

ICF Australasia President, Melinda Horton welcomed everyone to the 2018 Annual General Meeting (AGM) and declared the meeting open at 12.30pm AEDT (Sydney time).

1. Attendance, appointment of proxies and apologies

Maria Newport & Brenda Brown

In attendance:

Tracy Tresidder MCC, New South Wales and PSC
Glynn Davies, Western Australia
Sandy May, New South Wales
Grace Thomas PCC, Victoria
Brett Walker, NZ Central and Board
Susanne Knowles, Queensland
Christopher Brooks, New South Wales
Philippa Maloney-Walsh, Victoria
Tony Di Trapani, Board
Inta Sellick PCC, South Australia and Board
Kate Nesor ACC, Australian Capital Territory
Revel Gordon PCC, New South Wales and Board
Jillian Bolger ACC, Victoria

Kim Wood ACC, Victoria
Tony Draper MCC, Queensland and Board
Maria Newport ACC, New South Wales and Board
Linley Rose MCC, NZ Central and Board
Madeleine Shaw, New South Wales
Melinda Horton ACC, Queensland and Board
Zsofia Juhasz ACC, Queensland
Marty Doyle PCC, Queensland and PSC

Fiona Toy ICF Global, Guest
Brenda Brown Administration Management Services, Guest

Appointment of Proxies:

Heather-Jane Gray appointed Grace Thomas

Apologies:

Hilary Armstrong MCC, New South Wales
Lynora Brooke, New South Wales
Heather-Jane Gray PCC, Victoria
Jeanette Gellard, South Australia
Michael Lacey, Queensland
Brendon Le Lievre, Australian Capital Territory
Julie Lines ACC, South Australia
Belinda MacInnes MCC, Victoria
Carolyn Pickering PCC, New South Wales
Melinda Spry ACC, Victoria
Sally Webb PCC, NZ Northern
Ann Wright PCC, Victoria

2. Presence of quorum (5)

Maria Newport

Quorum of 5 members achieved.

3. Confirmation of previous AGM minutes

Maria Newport

Motion: That the minutes of the AGM held 29/9/17 be approved as an accurate record of the proceedings.

| Proposed | Seconded | Abstentions | Motion Carried |
|-------------|--------------|-------------|----------------|
| Tony Draper | Brett Walker | 0 | Yes |

4. Reports of Officers and Teams

Melinda Horton

Melinda acknowledged past Board Directors, Branch and Committee Leaders for their efforts and commitment in bringing ICF Australasia to the point it is today. Melinda noted that the timing of this AGM had been brought forward to this date as the Board has put in a strategy then to maximise the +/- four weeks scheduling of the AGM year on year as allowed for in the Constitution and this year we achieve the target of an early September

AGM. This allows time for the end of financial year, audit and reporting requirements to be met and time for launching our strategic planning before year end.

Focus 2018 - Foundations and Relationships

Melinda confirmed that the overarching theme for this year had been investing in strengthening relationships and connecting leaders across ICF Australasia to work together as one; bringing clarity and a common understanding of the ecosystem in which we operate, governance and Board/Branch accountabilities.

2018 ICF Global Chapter Recognition Award

ICF Australasia was announced as a 2017 International Coach Federation (ICF) Chapter Recognition honouree for large Chapters at the 2018 ICF Global Leaders Forum, during March in Vancouver. ICF Australasia Chapter President and President Elect (then Melinda Horton and Tony Draper) attended the 2018 Global Leaders Forum, and gratefully accepted the Chapter Recognition Award. Special thanks go to the Branch teams that are at the coalface in supporting members and to ICF Australasia Administration Services Manager, Brenda Brown and Fiona Toy and the ICF Regional Support team.

This acknowledgment comes as a result of the combined efforts of volunteers past and present, and their commitment and passion to serve ICF Members across New Zealand and Australia. In choosing to share their valuable time, expertise and energy, the reach and service offerings for the Chapter's 1,500+ members continues to advance.

Specifically highlighted was our efforts in developing and launching the Chapter Leader Onboarding Program and the Strategic Partnerships focus with the premier HR organisations in both Australia and New Zealand - AHRI and HRINZ. While these things stood us apart, it's also thanks to the collective events, commitment and member retention/attraction initiatives across the Chapter that ICF Australasia was recognised.

2017 ICF Converge

ICF Australasia Chapter President and President Elect (then David Bennett and Melinda Horton) attended ICF Converge in August 2017, held in Washington which provided an opportunity for introductions to and discussions with Global Board Directors and Regional staff during a time of change. As the first Global Conference in some years, and with change in the air for ICF Globally, this opportunity provided ICF Australasia with presence and introductions prior to the President change over in September last year.

