



South African Al-Anon/Alateen Service Handbook (SASH) 2026

PRINTING SASH 1994

SECOND PRINTING NASS 2011

THIRD PRINTING SASH 2020

FOURTH PRINTING SASH 2024

FIFTH EDITION SASH 2026

APPROVED BY:

AL-ANON FAMILY GROUPS SOUTH AFRICAN GENERAL SERVICE CONFERENCE

AL-ANON FAMILY GROUPS SOUTH AFRICA

GENERAL SERVICE OFFICE

UNIT B5, N1 CITY MEWS

CORNER OF FRANS CONRADIE & MANUS GERBER STREET

GOODWOOD 7460

WWW.ALANON.ORG.ZA

INDEX

1. INTRODUCTION.....	2
2. ABBREVIATIONS	3
3. TERMS USED IN AL-ANON	4
4. AL-ANON STRUCTURE IN SOUTH AFRICA	8
5. AREA SERVICE COMMITTEE	11
6. SOUTH AFRICAN GENERAL SERVICE OFFICE (GSO).....	17
7. SOUTH AFRICAN GENERAL SERVICE COMMITTEE (GSC).....	19
8. SOUTH AFRICAN GENERAL SERVICE BOARD (GSB).....	31
9. AREA SERVICE BOARD MEMBER (ASBM).....	33
10. THE SOUTH AFRICAN SERVICE CONFERENCE	36
11. GROUP, DISTRICT, AND AREA ELECTION PROCEDURES	39
12. GENERAL INFORMATION FOR AREA ASSEMBLIES	43
13. DUTIES OF AREA ASSEMBLY MEMBERS	44

1. INTRODUCTION

This is Your South African Al-Anon/Alateen Service Handbook (SASH)

The Handbook is for every member of our fellowship who has found the personal benefits and satisfaction that come from taking an active part in Al-Anon's growth.

The opportunities to serve described here can take us far beyond the boundaries of the group and our personal problems.

While our Tradition Nine provides that Al-Anon as such shall remain unorganised, it does suggest that an orderly structure and logical procedures will make it possible for Al-Anon to carry its message with maximum effectiveness.

This South African Al-Anon Service Handbook (SASH), adapted from the World Service Handbook, explains how Al-Anon is held together worldwide and in South Africa, how it is structured, and how each member who is elected or appointed to a particular responsibility can best function in it.

It is not a book of Rules: there are no Rules in Al-Anon. Since our growth depends on how well we serve the fellowship, this book serves as a guide to methods that have long been standard practice in South African service work. All procedures have been drawn from trial-and-error experience in South Africa and may differ in some details from earlier versions of this Handbook. This reflects the more comprehensive experience shared by many groups with the revision committee.

Proposed changes should originate at Area Assembly level before being brought to the South African General Service Conference for final agreement. Once changes are agreed, it is vital that all groups in the Area be informed of them and the reasons for them.

2. ABBREVIATIONS

AA	Alcoholics Anonymous
AACom	Area Administrative Committee
AAC FG	AI-Anon Adult Children Family Group
AFG	AI-Anon Family Group/s
AFGSA	AI-Anon Family Groups South Africa
AIS	AI-Anon Information Services
AMIAS	AI-Anon Member Involved in Alateen Service
ASBM	Area Service Board Member
ASBR	Alateen Safety and Behavioural Requirements
ASC	Area Service Committee
ASO	Area Service Office
CAL	Conference-Approved Literature
CPC	Cooperating with the Professional Community
CRC	Criminal Record Check
Cape	Cape Area
DR	District Representative
EAP	Employment Assistance Programme
G&D	Gauteng and Districts Area
GR	Group Representative
GSB	General Service Board
GSC	General Service Committee
GSO	General Service Office
IAGSM	International AI-Anon General Service Meeting
IAI	Into Africa Initiative
KZN	KwaZulu-Natal Area
P&P	Policy and Planning
PCC	Police Clearance Certificate
PBO	Public Benefit Organisation
PO	Public Outreach
POC	Public Outreach Coordinator
PSA	Public Service Announcement
RSS	Regional Services Seminar
SAAFGT	South African AI-Anon Family Group Trust
SAAFGTT	South African AI-Anon Family Group Trust Trustee
SAPS	South African Police Service
SASH	South African Service Handbook
WSC	World Service Conference
WSH	World Service Handbook
WSO	World Service Office

