



The Retired Ambulance Association of Victoria Incorporated

ABN 77 829 511 359

Registration No A002 142 3S

TRAAVI Annual General Meeting Minutes 2024 – 2025 Financial Year

Recorded by:
Secretary Jim Ballard

Held on 27/10/24

From 10:30

At AV Chas Martin AOM Museum Bayswater

Attendee	Initial	Role	Attendee	Initial	Role
Steve MULLIGAN	SM	President/Chair Interim Treasurer	Jim BALLARD	JB	Secretary
Graham DOUGLAS	GD	Vice President Membership	Vacant		Assistant Secretary
Les WOOD	LW	Merchandise	Julie Anne CASEY	JC	Committee Member
John HEAD	JH	Committee Member	Deb STALLARD	DS	Welfare

Item	Formalities	Description / Discussion	Action/Outcome
1	a) Welcome b) Present as per list c) Apologies	As per List	
2	Minutes Previous	The minutes of the previous meeting were read and accepted as accurate Moved J. Ballard Seconded L. Wood. Carried.	



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	Meeting Matters Arising	There has been a move to Microsoft Teams platform which provides increased cyber security. Our newsletter has moved to bimonthly which increases our communication with members. Implementation of Airtable database in the last 12 months We have applied for a grant with the RSL for funding which will aid training in welfare procedures. Changes to Constitution raised last meeting. No reply from members who raised this matter so the status quo remains.	
3	President's Report	It has been an interesting and busy period since our last AGM. I take the opportunity to thank our Committee members, District Co-ordinators and Welfare Liaison officers for both their input and support as we continue to build on changes we started in 2024. With the biggest change occurring with our Membership Database "Airtable". Combined with being able to join TRAAVI online, update contact details and/or order merchandise directly via our website www.retiredambulancevictoria.org.au Deb STALLARD was seconded onto the Committee as our Welfare Officer and has slowly settled into the role amongst the constant changes. Also, I would like to acknowledge great work done by Ben ELLIS who had to step down as our Treasurer to support family members requiring ongoing rehabilitation care. The seconded interim Treasurer is also on leave of absence as he addresses his health issues. I'd also like to acknowledge the efforts of Peter BRISCOE and John HEAD with their endeavours to establish Echuca as a standalone District in July 2025. We welcome Harry SHEPPARD as Co-ordinator and Phil HERD as Welfare Liaison to the fold. After a campaign from a former Ambulance Tasmania Paramedic supported by former AV Paramedics, TRAAVI established a Tasmanian District in Launceston in August 2025 with Peter JAMES (participant in 2C at AOTC in the late 1970's) as Co-ordinator, ably supported by former AV paramedics Lyndsey	Noting



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		O'BRIEN and Catlin JONES. There is also a strong push to include Hobart District where several former AV Paramedics reside. A special thanks to Ted Van DYKEN and his team of moderators at Sig 8 Ambulance Services Victoria. A valuable platform for humour, reminds us with historical photos, events and provided a safe venue to vent or seek answers to personal questions. From TRAAVI's perspective it helps to maintain the important connection between "old work colleagues". After great support from Jesse MADDISON and Joel MARLEY at AV we signed our new Memorandum of Understanding in May 2025. I must commend both for their open and transparent efforts to work collaboratively with TRAAVI to reestablish the strong relationship between AV & TRAAVI which took a hit following the COVID era. Thank you to all of our members who responded to the survey on membership to AV Membership Subscription Scheme and on providing information regarding your individual Ambulance work history. The results were outstanding with a return of 80% from our members. Along with the revamped Funeral Participation we can provide reasonably detailed information about our members when required. An approach was made to Monash University, Paramedic Health and Wellbeing Research Unit, as well as Phoenix Australia to conduct independent survey/research on work related physical, traumatic and mental health injuries affecting our members and other former employees of Ambulance. This remains a work in progress with strong verbal support, but very little action with getting things off the ground. An area of concern recently is appropriate access to Chaplaincy and Pastoral Care. This issue has been raised directly with AV and includes discussions with Victorian Council of Churches, Emergency Ministries who provide volunteer Chaplains to AV.	



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		We currently have a small number of volunteer Chaplains as members who continue to strongly support our members. This remains a priority of the Committee both in Victoria and Tasmania, as we endeavour to build a strong network support for all former Ambulance employees. We met recently with Jordon EMERY, AV's CEO, who was interested in knowing more about TRAAVI. He was "curious as to why" our members were not included into the awards and service recognition ceremonies. Having raised concerns about AV's Wellbeing and Support Service, including Peer Support and Chaplaincy it was agreed that we meet again in the New Year to continue discussions including the involvement of the Executive Director, People and Culture Jesse MADDISON. As the background work continues and we head towards summer and the Christmas break, the Committee trust that you have an enjoyable and safe time with family and friends over the festive season.	
4	Secretary's Report	As I table this report I will reflect on the past year with some pride. As a committee we have formed a very good team which is working together to strengthen our organisation and take it to the next level for the betterment of our organisational future. Good teamwork can only come from good leadership and effective communication. I'm sure there have been times in the last year where we could have communicated better to our membership and through your responses, I would like to think that we have learned and made the necessary corrections along the way. We now have the better remembered domain of "@traavi.org.au" and this has been well received by our members. We are also seeing improving traffic on our website as members and interested parties search for information, forms, merchandise etc. Costs are always an issue with any organisation due to the scarcity of funds. We met with Ambulance Victoria during the year and signed off on a Memorandum of Understanding.	



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		We had previously had an MoU with AV but it had gone by the wayside along with our \$15,000 stipend, we operated on savings and membership fees for almost 18 months. This new agreement incorporates an increase to \$20,000 per annum over a 3-year period but as our organisational costs increase, we are having to be careful to keep within our budgetary constraints. As our membership ages, many are choosing or are unable to keep up their electronic skills, therefore, we end up sending newsletters by Australia Post which has an impost of around \$120.00 per issue mailout and increasing. Annually we are spending around \$600. We are currently spending around \$200 per annum on name badge postage also. Last year we reported that undertook a review regarding our newsletter which formerly was known as 'RAAV Ravings', and later the "RAAV Wrap". The committee thought that 'Wrap' didn't quite fit with the message we are trying to convey, subsequently the name has now been changed to the TRAAVI Times as this better reflects the changing times we are in. The same format is being utilised and pictures from lunch gatherings are always welcome and well received. I have endeavoured to travel around the state to our district meetings where my wife and I have always been warmly welcomed, although I haven't been able to get to as many meetings as I would have liked I will continue this through 2025 if able. We are mourning the passing of too many members and partners which seems to be a constant. To those who are bereaved we are there to support you, if you need us. On a happier note, I look forward to catching up with as many of our members as possible next year and together with my wife; we wish you all a safe and happy Christmas and New Year 2026.	



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5	Treasurer's Report	After the 2024 AGM we conducted a review of several different accounting packages, the decision was made to transfer over to the MYOB Business program. Key advantage being increased connectivity between TRAAVI's bank and the MYOB program. By expanding the number costs and income accounting items provided a more accurate picture of TRAAVI's financial position at any given point in time. Reports such as reporting GST returns are easily generated then submitted to the ATO. Another example as a Not-for-Profit Association TRAAVI conducts a "Self-Audit" at the end of each financial year as per ATO guidelines. MYOB has the facility to attach receipts against expenditure items and costs thereby ensuring a more efficient and accurate audit process. As TRAAVI's membership grows coupled with the additional Districts has seen a slow increase in administration software costs and IT support as we endeavour to maintain cybersecurity across the website, online access to financial organisations and our membership database. We have tabled TRAAVI's end of financial year (EOFY) statements. Note the following points. • Income • Donations from Wounded Heros & AV Grant provides 66% of our income • Membership fees provide 27% of our income • Cost of Sales • Reflects the actual purchase costs of merchandise items • A small number of items are sold at a 33% discount may not be sustainable in the longer term • Expenditure costs • Under constant review to ensure costs are allocated correctly to provide a true reflection of TRAAVI's true costs.	



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Item	Formalities	Description / Discussion	Action/Outcome
		- Name Badges are good example both are reflected as Cost of Sale and as a Membership expense. Under Part 6 – Financial Matters. Rule 69 Management of Funds. - Item 9 Meal Allowance. <i>“Meal allowance will be allocated for Members and partners in Regional areas to offset the cost of attending TRAAVI meetings”.</i> - In recent years members have been provided with a \$10 contribution. - Current non metro members is 320 equates to a significant strain on budgetary considerations. Conservatively equates to a minimum 40% of membership fees. - The Constitution calls for the Meal Allowance to set at each AGM. - Propose the following motion. That TRAAVI provide \$150 towards an approved end of year District function. Possibilities are endless, example a trip to Chas Martin Museum with lunch/dinner at local eatery, meal on river or lake cruise. Submit and outline of your plans, once approved funds will be provided to District Co-ordinator. Moved S. Mulligan Seconded L. Wood – Carried. SM Interim Treasurer.	



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6	Membership	Membership Breakdown as of 30/06/2025 • Total members 502 • Full Membership 353 • Life Members 105 • Honorary Members 15 • Associate Members 35 • Pending 3 New members 01/07/2023 – 30/06/2024 = 77 Exits • Members Passed Away 8 • Own Request 13 • Lost to follow up 3 Associates/ Life member 1 • Total 25 Net Increase of 25 members To date 227 have paid subscriptions for current financial year We have 17 members presently owing subscription, on 30th June 2026 they become non-financial without indicating to us that they are in financial stress. Without knowing we will not be able to assist with solution. Currently the Association has 534 members.	
		Since implementing the Airtable platform, it has not only simplified day-to-day administrative processes. You may have noticed it being used when you registered your attendance on arrival.	



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		Airtable also facilitates projects like surveying members about their service history in regard to Life Membership in the AV MSS The detailed responses from the 289 members have recently been presented to the AV CEO. Also, Funeral Plan Request forms are now generated and available on the TRAAVI website. These plans can be updated using the same online form, they are stored on each participant's record for use at the appropriate time. 57 plans are currently in place. 2 plans have been utilised. When a member with a funeral plan passes, Airtable automatically sends an email to the Welfare Officer and the Executive with these attachments • A Summary of the members TRAAVI record • A copy of the members service history responses, and • The member's funeral plan. This email can be made available to those organising the funeral. Motion: Do the membership still like funeral and death notices broadcast or should we put it on our bulletin board? It was carried unanimously that we should continue to broadcast death notices via email. 2026 District Meetings Coordinators need to reply to the email requesting confirmation of venues and dates for their 2026 meetings.	



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		At the last AGM we advised that we were looking for a new discount partner to help defray day to day costs of living. Blue Light Card was suggested by one of our members and we subsequently partnered with that organisation to provide free access to the card for our members. That free offer has now expired; the cost is \$9.95 for a two-year membership. I congratulate the 27 members who took advantage of the free offer. I recommend joining – I personally have saved a minimum of \$30 weekly. RFDS With the evolution of the membership base, younger members are joining, some are still employed, others are recently retired or transitioning to retirement. To assist those latter groups, and any other members looking to occupy themselves, we are in discussion with the Royal Flying Doctor Service (RFDS) in regard to how we can provide mutual benefit to our organisations, and particularly TRAAVI members. It's only early days in these discussions but you need to be aware of the direction in which we're trying to lead the organisation.	
		We are trialling POS software. This will not only simplify purchases from the TRAAVI shop but also member subscription payments. We are looking for Coordinators to volunteer for the next stage of the trial.	Action item
7	Merchandise	The shop is progressing well and has revamped during the year with new storage facilities now being implemented. The online purchase is going well, we are well stocked with most items, but the purchase of shirts has slowed. We have improved the ready reckoner which coordinators have to include the new cups and stubby holders. Payment at this stage remains either cash at some meetings or direct deposit.	
8	Webmaster	Association website provides lot of information, and you can find everything you need or want in the one place.	



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		We are constantly updating the site and some of the key points of information you can gain include New memberships applications The association newsletter which comes out quarterly can be found on the website. The current one is posted along with an archive for all previous newsletters. Ability to update personal information under the Membership area. This is important to have up-to-date information regarding addresses emails and phone numbers to keep you informed of everything that's going on within the association List all the district meetings proposed for the 12 months ahead with the date time and venue. It also provides the contact details of the coordinator and welfare support. Merchandise can be ordered online which includes bumper stickers, car screen stickers, name badges and clothing Also, the ability to put down in writing funeral arrangements and if you want the association involvement a little a lot or not at all	



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9	Welfare.	Hello, and I'm delighted to present a report re the Welfare side of committee to keep all informed! It's been part of a year of adjustment and learning. There has been a most comprehensive database installed in place for the collection of information and thank you for the so many hours to present a system that is so comprehensive for the needs of members. Once I get a little more adept at using the system I feel it will work really well for what we require. Members, it is going to mean we can be so much in touch with all the little details, but please, we encourage you to get involved, let us know what you need in your situations. The committee works long hours to try to make this the best for all. My role has been administrating and acting in the system of welfare reporting online. I have made contact with family members to see what best support we can offer. I appreciate the calls that come in and our great group of Volunteer Coordinators in each region, and dedicated volunteer Chaplaincy service means we can offer a listening ear to all that ask. We have had Chaplaincy dedications at funerals and would be happy to look at officiating a wedding or two! Writing and mailing cards to extend support & greetings are only a tiny way to let someone know we care, but it's the way that so many members do visit, care and report that keeps the camaraderie together. Our role in the industry has been a very full-on, hands-on career and we look to strength through so many experiences that other workers may never have shared. Recognition through Facebook for birthdays is just a little link-in-common on social media. It is great to see the comments and messages to pass on. Completing an on-line Veterans Support course and AV Compassion course has been a great link to enforcing how we support, and there are a few free & on-line. Keep the lines of communication open is one of the biggest "take-homes" and happy to discuss what is on offer. My plan is to attend meetings for committee, and whenever possible, meetings at regional gatherings; currently still working so that makes days challenging, but with the wonderful group we have spread around our state, the committee views this with positive regard.	
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		I hope to streamline and continue in the role and offer to make availability to all that require our assistance. Please reach out, as that is how we best help our wonderful members	
10	Election of Committee Member(s)	Called for nominations for Committee positions vacant. D. STALLARD nominated in abstentia. Moved S. Mulligan. Seconded G. Douglas. Carried. Called for nomination for Treasurer. No member came forward at the meeting. S. Mulligan to continue as interim Treasurer.	Noted
11	General Business	Dave Perkins wanted to pass on his gratitude to the Committee for assisting him with hospital transport after it was refused by the sending hospital.	
12	Close	The meeting was closed at 1135 hrs.	

Action Items		Due Date
SM	That TRAAVI provide \$150 towards an approved end of year District function	Review Every AGM
GD	Looking for Coordinators to volunteer for the next stage of the POS trial.	Ongoing
GD	It was carried unanimously that we should continue to broadcast death notices via email	Ongoing