Formal meetings were held with: Jean-Francois and Sarah, Global Board Members; Hilary Oliver, then Global Board Chair; Colmon Eldridge, Vice President Memberships; George Rogers, Credentialing & Accreditation. We were able to glean some sense of shifts happening at global level and what we ought to consider in our Chapter. We also met with other Chapter Presidents, from ICF Singapore and from ICF UK, among others who shared insights into their Chapter operations, structure (e.g. branches) and funding arrangements.

Strategy Session 2017/2018

In December 2017, the ICF Australasia Strategy Session was held to focus on Foundations and Relationships in the ICF Australasia Chapter. This was the first time since 2013 that the Board and Branch Presidents had come together in person and none of the existing team were part of the 2013 gathering. It was a conscious choice by the Board to focus unapologetically on our own backyard, to streamline operations, governance, costs and to ensure financial sustainability. The ICF Australasia Strategic Pillars were reviewed and refreshed at the Strategy Session, having been originally established back in 2013. While the fundamental principles remain unchanged, the descriptors and intent were updated and crystallised. This has since become the anchor in which we are organising ourselves and the initiatives we choose to fund, sponsor or support. We also explored how to best structure the organisation to underpin these pillars. There was particular reflection and focus on our individual and collective legacies and how that might shape our respective roles in the ICF Australasia Chapter moving forward. The Strategy Session was an investment in the strategic functioning and success of the Chapter and is planned moving forward to be run annually. Special thanks was given to Kasey Mumford, Principal, of Synergia Business, for giving her time and expertise to facilitate.

ICF Australasia in the Media

ICF Australasia had a number of opportunities to write or contribute to articles about coaching this past year and contributions were provided including commentary on: ICF Australasia as an organisation, less-positive stories about unprofessional coaching experiences; professional coaching (e.g. credentialing ethics and core competencies); how to select a coach; providing a platform for promoting the ICF Code of Ethics, Credentialing and what can be expected of ICF Coaches.

Special thanks to Linley Rose MCC, Grace Thomas PCC and Victorian Branch Team Members, Jennie Hill PCC and Tracy Tressider MCC and Melinda Horton ACC for their contributions

5. Board Portfolios

11 volunteer members from across the region who are credentialed or in the process of achieving a credential make up the full ICF Australasia Incorporated Board of Directors. This year has seen some movements and vacancies during the year, including three resignations for personal reasons:

Immediate Past President – n/a (David Bennett ACC (NZS) resigned October 2017)

Director of Business Development – (Cindy Nicholson ACC (NSW) resigned Feb 2018)

Director of Professional Development - (Catherine Plano ACC (VIC) resigned November 2017)

We've taken the opportunity to reduce the size of the Board and have absorbed responsibilities into other Board portfolios and working groups. This strategy is aligned to our focus on our operational structure and ensuring we are best set up to meet our goals underpinned by the three strategic pillars.

6. Portfolio Highlights

Melinda Horton

a. Branch Connect

Director of Australia – Inta Sellick PCC

There was a shift in focus for our traditional Director Australia role, being the conduit between the Board and Australian Branch Presidents, to establishing a Virtual Professional Development (VPD) Working Group to deliver 'world class' events for members across New Zealand and Australia, and beyond. A huge amount of work was done putting the foundations in place for the ongoing program and attendance has more than doubled (each event this year has attracted more than 100 registrations), giving ICF Australasia the opportunity to reduce attendance fees for members with a strategy of offering high calibre presenters to attract volume. Special thanks to Inta for taking the lead on this initiative and putting the foundations in place for the 2018-19 program.

Director of New Zealand: Brett Walker ACC

There was a strong collaborative approach between the three Branches in NZ and several national level roles to deliver for members by our Director of New Zealand who also supported: the first year of the national pro-Bono program (18 coaches and 3 organisations); lifted the external focus to carry 'professional coaching' message; appointed national Credentialing and Supervision leaders and helped launch coordinated programs, meaning that we could hold more International Coaching Week events in more locations than ever before. Special thanks to Brett for his continued work with the three New Zealand Branch Presidents to further mature the strong collaboration initiated last year.

Several national roles will be introduced to increase the footprint and focus for the ICF brand and ICF Australasia is seeing increased interest in credentialing, which is a pleasing result from their hard work and commitment.

b. Coaching Excellence

Director of Professional Standards: Linley Rose MCC

In addition to sitting on the Board as Director of Professional Standards, Linley also chaired the Professional Standards Committee (PSC).

