



**International Coach Federation – Victorian Sub-Chapter
Action Plan for 2009**

**Prepared by the 2009 Leadership Team
Presented at the Annual General Meeting,
10th November 2008.**

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1. Introduction

The purpose of this document is to communicate the Action Plan for 2009 that will be implemented by the International Coach Federation Victorian Sub-Chapter.

The document serves as a guide for the Leadership Team throughout the year, to ensure that the Team is focused on achieving its desired outcomes and serves as a communication tool for members.

This is the first Action Plan to be created for ICFV and we believe it needs to be dynamic and evolving according to members needs. We hope it serves as a strong template for ongoing planning and implementation.

2. Background Information

1. ICFV status as a Sub-Chapter

ICFV is a sub-chapter of the International Coaching Federation of Australia. The name and affiliation status is "International Coach Federation Australasia Incorporated" and we are a not-for-profit association incorporated in NSW.

The ICF AUSTRALASIA is a Chartered Chapter of the ICF. ICF AUSTRALASIA is incorporated under the Associations Incorporation Act NSW and has separate legal existence from the ICF, but shall conduct itself in accordance with the shared mission and values of the ICF.

The Constitution provides for ICFV (as a Sub-Chapter) to be run by an elected team, and shall itself be managed and controlled by an elected Board of Directors and specific teams, as detailed in the Constitution.

As a sub-chapter, ICFV does not have separate legal status and shall be a sub group of ICF AUSTRALASIA, required to report to ICF AUSTRALASIA and having such powers and authorities as may be delegated to them from time to time but no separate legal status. The Board of Directors shall exercise authority over policies, services, programs and budgets of all organizational units, including qualifications for membership, unless otherwise stated in this constitution. The activities, policies, and programs of organizational units shall not be in conflict with the constitution and established policies of ICF AUSTRALASIA.

2. Membership

The ICFV currently has 296 members (as of 15th October 2008) and this membership base has grown significantly over the past year (refer to the Membership Review). Of the 296 members, only 36 are listed as holding an ICF credential – and this will be a major focus of the Leadership Team in 2009.

3. About the ICFV Annual General Meeting

The ICFV is not required to hold an Annual General Meeting. The ICFA hold an AGM annually and the requirements for the conduct of the AGM is outlined in the Constitution.

However, in 2009, to bring a new level of professional and transparency to the Organisation, the Leadership Team have approved the running of an AGM as a means of communicating and connecting with our Membership.

In line with the ICFA, the Order of Business for the ICFV AGM is:

- (a) Presence of a Quorum
- (b) Confirm previous AGM Minutes (not applicable in 2009 as this is our first AGM)
- (c) Reports of Officers and Teams (presentation of our 2008 overview)
- (d) Election of the Leadership Team (2009 team is nominated, seconded and passed).
- (e) Presentation of the 2009 Action Plan.

4. Nomination of the new Leadership Team

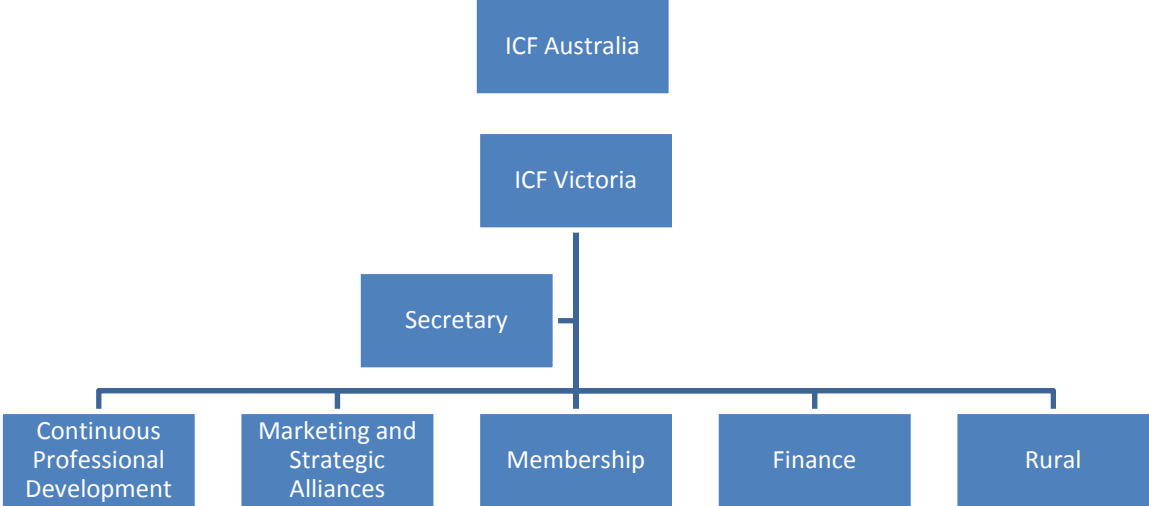
The ICFV Leadership Team is nominated by out-going Leadership Team, or any other member has the opportunity to nominate a Leadership Position. In line with the ICFA guidelines for the selection of officers¹, ICFV Leadership Team members are required to: be an ICF credentialed coach or on the credentialing path. In addition, the 2008 Leadership Team approved that a person could be nominated for a Leadership Team position, where their skills were required by the Leadership Team and not currently within the group of credentialed coaches.

The ICFV credential of each of the members of the Leadership Team is stated against their names below.

Role	2008 Team	2009 Team
Presidents	Nicole McAuliffe and Pollyanna Lenkic	Manuela Amgwerd and Natalie Ashdown (PCC)
Immediate Past Presidents	Natarsha Hearn (PCC)	Nicole McAuliffe and Pollyanna Lenkic
Vice President Continuous Professional Development (previously Co-Chair PD&E)	Manuela Amgwerd and Natalie Ashdown (PCC)	Sally Higgins (PCC) and Yulia Zlatkin
Vice President Marketing	Heather-Jane Sears	Maria Ganis
Vice President Strategic Alliances	-	Heather-Jane Sears
Vice President Membership	Bernie Vaux	Suzanne Walshe
Vice President Finance	Vivienne Barrett	Vivienne Barrett
Vice President Rural	Mary-Anne Martin	To be advised
Secretary	Holly Ragland (ACC) (previously Bernadette Crompton PCC)	Anneli Blundell (ACC)

¹ "Volunteer Selection Criteria - ICF Australasia Board Roles and Functional and Task Force Leaders" document.

5. Organisational Structure



3. Vision and Mission of ICFA

Vision of ICFA: Everyone's world is an amazing place to live

Mission:

ICFA creates the ripples of positive transformation in the world by:

1. Delivering excellent service, development and support to its members
2. Promoting coaching as a powerful development intervention to the wider community and opinion formers
3. Encouraging people to train as coaches
4. Encouraging people to make use of professionally trained coaches

Key Outcomes

ICFA will:

- GROW its presence and its membership
- pursue QUALITY in all its standards, competencies, policies, procedures, processes and activities
- attract, develop, support and deploy quality PEOPLE as members, associates, and volunteers...
- to become recognised as *the* premier, professional, leading body for coaching in Australasia.

4. Vision and Mission of ICFV

Vision of ICFV: We are THE professional industry organisation for ALL coaches in Victoria.

Mission:

ICFV provides value to its members by:

1. Delivering excellent service, development and support to its members
2. Promoting coaching within Victoria to the wider community including corporate Australia
3. Encouraging coaches to achieve recognition via the credentialing process
4. Encouraging people to make use of professionally trained and credentialed coaches

5. PRESIDENTS OVERVIEW

Focus of Presidents in 2009:

Provide excellent value to members, build the brand of the ICFV in the marketplace and make ICF membership the key membership to hold in the coaching industry.

2009 Presidents:

Manuela Amgwerd and Natalie Ashdown

2008 in REVIEW (by 2008 Presidents Pollyanna Lenkic and Nicole McAuliffe)

Key Achievements
<ol style="list-style-type: none">1. Announced the ICFA Strategic Plan via the Newsletter to inform all members of 2008 priorities2. New process and procedures that have been documented and implemented (advertising & sponsor procedure, new treasurer procedures, new member procedures, new secretary/google docs procedures)3. Consistent location for meetings and events (new professional looking events and meeting location)4. Consistently attracting large numbers of attendees at events with great feedback (numbers over 40 number and feedback 4/5 or higher) Therefore an increase in perception / professionalism of the ICFV.5. Empowered board members to manage and lead their own teams without being micro managed (strategy agreed between co-presidents)6. Recruited a fabulously talented team of diverse and strong individuals7. Implemented the co-lead board role for PD and President and demonstrated the value, benefits and workability of having co-leads8. Supported Tasmania in their set up of a Tasmanian Chapter, including financial support by refunding the Tasmanian chapter membership fees plus an additional \$1000 gift to assist them in getting started.9. Stepped up and into the role of a Board. Began steps towards a more rigour in budgets, planning, and conduct of meeting and board members10. Recruited 300th member - a milestone that was celebrated
Areas for Improvement
<ol style="list-style-type: none">1. Team Building - A lot of time spent 'storming' this could be improved by taking time to have a teaming event for the new team coming in. Also a lot of this will be resolved because of the fact that we have retained most of this year's board members' and have got to know each other better. I would encourage taking time to create agreements (behaviours, format of meetings, etc), set and align vision and agree on process.

2. Improved Communication Processes - Communication between the board both at meetings and outside of meetings. We spend a lot of time talking over each other this is a small improvement that would benefit the flow, harmony and focus of meetings. Welcoming all ideas as contribution and valuable would encourage more voices to be heard and more ideas to percolate which would benefit the team.
3. More Strategic Decision Making and Planning - Less last minute decisions. A process improvement on how decisions are made as a board is important otherwise decisions are made from an emotive and reactive place. Using the board meetings to move on strategy, decision and new policy would benefit the smoother running of the board.

Additional Projects by Co- Presidents

Revenue Generating Project (ICFA Strategic Priority) – Pollyanna Lenkic

- I have been involved in the revenue Generation Project which has involved regular teleconferences with my ICFA colleagues as well as implementing actions assigned to me. The project to date has achieved.
- The preparation of an Alliances and Sponsorship document which has been finalised and presented to the ICFA board. We are awaiting approval before actioning further work.
- The preparation of an Advertising and Promotion document which has been finalised and presented to the ICFA board.
- Cost reduction: looking at ways of reducing and reallocating costs. This includes the introduction of Regional Service Centres which has now been set up. Fiona Toy is heading the Asia Pacific RSC and Isabelle Maes who will head up RSC Europe.
- Fee Revenue Generation. Exploring the possibility of having a life time membership category and enhanced corporate membership.

As well as the regular contributions to the team I have been responsible for:

- Creating the ICFA Advertising & Sponsorship Guidelines document. This document covers: Newsletter (E-zine) local and regional, Sponsorship (local and regional), Website (local and regional), Events (local and Regional)
- Creating a standard advertising rates template for ICFA(ongoing)
- Creating an ICFA Advertising/Sponsorship Guideline considerations for Implementation document to present back to the RGT

Membership Project (ICFA Strategic Priority) – Nicole McAuliffe

I have been involved in the Membership Project Team developed out of the strategic retreat. The Project is aimed at providing value add to our members. I was responsible for:

- providing initial action plan input and ideas for scope of project
- attending regular meetings and provided creative input
- responsible for the ICFA audit of current member benefits
- responsible for the final USB idea to contain all the great value add member benefits

- working within a virtual ICFA team

PLAN for 2009

What are we going to do?	How will we do it?	Responsibility
Provide leadership to the ICFV Leadership Team and represent the needs of members.	<ol style="list-style-type: none"> 1. Be open and transparent and respond to the needs of the Leadership Team and members. 2. Split the Presidents responsibility: <ul style="list-style-type: none"> • Manuela to take Marketing, Strategic Alliances and Finance. • Natalie to take CPD, Membership, Secretariat, and ICFA stakeholder management. 	Presidents
Increase brand reputation and visibility of the ICFV	Introducing corporate breakfasts, creating strategic alliances, attending strategic conferences (for example AHRI)	Marketing Team Strategic Alliance Team
Provide professional development for Members	Holding monthly member events (CPD), fostering leaders in the industry through MCC and PCC member events, promoting virtual events jointly with NSW, running profitable events	CPD Team
Grow the membership base	Follow-up queries about membership, attend events to discuss membership with interested people, follow-up non-members after events to seek their interest.	Membership Team
Pursue quality, transparency and professionalism, in all its standards, competencies, policies, procedures, processes and activities	Introduce the Annual General Meeting; continue to document all proposals, outcomes and decisions of the Leadership Team; provide timely and	Lead by the Presidents and Finance

What are we going to do?	How will we do it?	Responsibility
	accurate financial reporting to the Leadership Team.	

What will be different as a result of these actions?	
Increased brand reputation and visibility	Coaches want to become ICF members and ICF credentialed AND Corporates prefer to work with ICF credentialed coaches
Provide professional development for Members	ICFV members will feel that they have received value for money, we will have increased the level of professional development in coaches in Victoria.
Grow the membership base	ICFV community continues to grow and we create the preferred member body for coaches in Victoria.
Pursue quality, transparency and professionalism, in all its standards, competencies, policies, procedures, processes and activities	ICFV continues to run as a professional organisation, delivering value to its members.

6. MARKETING & STRATEGIC ALLIANCES TEAM

Focus:

Introduce new specific Marketing Events such as Corporate Breakfasts and attendance of strategically beneficial conferences such as AHRI.

Form strategic alliances with other professional organizations such as AIM & AHRI.

2009 Vice Presidents:

Maria Ganis, VP Marketing and Heather-Jane Sears, VP Strategic Alliances

2009 Members of Team:

Terry Bahat, Mike Cameron, Jenny Clarke, Anna Cairo, Heather Sawyer, & Jill Wells

2008 in REVIEW

Key Achievements

We have a clear vision & strategy in place with a proven operational system for delivery using our simple 1 page action plan - core team motivated and working well together.

Succession planning has been in place all year and Maria who has made a great contribution, has been mentored to take over as Vice President Marketing (including Communications) in Nov 2008...with Anna as her Deputy.

This allows Heather-Jane to become VP Strategic Alliances, helping to implement our Strategy, and build much closer relationships with key organisations such as AIM & AHRI.

Congratulations to Anna who has taken our VIC e-News from strength to strength - with a view to pulling together a more useful one for members covering the whole of AUS & NZ. This needs a strong Editorial Board - volunteers welcome!

Improved working with CPD Events Team (who are doing a great job) - delighted to have dates for new CPD program for marketing earlier this month, as we improve our website.

Areas for Improvement

As we begin to drill down and implement our strategy, we will need to clearly identify what resources are required for development - a detailed budget is required by Jan 2009.

Many of our Marketing & Strategic Alliance Team (MSAT) volunteers are currently working full time and unable to contribute as much as they would like, putting pressure on our core team - more volunteers are required please.

Whilst Terry has kindly agreed to become the Deputy VP for Strategic Alliances, it would be helpful to have more volunteers - especially those with expertise in PR and Media.

Member feedback on our improved e-News has been extremely positive and much appreciated. We intend to use it as an interactive tool listening to views and improving communicating - we will do this using Survey Monkey.

Internal communications between ICF, ICFA and ICFV remain weak an as a consequence information does not flow to the benefit of members or wider audience - this needs improving in 2009.

PLAN for 2009

What are we going to do?	How will we do it?	By When?	Cost?
Market and promote events including monthly events, a rural event and coach week.	Obtain CPD 2009 calendar and source related articles and information for newsletter. Create 2009 calendar to be sent to members and non-members via email.	Nov 2008 Jan 2009	Nil Nil/tbc
Produce monthly ICFV e-News	Tie content in with CPD calendar.	At end of each month	tbc
Put together event sponsoring procedure – bronze, silver and gold	To be signed off by leadership team.	Jan 2009	tbc
Identify and approach possible event sponsors for each CPD event	Proposal to be signed off by leadership team.	Leadership team meeting Feb 2009	
Plan and run 2 corporate breakfasts to promote the ICFV to a wider audience	Set dates and themes, discuss best approach with CPD, submit proposal to leadership team for approval.	Leadership team meeting Feb 2009	Tbc
Market and promote additional ad-hoc CPD events as approved by the leadership team (max. of 2 per year)			
Develop a strong value proposition for Strategic Alliances and get this signed off by ICFV Board. Then aim to attract AHRI as a potential strategic partner.	Draft Value Proposition with Board Comments Start communication process & meetings with key	Dec 2008 Jan 2009	Time Time

What are we going to do?	How will we do it?	By When?	Cost?
	players at AHRI		
Plan to run one joint event with AHRI	Find common topic and jointly advertise event Evaluate and market positive feedback	Dec 2008 May 2009	Time TBC
Plan, market and promote ICFV attendance of AHRI conference	Research requirements, cost etc. Submit proposal to MSAT and ICFV Board	Jan 2009 Feb 2009	Time Time
Ditto above Create alliance with AIM	Start communication process and meetings with key players at AIM	Jan 2009	Time
Plan to run one joint event with AIM	Find common topic & jointly advertise event Evaluate & market positive feedback	Apr 2009 Nov 2009	Time TBC
Review and update original ICFV Board Paper on Strategic Alliances by Heather-Jane with MSAT	Updated SA Doc including decision criteria and suggested new alliances to ICFV Board for Sign-off	Dec 2009	Time
New volunteers orientated to replace/joint MSAT for 2010	Advertisement in e-News Raised awareness of Strategic Partners	Dec 2009 Dec 2009	Time Nil

What will be different as a result of these actions?	
Streamlined processes and less demand on marketing team	Annual calendar is now available in November which will make the marketing and promotion for each event much easier.
Increased visibility	The introduction of corporate breakfasts and attendance of the AHRI conference will promote the ICFV to a much wider audience
Opportunity to market and promote ad-hoc events	With the new improved process in place, i.e. calendar finalised in November 08, the marketing team will be free to market and promote ad-hoc events as signed off by the leadership team

Wider Reach	Increased database to attract new members, promote events and the ICFA & ICFV in general.
More brand visibility	Attending the AHRI conference will increase the visibility and reputation of the ICFA & ICFV
Keeping the finger on the pulse	Working closely with other professional organisations will keep us aware of changes and possible new opportunities in their area.

What skills or resources do we need that we do not have now?	
Urgent need for volunteers to help MSAT	Current members of MSAT are all very busy & we need to share the workload - it's a fun, well motivated team...so do please call us! :)
Extra help in creating a proper professional PR Pack so that we can give this to our Strategic Alliances & Press/Media Contacts	Whilst volunteers are welcome with this expertise we believe that it is time to spend a little of our corporate funds on this important area & will be seeking professional help - especially with flyer design & printing etc.

7. CONTINUOUS PROFESSIONAL DEVELOPMENT

Focus of CPD Team:

Running highly professional and profitable events

2009 Vice President:

Sally Higgins and Yulia Zlatkin

2009 Members of Team:

Semple Maria, Joy Reynolds, Sophie Trpcevski

2008 in REVIEW

Key Achievements
<ul style="list-style-type: none">• We held events that were in line with the needs of members (as per the Membership Survey)• Events where well attended with a minimum of 45 people in attendance per event.• We introduced professional venue, organisation, processes, and great speakers - this lead to an overall great feel and buzz in the room• We attracted an international speaker with Corporate sponsorship• We delivered an absolutely fantastic program for Coach Week, "Total Package Coach", which was the first time this format had been trialed.
Areas for Improvement
<ul style="list-style-type: none">• Communicate the calendar early, and stick to the dates, because changing dates has an impact on some members.• Find ways to encourage earlier registration because late registration puts a lot of pressure on the team, particularly if we have to change venue to accommodate larger numbers.• Work more closely with the marketing team and communicate ideas and plans earlier so that they can be agreed at Leadership Team Meetings.

PLAN for 2009

What are we going to do?	How will we do it?	By When?	Cost?
Finalise 2009 events calendar	Review of membership survey in order to pick key topics for events. Create 2009 calendar to be sent to members and non-members via email. The top three areas of interested as per the recent Membership Survey as follows: Live Coaching Assessment Tools Top International Speakers	November/08	Tbc (cost of membership survey)
Plan and run 11 Events (9 CPD incl. Coach Week and 2 Social Events) in Victoria	Identify and approve events, run the events including identifying and liaising with speakers, all venue arrangements and function management on the day.	November 2008 January 2009	Nil Nil/tbc
Introduce incentives for early registration, registration for multiple events, bringing colleagues to the events	Offers to members to encourage earlier registration for events, for example register for 3 events and receive X discount. Offers to members to encourage bringing colleagues along to events.	February 2009	TBA
Support marketing team in running 2 corporate breakfasts to promote the ICFV to a wider audience	Support marketing in venue arrangements, communications with Virtual Admin, management of the function(s) on the day including catering and room setup.	Refer Calendar	TBA
Run 1 specific MCC and PCC members event to celebrate the leaders in the industry and promote accreditation	Invite MCC and PCC members to a leadership night with proposed topics of discussion to generate thought leadership within ICFV and the industry.	Refer Calendar	TBA

What are we going to do?	How will we do it?	By When?	Cost?
Plan and run additional ad-hoc CPD events as approved by the leadership team (max. of 2 per year)	Identify and approve events, run the events including liaising with speakers, all venue arrangements and function management on the day.	As required	
Support Rural Team in running 1 Rural Event (CPD or Social)	As above	Refer Calendar	
Hook up with ICF NSW and find a way to jointly offer virtual events (NSW are offering telephone conference calls for members)	Get background from Manuela	January 2009	Tbc (could potentially earn us some money)

What will be different as a result of these actions?	
Improved processes	Finalising the 2009 calendar in October 2008 enables the team to take immediate action. Speakers, venue, etc. can be confirmed and flyers for the events can be produced straight away. Virtual Admin will be able to upload all upcoming events on the web much earlier than now. The monthly newsletters will contain articles and information related to the upcoming events.
Less demand on team members	As the event planning can be done straight away there will be less last minute action items.
Improved communication with Marketing Team	Again, finalising the 2009 calendar at the end of 2008 will allow the Marketing team to start marketing and promoting straight away. It will make it much easier for them to plan the year.

8. MEMBERSHIP

Focus of Membership Team:

Increase number of members in total in Victoria, encourage on time/early renewal and increase % of members renewing membership in 2009.

2009 Vice President:

Suzanne Walshe

2009 Members of Team:

To be advised

2008 in REVIEW

Key Achievements
<p>In excess of 100 phone calls made to welcome new members - equating to a 39% increase in members from handover 1/11/07</p> <p>Provided a friendly and personal introduction to all new members in 2008. Each new member spoken to commented on the value that they enjoyed from this contact and gave them a "friendly face" to contact at PD and networking events and if concerns arise in the future.</p> <p>Successfully conducted two (2) surveys during the year :</p> <ul style="list-style-type: none">• Did Not Renew (DNR) Survey: to obtain an understanding of reasons for ICFV members not renewing in current year.• Member Survey: providing valuable information to 2009 team on key areas of identifying and meeting current member needs.
Areas for Improvement
<p>Member Survey: more lead / preparation time required to ensure survey content and outcomes "hits the mark". 2009 Membership VP has this scheduled from start of year to ensure that it does not arise as a sudden surprise.</p>

PLAN for 2009

What are we going to do?	How will we do it?	By When?	Cost?
Increase number of members	Following up enquiries, renewals of membership, attendance on non-members after events (and other agreed actions).	2009	TBA
Encourage on time/early renewal of membership	Design action plan to be signed off by leadership team.	Leadership team Meeting January 2009	nil
Roll out action plan for early renewal	As agreed by leadership team at January Leadership team Meeting.	Feb – Mar 2009	TBA
Increase % of members renewing membership	Identify % of members renewing their membership in 2008. Increase number by 10%.	March 2009	nil

What will be different as a result of these actions?	
Increased membership numbers	Larger ICF presence in Victoria, increased awareness, increased visibility, more word of mouth
Consistent numbers	If members are encouraged to renew their membership on time our numbers will stay much more consistent. And the team won't need to spend as much time calling and chasing lapsed members.

9. FINANCE

Focus of Finance Team:

To provide responsible, timely and prudent financial management and reporting of funds received and expenditure incurred by ICFV.

Vice President:

Vivienne Barrett

Members of Team:

Not applicable

2008 in REVIEW

Key Achievements
<ul style="list-style-type: none">• Created a professional Event Costs Analysis document that shows profit and loss for each events• Created an Expense Reimbursement Form for people to complete when requesting expenses to be reimbursed - provided more information for expenses incurred and made approval process easier• Provided financial summary each month in Board papers in a clearer format• Paid all expenses relating to events• Researched ways to• Bank Balance at start of tenure - \$25,741.64 and as at end of September 2008 \$26,582.96 - overall increase of \$841.32
Areas for Improvement
<ul style="list-style-type: none">• Improvement in the level of reporting - it will help getting a professional accounting software package which provides Balance Sheet and Profit and Loss Statements• Continue to see how we can improve our payment ability for services - using cheques can be slow and is an outdated way of payments• Allocate amounts out to teams to move ICFV forward• Research and implement revenue generation ideas and cost saving measures where appropriate

INTERNATIONAL COACH FEDERATION VICTORIA SUB-CHAPTER

Bank Account Movements for the period 1 October 2007 to 30 September 2008

Opening Bank Balance 1 October 2007	\$25,742
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INCOME RECEIVED

Event Attendance	22,547
Rebates for Membership	10,362
Advertisements in e-newsletter	1,253

TOTAL INCOME RECEIVED	\$34,162
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EXPENSES PAID

Bank Adjustments	217
Board Meeting venue hire	805
Event Costs (Venue, Food, Drinks, Gifts)	14,492
Speaker Fees (Coach week)	6,570
Printing and Copying	656
Flights – Tasmania and from 2007	614
Merchant Fees	1,106
Virtual Administration	8,597
Presidents planning conference	203
Miscellaneous	59

TOTAL EXPENSES PAID	(33,319)
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NET INCOME RECEIVED	\$843
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BANK BALANCE AS AT 30 SEPTEMBER 2008	\$ 26,585
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Note: Bank balance per bank statement is \$26,582.96
Difference of \$2.04 is due to rounding.

PLAN for 2009

What are we going to do?	How will we do it?	By When?	Cost?
Finalise 2008 Events Cost Analysis	Finalising numbers	By 6th of November 2008	nil
Produce profit and loss statement	Review 2008 and 2007	By 6th of November 2008	nil
Discuss with Australian treasurer alternative income streams in line with current project	Feedback to leadership team	January Leadership team meeting 2009	Tbc
Research Myob Software to be installed for 2009	Research of price, hand-over process etc. Proposal to be signed off by Manuela and Natalie	By 28th of November 2008	nil

What will be different as a result of these actions?	
Increased team autonomy and creativity	With every team being allocated a specific budget they can become more inventive and creative about achieving their set outcomes.
Cost savings	Keeping an eye on the number will allow us to identify any areas where cost savings are possible

10. REGIONAL

To be advised.

11. SECRETARY

Focus of the Secretary:

Provide timely reporting, minutes of meetings and communications to the Leadership Team and members (where applicable).

Vice President:

Anneli Blundell

Members of Team:

Not applicable.

2008 in REVIEW

Key Achievements
Maintained quality of Secretariat despite mid-year change of personnel.
Bernadette created a very effective system of new, inter-related templates for all the Secretariat documents. This made it easier for the documents to be created, shared, produced and read.
Moved the system of sharing documents onto Google docs. This reduced the time demand on the Secretary and created an online library of our documents.
Created a comprehensive handover system so that subsequent Secretaries will be able to enter the role with confidence and contribute to the team fully from the first meeting. This will also benefit the team should a Secretary need to leave the board mid-year, as the handover will be able to be implemented much more quickly and smoothly.
Areas for Improvement
Further fine-tuning of documents and templates will be an ongoing part of the role.
Improved systems for reminding board members to get their papers in on time.

Creation of documentation of incidentals, like phone-ins for the board meetings.

Continue, in whatever ways possible, to improve automation systems for the Secretariat and the various teams. This will require creativity!

PLAN for 2009

What are we going to do?	How will we do it?	By When?	Cost?
Produce monthly leadership team papers ahead of leadership team meeting	Upload documents onto Google docs as in 2008	1 week before each meeting	nil
Produce minutes of all leadership team meetings		Within a week from each meeting	nil
Call members to become volunteers	Email all members	August 2009	Tbc (cost of Virtual Admin)
See Secretary Role Description for more detail			

What will be different as a result of these actions?	
Continue to automate processes in whatever ways are most useful (like Google docs)	Greater ease in completing work for the Secretariat and for the volunteer teams.

12. Summary

The ICFV Leadership Team is a group of very passionate, practicing coaches, who are dedicated to the pursuit of leadership and excellence in the coaching industry.

As volunteers, the Leadership Team work extremely hard to ensure that we meet the needs of members and we will continue to do this via the implementation of the 2009 Action Plan.

13. Enquiries

Enquiries regarding the plan may be directed to the Secretary, for distribution to the relevant Vice-President, by emailing: secretary.victoria@icfaustralasia.com