3. TERMS USED IN AL-ANON

Alateen Safety and Behavioural Requirements (ASBR)

The ASBR are set out in two documents: ASBR-Policy and ASBR-Procedures. These provide the guidelines for running Alateen.

Area

An Area is a geographical location designated as an official Area by the Conference. An Area is made up of all the groups in the determined location. Each Area is represented by three Delegates at the annual General Service Conference.

Area Administrative Committee (AACom)

AACom is the body that assumes primary leadership in the Area to conduct its daily affairs, deriving its authority from the Area Service Committee (ASC). The ASC acknowledges AACom's primary administrative responsibility, which carries legal rights, while the rights of the ASC are traditional.

Area Service Board Member (ASBM)

The ASBM is a member who lives in a designated Area. They are nominated by their Area and elected by the General Service Board (GSB) to represent the Board in their Area, and that Area on the Board.

Area Service Committee (ASC)

The ASC is responsible for the administration of the Area Service Office (ASO). The Area Assembly delegates full authority for routine management of its daily affairs to the ASC. Members elected to the ASC must live within the Area where they are elected and be able to attend ASC meetings in person or electronically.

Area Service Office (ASO)

The ASO is the physical or virtual office dealing with the purchase and distribution of Al-Anon literature, correspondence, and dissemination of information regarding Al-Anon, AACom, and Alateen groups in the Area. Also known as an Al-Anon Information Service (AIS) in some Areas.

Area Assembly

The Area Assembly is the business where representatives meet to receive and share information on group, District, Area, and General Service matters.

Area Election Assembly

An annual meeting held to elect Area service members.

Committee

A unit of people established to meet an ongoing need of the originating body. It is considered a permanent part of the organisation that formed it.

Coordinators

Members elected to lead Area portfolios, for example: Chairperson, Finance, Member Services, Literature Services, Public Outreach, Policy and Planning, Archives, Alateen, Loners, and Newsletter/s.

Copyright and Trademarks

Copyrights ensure that Al-Anon owns its documents and preserves the accuracy of its message. Permission to reprint verifies accuracy and context. The World Service Handbook and the Al-Anon SA website outline WSO legal policy. The South African GSO may print certain CAL items with WSO permission, but copyright and trademarks remain with the WSO.

NB: No Al-Anon/Alateen copyrighted literature may be reprinted electronically without express written permission from the WSO.

Delegate

A Delegate is an experienced Area service member, ideally a District Representative (DR). The Delegate serves a four-year term and represents the spirit of the Area structure. They bring the Area conscience to the Conference and take the experience of Conference back to the Area.

Delegate (Alternate)

An Alternate Delegate is an experienced Area service member, ideally a DR, who assumes the Delegate's role if the Delegate is unable to fulfil their term.

District

A District is a convenient segment into which an Area is divided by the ASC, with the approval of the Assembly.

District Meeting

A meeting of Group Representatives (GRs) held as needed within a District.

District Representative (DR)

A DR, ideally a present or past GR, becomes a member of the ASC upon election. They share information with the groups in their District and report back to the Area Assembly.

District Representative (Alternate)

An Alternate DR, ideally a present or past GR, becomes a member of the ASC upon election. They assume the DR's role if the DR is unable to fulfil their term.

Electronic Meeting (eMeeting)

A meeting held via an electronic platform, for example Zoom, WhatsApp, or telephone.

Group Representative (GR)

A group member, elected by the group, with a reasonable understanding of the Al-Anon programme. GRs attend Assembly and District meetings and share information between the group, the District, and the ASC. GRs are entrusted with the "right of decision" to vote on behalf of the group according to their conscience and the good of Al-Anon as a whole.