The PSC and the Collaborative Virtual Professional Development Working Group focused their efforts on underpinning the essence of Coaching Excellence, including: ethics, complaints and the

oversight of accredited training organisations. Across the Chapter, ICF Australasia Branches support membership locally with credentialing activities and support, face-to-face events, special interest groups, and some VPD events. PSC Members also needed to upskill and adapt to the new ICF credentialing changes to be able to educate and support members. The PSC also developed reference material for members and supported an ACTP provider to realign with the ICF requirements after turnover of staff resulted in a knowledge gap.

Special thanks to Linley for her continued contributions to and leadership of this Committee. We also acknowledged and thank Dr Tony Draper for his significant and substantial contributions to the PSC and the ongoing support provided by Tracy Tresidder in helping members with credentialing and building awareness amongst our members and the broader community. We also welcome new committee members, Julie-Anne Tooth and Marty Doyle for 2018-19.

c. External Stakeholder Engagement

Direct Brand Development and Marketing – Revel Gordon PCC

Special thanks to Revel Gordon PCC, Director of Brand Development & Marketing who has brought his corporate experience and leveraged his networks to raise the profile of coaching in Australasia.

In the past year, ICF Australasia has been able to: mature its relationships with the Australian HR Institute and the New Zealand HR Institutes; extend reach for promotion of ICF Australasia's week of virtual events during International Coaching Week (ICW) to the AHRI membership database; host a panel event during ICW, that included senior AHRI representatives, sponsor the AHRI Convention for the second year and host a panel discussion during a plenary session.

The Queensland Branch has also leveraged our relationship with Coaching Life Magazine to support their conference being held in October.

Special thanks also to Grace Thomas, PCC and Victoria Branch President for developing an holistic digital strategy for ICF Australasia and for 'care-taking' LinkedIn social media of the past few months. This is an opportunity-rich area for us to be more collaborative and have greater strategic impact.

ICF Australasia also joined the Global Ignite Program this year, with the Victoria Branch to running pro bono projects that focused on education.

d. Membership Engagement

Special thanks to the Branch Leadership teams for a range of initiatives implemented across the Chapter in support of member outreach to increase the attraction and engagement of our member community and volunteer leaders.

We also thank Ann Wright for her contribution leading a project reviewing membership renewals, which has instigated revived ICF Australasia Chapter efforts into attracting and retaining members, paying off with an increase from 1418 members at the end of June 2016 to 1617 at the end of June this year. Overall membership renewals have increased and membership losses have decreased.

ICF Australasia Branches focused heavily on membership engagement activities during 2017/18, including: well targeted events and activities, such as Coaching Cafes, workshop, etc.; newsletters, member surveys and social media.

There has also been active promotion of ICF membership and credentialing with coach training providers; and our larger branches (particularly Queensland) have seen increased interest and activity in their regional locations.

e. Governance

Board Member and Secretary: Maria Newport ACC

Thanks to Maria Newport ACC, Board Member and Secretary for her commitment to ICF Australasia and ensuring appropriate governance mechanisms are in place for the long-term sustainability of the organization, ensuring with the support of Brenda Brown, Administration

Management and Business Services, that Board papers and processes are maintained and updated. Global updates to the ICF Chartered Chapter Agreement were reviewed and accepted, including changes that related to the General Data Protection Regulation (GDPR) and data exchange, adherence to the ICF Chapter Leader Guidelines, and ICF Chapter Leader Conflict of Interest clause. Preparatory work was done with Melinda Horton, President, to formalise ICF Australasia Leader Skills Matrix and Succession Planning process that will continue next year. The Privacy Policy was also been considered and under review.

f. Finance

Director of Finance: Tony Di Trapani

Special acknowledgement to Tony Di Trapani, Director of Finance, for his professionalism and contribution to ICF Australasia. Tony developed Chapter Reserves Policy, which will be extended to include funds held at Branch level. Tony has continued to engagement ICF Australasia Branch Treasurers to streamline operation of branch accounts, records keeping and reporting processes. He developed the 2018/19 Budget to align to the ICF Australasia Strategic Pillars and has prepared and submitted the consolidated Chapter Global Financial Return.

g. President Duo

President: Melinda Horton ACC & President Elect: Tony Draper

Special thanks were given by Tony Draper to Melinda Horton moving into the Immediate Past President role, remaining on the Board until 2019 and in turn, Melinda Horton thanked President Elect, Tony Draper MCC, who moved into the President role and remains on the Board until 2020.

Both Melinda and Tony hosted the inaugural ICF Australasia Strategy Session, bringing together Board Directors and Branch Presidents in person, to build relationships, realign the Strategic Pillars and plan key collaborative activities for the year and extended monthly Board meetings to facilitate regular and deeper engagement with Branch Presidents. They continued active communication Regionally and Globally to ensure ICF Australasia achievements, challenges and initiatives were promoted and supported.

They both thanked Grace Thomas PCC, Branch President Victoria, for leading the formulation of an holistic Digital Strategy for the ICF Australasia Chapter and for agreeing to 'caretake' the Chapter LinkedIn social media profile.

7. ICF Regional Update

Melinda welcomed guest, Fiona Toy, ICF Strategic Regional Director for Asia Pacific and thanked her and the ICF Regional Team for supporting the ICF Australasia Chapter over the year. Fiona provided a brief update and overview about ICF global and regional perspectives per the Global Leaders Forum. The ICF Regional Support Team in Asia Pacific included Fiona, Paul Ma – Regional Development Manager and Minji Oh – Member Experience Ambassador.

8. Audited Financial Statements

Tony Di Trapani

Director of Finance, Tony Di Trapani Director Finance presented the Audited Financial Statements, highlighting that ICF Australasia has a new Audit Partner for 2017/18 (Kes Moodley & Associates) as the current auditor is no longer available to provide these services to the ICF Australasia Chapter.

Tony emphasized that, after conscious inward focus for ICF Australasia to establish the foundations for a sustainable future, notable investments this year included: the Collaborative VPD; Strategy Leadership Workshop (\$16k); Branch Reporting consolidation; and the Introduction of Reserves Policy.

Overall, Tony said ICF Australasia Chapter remains in a very healthy financial position with consolidated funds at bank/net assets increasing to \$254,430 despite an overall net loss for the 2017/18 year of \$13,688. Further the income for year ending 30 June 2018 meant that ICF Australasia Chapter's net income was up from 2018, due to focused efforts to drive creative revenue strategies and collaborative approach to offset Global funding (grants) changes, despite total ICF Australasia expenditure being up from \$47,274 in 2017 to \$112,268 in 2018 due to the

strategic investment in a sustainable expenditure program that aligns to the Strategic Pillars and observes NFP status. With membership income from ICF Global fee rebates at US\$31.41 per member, Gross Membership Income had increased on the prior year by approximately \$5,000. VPD events were on budget and the collaborative approach to VPDs is working well. The branch rebate offset revenue will take effect in 2017. Website advertising increased on 2017 and remains an opportunity area for increased revenue generation in 2019. It was noted that the ICF Global Marketing Grant for Sponsorship of AHRI Convention 2017 was a once off payment.

Tony also noted that many other ICF Chapters globally charge additional local member fees in support of their running costs; however ICF Australasia continued to look for revenue streams and opportunities to increase our income without introducing an additional fee to members. This has historically been fundamental to our “one ICF Australasia” approach where we can leverage economies of scale and keep costs centralised, streamlined and efficient.

9. Election and Announcements

Tony Draper and Brenda Brown

ICF Australasia President, Melinda Horton ACC acknowledged the following for their passion, professionalism, commitment and energy in supporting the ICF Australasia purpose and the ICF Global vision – without these people, the Chapter would not function:

- the outgoing and continuing Directors of the ICF Australasia Board 2017 (Outgoing - Revel Gordon PCC, Cindy Nicholson, ACC, Linley Rose MCC, Catherine Plan ACC, David Bennett ACC and Continuing - Tony Draper PCC, Melinda Horton ACC, Tony Di Trapani, Maria Newport ACC, Ina Sellick PCC and Brett Walker ACC).
- the outgoing and continuing members of the Professional Standards Committee (Outgoing – Clive Jones PCC and Tony Draper and Continuing – Hilary Armstrong PCC, Tracey Tresidder PCC, Jennifer Hill PCC, Linley Rose PCC, Marty Doyle PCC, and New Members – Julianne Tooth and Marty Doyle);
- the outgoing and continuing Branch Presidents and their Leadership Teams across Australia and New Zealand (Outgoing – Mary Beth Robles ACC, Sharyn Czanki ACC, Paul Lawrence PCC and Continuing – Grace Thomas PCC, Julie Lines ACC, Tony Clitheroe PCC, Roslyn Williams, Daphne Wells, Kathy Tracey, Tina Shah ACC, Zsophia Juhasz ACC, Brenda Le Lievre ACC)
- the members of the Finance and Governance Committee (Melinda Horton ACC, Tony Draper PCC, Tony Di Trapani, Maria Newport ACC)

Melinda also noted that like many volunteer, member-based organisations movement is inevitable and ICF Australasia in recent times has also seen movement with volunteers in NZ Central, ACT and New South Wales and thanked Mary-Beth Roble, Paul Lawrence and Sharyn Czanki for their commitment to ICF Australasia and for their willingness, time and energy in leading an ICF Australasia Branches. ICF Australasia welcomed Kathy Tracey, Roslyn Williams and Brendon le Lievre in their stead and thanked all Branch Presidents continuing into the 2018/19 year.

Working Groups

ICF Australasia established three working groups out of the previous Strategy Session and Melinda thanked all volunteer leaders involved in these working groups and the success experienced to date, including: International Coach Week (5 events in 5 days, more than 330 attendees); Collaborative VPD; the Operational Structure review (working through how best to organise ourselves for decision making, engagement and achievement of our strategic goals and extended monthly Board meeting where Branch Presidents join the Board for an engagement session each month to facilitate conversation, relationship, collaboration and awareness).

The leaders involved included:

| International Coaching Week (May) | Collaborative VPD | Operational Structure Review |
|--|---|---|
| Tony Clitheroe, WA Brett Walker, NZ Central & Director Grace Thomas, VIC Inta Sellick, SA & Director David Bickett, NSW Zsofia Juhasz, QLD Oscar Trimboli, NSW Revel Gordon, NSW & Director Brenda Brown, Admin Management | Janet Sernack, VIC Janice Landy, WA Jane Taylor, QLD Genevieve Vignes, NSW Linley Rose, NZ Northern & Director Inta Sellick, SA & Director Brenda Brown, Admin Management | Tony Clitheroe, WA Zsofia Juhasz, QLD Grace Thomas, VIC Paul Lawrence, NSW Brett Walker, NZ & Director Revel Gordon, NSW & Director Tony Draper, President Elect Melinda (Mel) Horton, President |

Extra special thanks to Brenda Brown, Administration Management and Business Services, who overseas most of the management and administration of ICF Australasia providing a seamless presence for our virtual organisation. The service Brenda provides is currently capped, by the Board, at 80 hours per month and the flexibility and efficiency she offers is truly valued and appreciated.

Incoming President's Vision for 2019

Tony Draper

Dr Tony Draper PCC, confirmed his commitment to and focus on the following areas for the coming year, including: Continued work on the operational structure; Foundations for our next conference; Strategic partnerships and alliances; and, Member benefits

Election of Directors

Tony Draper

Three ICF Australasia Board positions were voted in. Congratulations and welcome were extended by Tony Draper for the following roles:

- Director Brand Development (two nominations received) – Revel Gordon PCC (Nominated by: Melinda Horton ACC, Nomination seconded by: Tony Draper MCC)
- Secretary and Board Member (three nominations received) – Madeleine Shaw (Nominated by: Maria Newport ACC, Nomination seconded by: Melinda Horton ACC)
- **Director Professional Standards (nominee endorsed by the Board) – Hilary Armstrong PCC** (Nominated by: Linley Rose MCC, Nomination seconded by: Tony Draper MCC)
- President Elect (nominee endorsed by the Board) – Maria Newport ACC (Nominated by: Tony Draper MCC, Nomination seconded by: Melinda Horton ACC)

Tony also thanked all other nominees for their interest in the roles and invited and encouraged them to be involved in other ICF Australasia Chapter activities.

10. New Business

Tony Di Trapani

Appointment of Auditors: Motion - that the audited financial statements for the 2017/18 year be accepted and that Kes Moodley & Associates be appointed as auditors for ICF Australasia Inc for the financial year ending 30 June, 2019.

| Proposed | Seconded | Abstentions | Motion Carried |
|-----------------|--------------|-------------|----------------|
| Tony Di Trapani | Brett Walker | 0 | Yes |

Note: Faladons will continue to prepare EOFY financials, however, are no longer providing auditing services.

11. Outgoing President's closing remarks

Melinda Horton

Outgoing President, Melinda Horton ACC, reiterated her thanks and appreciation of the combined efforts of Branches, Board and Committees in supporting ICF Australasia members and furthering the ICF Global vision in New Zealand and Australia. Tony Draper, on behalf of the rest of the Board and ICF Australasia Chapter, thanked Melinda for her significant and much appreciated contributions and leadership as President in the previous year and as President Elect, Secretary and Board Director and in your Queensland Branch leadership activities over the years.

The meeting was declared closed at 2pm AEDT (Sydney time).