

How AGSO Serves Your Groups and You

Business Services

- Pays the bills of Al-Anon Family Groups (Australia) Pty. Ltd.
- Receives and processes contributions
- Processes literature orders for the Areas
- Receives and processes Austra-Link subscriptions
- Purchases and stocks Al-Anon literature from the World Service Office (WSO)
- Prints many items of Al-Anon literature in Australia with permission from WSO
- Designs and maintains the Al-Anon Family Groups website for Australia – www.al-anon.org.au
- Designs, produces and distributes our national magazine *Austra-Link*
- Arranges public liability insurance cover nationally

Administrative Services

- Maintains copyrights and trademarks in Australia
- Coordinates staff and Board participation at Australian Service Conference, AA Conventions with Al-Anon and Alateen participation, and other events such as TEAM events
- Maintains the archives
- Handles daily correspondence from the fellowship

Group and Member Services

- Keeps Group Records Information current
- Registers all Al-Anon and Alateen Groups
- Supports registration of all Al-Anon Members Involved in Alateen Service (Alateen Sponsors)
- Answers questions about group issues, aids communication via e-newsletter: *Have you Heard?*
- Oversees adherence to Area Alateen Safety and Behavioural Requirements

Public Information

- Prepares and distributes *Families Facing Alcoholism* magazine
- Prepares and distributes radio and TV Community Service Announcements (CSAs)
- Prepares and distributes media releases and maintains a social media presence
- Supports and encourages Areas in Public Information efforts e.g. *Spread the Word* newsletter
- Performs outreach to professionals
- Collaborates with researchers

Literature

- Prepares and produces the Australian Service Handbook
- Produces and distributes the newsletter, *Into Action*, to Area Literature Coordinators
- Distributes Conference Approved Literature to Area offices
- Responds to members' questions about Conference Approved Literature
- Adapts Al-Anon Guidelines from WSO for use in Australia

Conferences

- Coordinates the annual Australian Service Conference
- Provides leadership and support to Australian Service Delegates
- Responds to all communications regarding Delegate and Conference concerns
- Develops service tools to educate members on the structure of Al-Anon Family Groups in Australia
- Prepares the Australian Service Conference Summary
- Sends Delegates to the International Al-Anon General Services Meeting (IAGSM) every two years