Service positions beyond the group level, such as GR, are not eligible to be held by members who are also members of AA.

Group Representative (Alternate)

An Alternate GR assumes the GR's role if the Group Representative is unable to fulfil their term.

International Al-Anon General Service Meeting (IAGSM)

A biennial meeting of Delegates from worldwide General Service structures and World Service Office (WSO) members, gathered to share their experience, strength, and hope in service. The IAGSM keeps communication open between the WSO and General Service Offices. The IAGSM Delegate is appointed by the GSB and represents the spirit of the South African structure, receiving and sharing information and successes and challenges from Al-Anon's structures.

In-Person Meeting

An in-person meeting is when members come together at a physical location.

General Service Board (GSB)

The GSB assumes primary leadership of Al-Anon Family Groups, deriving its authority from the General Service Conference.

General Service Committee (GSC)

The GSC is responsible for the administration of the General Service Office.

General Service Conference

The General Service Conference is the Annual General Meeting (AGM) of Al-Anon Family Groups South Africa (AFGSA), attended by Delegates from the Areas. It represents the group conscience of AFGSA.

General Service Office (GSO)

The General Service Office (GSO) is the physical office of AFGSA. The GSO handles the purchase, printing, and distribution of Al-Anon literature, correspondence, and dissemination of information regarding Al-Anon, Al-Anon Adult Children (AAC), and Alateen groups in South Africa. The staff consists of volunteers and/or paid workers. The GSO is financed by monthly contributions from groups via their ASO, and by literature sales and fundraising. The GSO is managed by the GSC.

Groups

The group is the basic service unit, where members share their experience, strength, and hope. Groups may meet in person or electronically.

Organisation

The Organisation comprises: Al-Anon Family Groups South Africa; Al-Anon Family Groups Cape Area; Al-Anon Family Groups KwaZulu-Natal Area (KZN); Al-Anon Family Groups Gauteng and Districts Area (G&D); and Al-Anon Information Services (AIS).

Public Benefit Organisation (PBO)

A PBO is any organisation that has the sole objective of providing one or more Public Benefit Activities (PBAs) in a non-profit manner, as defined by the Minister of Finance.

Task Team

A task team is a temporary unit established to work on a single or defined task or activity.

Voluntary Association

A Voluntary Association is a group of individuals who enter into an agreement, usually as volunteers, to form a body to accomplish a purpose. The Organisation's purposes include supporting families and friends of alcoholics, reinforcing understanding, fostering restoration, disseminating information, and providing services. The GSB reviews all operations of AFGSA to serve these purposes.

World Service Office (WSO)

The World Service Office (WSO), also known as Al-Anon Family Group Headquarters, Inc., is located at 1600 Corporate Landing Parkway, Virginia Beach, USA. The WSO acts as the principal service centre of the fellowship worldwide.

World Service Conference (WSC)

The WSC is Al-Anon's annual meeting, attended by World Service Delegates from the United States, Canada, and their territorial areas; representatives from overseas countries; members of the World Service Board and Executive Committee; Chairpersons of standing committees; and WSO administrative staff and other office personnel. The Conference provides guidance to the WSO in service matters.

4. AL-ANON STRUCTURE IN SOUTH AFRICA

Authority

Al-Anon in South Africa follows a bottom-up service structure. Authority begins with the members and flows upward through the various service levels:

- Member — the foundation of the fellowship
- Group — the basic unit for mutual help of members
- District — coordinates groups within a geographic area
- Area — coordinates Districts and represents them nationally
- National — the General Service Conference and General Service Board
- World — the International Al-Anon Family Groups structure

Representatives at each level carry the voice of the fellowship upward while reporting decisions and information back to the groups. This two-way communication helps ensure that the collective group conscience of Al-Anon members guides all actions within the fellowship.

Groups

The foundation of the Al-Anon Family Groups structure is the membership. The basic unit is the Al-Anon, Al-Anon Adult Children, or Alateen group, which may consist of two or more individuals coming together for mutual help.

Group Representative (GR)

The GR represents the group's concerns and wishes at the District and Area, and informs the group of what is happening in Al-Anon in the District, Area, and worldwide. GRs are entrusted with the "right of decision" to vote on behalf of the group according to their conscience and the good of Al-Anon as a whole.

District Representative (DR)

In Areas where it is practical to divide into Districts, a DR is elected in their District and helps maintain communication between the groups in the District and the Area Assembly. Where possible the DR is elected prior to the Area Election Assembly; if not, the election takes place at the Assembly.

Area

An Area comprises the groups and Districts within a defined geographic region. Every group in the Area has a voice and a vote in Area business through their GR at the Area Assembly.

Area Assembly

The Area Assembly is the primary business meeting of the Area. Through the Area Assembly the collective group conscience of the groups in the Area is expressed. GRs express their group's voice and vote, and receive information to share with their group.

Area Administrative Committee (AACom)

The Area Administrative Committee comprises members who hold legal and financial responsibilities for the Area. AACom is comprised of no fewer than five of the following members:

1. Area Chairperson.
2. Area Finance Coordinator.
3. Area Policy and Planning Coordinator.
4. Area Member Services Coordinator.
5. Area Public Outreach Coordinator.
6. Area Service Board Member (ASBM).
7. Delegate/s
8. A Member-at-Large.

The Chairperson may co-opt such persons as they deem necessary to contribute to the success of the Committee.

Area Service Committee (ASC)

The Area Assembly has delegated full authority to the ASC to conduct the daily affairs of the Area. The ASC comprises:

1. Chairperson.
2. Finance Coordinator.
3. Policy and Planning Coordinator.
4. Member Services Coordinator.
5. Literature Coordinator.
6. Public Outreach Coordinator.
7. Alateen Coordinator.
8. District Representatives
9. Delegates.
10. Area Service Board Member.

Where possible, alternate portfolio holders may be elected to facilitate a smooth transition when terms of service are finished. The Chairperson may also co-opt persons as deemed necessary to contribute to the success of the ASC.

General Service Committee (GSC)

The GSC oversees the various elements of Al-Anon South Africa. The GSC comprises no fewer than six members:

1. General Service Chairperson.
2. General Service Finance Chairperson.
3. General Service Policy and Planning Chairperson.
4. General Service Archivist.
5. General Service Member Services Chairperson.
6. General Service Literature Services Chairperson.
7. General Service Public Outreach Chairperson.

The Chairperson may co-opt such persons as they deem necessary to contribute to the success of the Committee.

General Service Conference

The General Service Conference is the Annual General Meeting of Al-Anon Family Groups South Africa, attended by Delegates from the Areas, the GSB, and the GSC. It is the permanent body empowered to express the active voice and effective group conscience of AFGSA.

General Service Board (GSB)

The GSB oversees the legal and fiduciary responsibilities of the GSO in South Africa. The GSB comprises:

1. Chairperson (ex-officio).
2. GSC Finance Chairperson (ex-officio).
3. GSC Policy and Planning Chairperson (ex-officio).
4. Area Service Board Member (ASBM) of each Area.

South African Al-Anon Family Groups Trust (SAAFGT)

The Trust is a legal entity that safeguards, disperses, and accounts for expenditure from the trust fund on behalf of AFGSA. The Trust comprises:

1. One Legal Trustee.
2. Two Trustees-at-Large.
3. GSC Chairperson.
4. GSC Finance Chairperson.

5. AREA SERVICE COMMITTEE

The ASC supports the work of the Area Assembly and the groups within the Area. Its primary purpose is to plan for the future of the Area and its groups while fostering unity, communication, and effective service.

All Al-Anon/Alateen members, except those who are also members of AA, are eligible to serve as an Area Coordinator.

Voting members of the ASC usually include:

1. Portfolio Coordinators.
2. District Representatives.
3. Special Services Coordinators, e.g. Newsletters, Institutions, Loners.
4. Liaison members from Information Services (Intergroups).
5. Al-Anon Convention Chairperson.

ASC meetings are called and chaired by the Area Chairperson, and are usually held at regular intervals (preferably monthly). At these meetings the Committee:

1. Hears and discusses the Delegates' report.
2. Considers matters affecting the Area.
3. Shares information to help inform and unify the Area.
4. Suggests items of interest for the Area newsletter.
5. Suggests and plans fundraising and fellowship events.

Throughout the year the ASC:

1. Submits questions to the Conference Committee at the GSO when they cannot be resolved at District or Assembly level.
2. Plans the agendas for the Area Assembly.
3. Prepares the Area budget.
4. Studies the need for alternatives to these SASH guidelines and presents its findings to the Area Assembly.
5. Where advisable, recommends subdivisions of existing Districts for approval at the Area Assembly.

When Al-Anon and Alateen groups are to participate in an AA or Al-Anon Convention, the ASC:

1. Forms a Convention Planning Committee, drawing on the skills and experience of the membership.
2. Appoints a Convention Chairperson for approval by the GSC.
3. Ensures the Convention Chairperson liaises with the Convention Planning Committee.
4. Ensures the Convention Chairperson attends ASC meetings and remains accountable to the ASC and the Area Chairperson.

Area Roles and Responsibilities

More detailed guidelines for Area Coordinators are available from the Area Service Office.

Alternate Coordinators — Where possible, it is recommended that alternate coordinators be appointed for all Area service positions. This helps ensure continuity in service and allows members to gain experience in Area service.

Area Chairperson

1. Chairs all ASC meetings and Area Assemblies.
2. Facilitates an informed group conscience without governing.
3. Encourages unanimity in Area matters through information and discussion, and ensures minority opinions are heard.
4. Prepares the agenda for each meeting in consultation with Area service members, keeping in mind the common welfare and opportunities for service growth of committee members.
5. Encourages communication among Area service members, during and between meetings.
6. Encourages the ASC to set and work towards reasonable goals.
7. Maintains clarity and direction during meetings.
8. Is responsible for the Area Office Administrator.
9. Oversees the Election Assembly.
10. Maintains regular contact with the General Service Office.

Minute Secretary

This is a co-opted position, but may be filled by the Area Office Administrator.

1. Coordinates notices with the Area Chairperson.
2. Records minutes for each ASC meeting and Area Assembly.
3. Distributes completed meeting minutes to all Area service members within two weeks.
4. Disseminates approved minutes and correspondence from the Area Office.

Area Finance Coordinator

1. Keeps accurate records of income and expenditure.
2. Safeguards all bank statements and financial records.
3. Presents regular financial statements to the Area.
4. Prepares annual proposed and revised budgets.
5. Prepares an annual appeal letter for contributions, for approval and distribution.
6. Oversees finances related to literature sales and fundraising events.
7. Ensures an independently compiled Annual Financial Statement.
8. Communicates with the General Service Finance Chairperson, providing reports and clarifying financial procedures.

Area Fundraiser

This portfolio falls within the Area Finance portfolio.

1. Forms a fundraising committee or team.
2. Prepares an annual fundraising plan for the Area.
3. Develops new and innovative ideas for fundraising.
4. Presents plans at the Policy and Planning Meeting for inclusion in the annual planner.
5. Is familiar with AFG policies regarding fundraising activities and events.
6. Works closely with the Area Finance Coordinator, Office Administrator, and Service Committee.
7. Facilitates bookings, notifications, rosters, requests for donations, and posters to the fellowship in a timely manner.
8. Encourages members to participate in and attend planned events.

Area Policy and Planning Coordinator

1. Chairs the Policy and Planning meeting.
2. Assists in developing and reviewing policies that relate to the Area.
3. Ensures that Conference motions and policy amendments are explained and implemented in the Area.
4. Encourages the use of the Concepts of Service and Traditions to support an informed group conscience.
5. Organises and presents the Regional Services Seminar (RSS).
6. Facilitates and consolidates the Area's annual planner.
7. Ensures correct procedures are followed for the Election Assembly.

Area Archivist

1. Collects and preserves archival material for the Area.
2. Reports quarterly to the General Service Archives Coordinator.
3. Encourages appreciation and respect for the history of Al-Anon Family Groups.
4. Researches and compiles Area and group histories.

Area Member Services Coordinator

1. Provides information to the public about Al-Anon, Al-Anon Adult Children, and Alateen meetings in the Area.
2. Solicits updates from GRs and/or DRs and ensures that all meeting information and group contact information is kept current.
3. Maintains accurate group records for the Area and communicates changes to the coordinators of the Area website, national website, and answering service; the DR in relevant Districts; and the Area Service Office.
4. Coordinates Loners' letters and Area print or electronic newsletters.
5. Communicates with the General Service Member Services Chairperson, providing reports and clarifying procedures related to Member Services.
6. Oversees Alateen in the absence of an Area Alateen Coordinator.

Area Alateen Coordinator

This portfolio falls within the Area Member Services portfolio.

The Area Alateen Coordinator must be certified as an Al-Anon Member Involved in Alateen Service (AMIAS). If an outside agency or individual professional contacts the WSO, GSO, or Area Service Office about starting an Alateen group, the enquiry is directed to the Alateen or Area Member Services Coordinator for follow-up.

1. Is familiar with and follows the South African Alateen Safety and Behavioural Requirements (ASBR).
2. Works closely with all AMIASs and holds regular in-person or electronic meetings.
3. Keeps an up-to-date list of AMIASs and their details.
4. Keeps abreast of new groups and sponsors, and changes of meeting times and venues.
5. Keeps the Area Service Office informed and up to date.
6. Is actively involved in sponsoring an Alateen group.
7. Organises Alateen meetings at rallies, mini-conventions, and national conventions.
8. Works together with AMIASs to allocate the Alateen budget (craft materials for rallies, etc.).
9. With their permission, keeps a list of Alateen members' names, telephone numbers and ages, to be sent to the ASO for public outreach to their parents.
10. Maintains regular contact with the General Service Member Services Chairperson.
11. Reports regularly to the Area Assembly.
12. Participates in policy discussions affecting Alateen service.
13. Is prepared to serve a three-year term.
14. Works closely with GRs, DRs, and Delegates.
15. Is familiar with the relevant national laws on child abuse.

Area Literature Coordinator

1. Forms an Area literature committee or team.
2. Sends monthly, quarterly, and annual reports to the General Service Literature Services Chairperson.
3. Reports on Area and national literature matters at the Area Assembly.
4. Works with the Area Finance Coordinator to compile an annual literature budget.
5. Places literature orders for the Area, within the approved budget.
6. Submits monthly stock take and sales reports.
7. Prepares a projected budget for literature purchases and expenses.

Area Public Outreach Coordinator

1. Encourages, organises, and coordinates any Area initiatives for Public Outreach.
2. Liaises with members engaged in Public Outreach work and provides resources and support.
3. Communicates with the General Service Public Outreach Chairperson, providing reports and clarifying procedures for Public Outreach service.

Delegate

For the group conscience of Al-Anon to function effectively, the Delegate should be thoroughly familiar with the service manuals before attending the General Service Conference.

1. Serves as a channel through which information flows between the Conference and the Area.
2. Brings the viewpoints of the Area to discussions affecting the entire fellowship.
3. Returns to their Area with a broader perspective of Al-Anon in South Africa.
4. Helps maintain unity by linking the groups in the Area with the wider fellowship.
5. Serves the fellowship as a trusted servant.

Delegate — At the General Service Conference

Considers Conference issues carefully, and votes responsibly, thus:

1. Helps guide the General Service Board Members in their decision-making process.
2. