folder called Membership Toolkit, which contains all the files put together by the Field Reps to assist with club analysis and future membership drives.

NZ clubs with their own websites are Wellington, Kapiti, Marlborough and Taupo, and Napier is about to go live with their new website. Sadly South Taranaki have relinquished theirs as no one in their club was able to maintain it. Our web provider, First Fruits, continues to offer a free set-up service for NZ clubs to create their own website using the same model as the others, for a small ongoing monthly fee of \$17.50. I am happy to assist with this process.

Debbie Latter (Webmaster)

31st December 2018.

2018 South Pacific eFlyer Report.

The South Pacific eFlyer has been running smoothly for three years now, and continues to provide Outbound Coordinators with a means of promoting their Journeys to both NZ and Australian members.

It is noticeable that many Journeys now have a combined membership of both countries, and also from other communities round the world.

The biggest issue we still have is that many Coordinators do not seem to want to list an approximate cost of their Journeys. They don't seem to realise that shoppers do not buy a product without knowing the cost. Too often, Coordinators 'haven't yet worked it out', which is hard to believe as they must have an approximate idea. Using something like 'approx. \$4-5,000' is quite okay until more details are available.

Presidents, please impress this fact on your Coordinators.

Colin Ridge, FFNZ eFlyer Coordinator.

31 December 2018.

2018 NZ Financial Services Rep Report Cooper

After carrying out the duties as FFNZ Financial Services Representative for 7 years, Robert Cooper resigned in September. We wish to place thanks on record for his huge contribution over this time, and wish him all the best for the future.

FFI wishes to continue with this position, and towards this end has appointed a new member who is currently putting the systems and structures in place to make it work for them.

At the time of writing, an announcement is imminent, and will probably have been made before the Delegates meeting.

Colin Ridge, On behalf of the FSO position.

31st December 2018.

2018 Field Representatives Report

The Field Reps for 2018 were Colin Ridge (Coordinator), Gwendolyn Needham (North NI), Debbie Lattey (South NI) and Heather Ponder (South Island). Gwendolyn replaced Ross Stevens, and he must be thanked for his major contribution over several years.

This will be my final year as Coordinator, and Debbie Lattey has been appointed in my place. Her successor as Southern North Island Field Rep will be Graham Wigley of Wellington, and both commence these new positions at the February meetings.

In addition, there were three Auxiliary Officers in Debbie Lattey (Webmaster), and Colin Ridge (SP eFlyer Coordinator) and for the first part of the year Robert Cooper (Financial Services Officer). Robert resigned in September, and at the time of writing, his replacement is in the process of being appointed.

It is important at this stage that we acknowledge and thank Robert for his work during the seven years he has been involved in this position. Seven years is a long time, and there is no doubt the accuracy and diligence that he brought to this position was greatly appreciated by all members. So thank you Robert.

During the year, the NZ Field Reps continued to carry out their duties as the link between the clubs and FFI by making visits to clubs and the Regional Field Days and by phoning clubs at other times.

Congratulations on their Anniversaries to Napier, Hamilton and Wanganui (35 years) and Southland (10 years).

All Field Reps attended the NZ Conference successfully run by Whangarei in February 2018, and also a mid-year meeting in June at Kapiti.

At the Whangarei Conference, delegates asked for more help from FFI and FFNZ, and towards this end, the Field Reps produced a New Zealand brochure available to clubs at 20 cents each.

They also put many hours into producing a 'flash drive' which was sent to clubs in September, and which contains much useful information about how to go about membership recruitment and retention – things that all clubs struggle with. A full explanation about this 'flash drive' will be given at the Leadership Workshop following the Delegates Meeting at Kapiti in February 2019.

Early in the year, Kimberly Fraser, based in Melbourne, was appointed as our new FFI Regional Services Manager. She attended the Field Reps meeting in June, and following this attended two workshops at Kapiti (for lower NI clubs) and Hamilton (for northern NI clubs), and visited South Taranaki, New Plymouth, Gisborne and Napier clubs. She will do the same for the South Island clubs in February 2019.

The website continues to operate extremely well, and has generated several enquiries about Friendship Force including 'where is my nearest club?' This information has been passed on to the clubs concerned. FFNZ now has its own Facebook page, and this too has been very successful. Thanks to Debbie for both of these.

Generally, this has been one of the busiest years for the Field Reps, and we feel sure that our efforts will result in some benefits to FFI and particularly to the clubs.

Colin Ridge, NZ Coordinator.

31 December 2018.

2018 Annual Newsletter Award

Once again it has been a very interesting task to read and assess the newsletters from the ten clubs that entered this year's competition. It gives an insight into the diverse activities undertaken by our clubs as they variously interpret 'a world of friends is a world of peace', 'changing the way we see the world', 'explore, understand, serve' and/or 'experience different views, discover common ground'.

In this regard the first question that all editors and club presidents need to ask is 'why am I preparing this newsletter?' The answer should obviously be to convey information to club members and, to then ensure it is read, it needs to be clear and attractive as well as relevant and interesting. The use of photographs and a few graphics add to the appeal. There is no doubt that word processing enables a high-quality production, easily read and containing as much information as the editor may choose. An occasional fault is that some colour printing does not give adequate contrast and clarity against the background picture or colour.

We had occasion to look for some newsletters on web pages (as may current and prospective members), generally without success, and would recommend that all clubs post their newsletters to their web pages every month.

Judging was in strict accord with the published requirements.

1. Information and photos of your Club activities, socials, news, and reports (excluding journeys).
2. Information and photos of your Club journeys, both international and domestic.
3. Information on opportunities for other journeys on other journey opportunities both with New Zealand Clubs, other Clubs and through Friendship Force International.
4. Information distributed by both FFI and FFNZ, (repeated in full or edited for relevance).
5. Other things such as layout and formats to be at the discretion of the editor and judges, but will be secondary to content.

Equal value was given to each requirement and omissions from (2), (3) and (4) seriously affected the scoring for some clubs and could easily have altered the final result.

And the winners are again actually all of the club members who receive their great, informative and attractive newsletters during the year, with special mention of Christchurch, Taupo, Wanganui and Wellington for consistently producing high scoring issues, with the final winner being ????. Congratulations!

We have both enjoyed reading and assessing the newsletters and appreciate the opportunity but consider it is now time for some other persons to give a fresh approach to this task.

Mary & Alan Milne, January, 2019.

FFNZ REPS ADMINISTRATION ACCOUNT

Receipts and payments for 12 months to 30 November 2018.

Balance B/Fwd 1 Dec 2017 **2024.87**

Receipts.

Levies from Clubs	499.50
Donation from South Taranaki	100.00
Interest	1.84
1. Insurance premiums from Clubs	1159.50
2. Field Reps Reimbursement from FFI	4759.50
2. Rep reversal payment	10.00
3. FFI Reimbursement Flash Drives	303.50
4. New NZ Brochure payment from FFI	635.15
4. Brochure payments from Clubs	93.50

Total Receipts

7562.49

9587.36

Payments.

Website	414.00
Gifts	224.00
Business Cards	149.00
Hamilton Hall hire (Kimberly's visit)	80.00
2018 Conference Expenses	59.44
Bank charges	.60
1. Public Liability Insurance Premium	1299.50
2. Field Reps Expenses from FFI	4769.50
3. Tool Kit flash Drives	303.50
4. Production of NZ Brochure	1036.15

Total Payments

8335.69

Closing Balance 30 Nov 2018

1251.67

Stock on hand 30th November 2018

Approx 300 Business cards

Approx 3500 Brochures for sale at 20c each = \$700.
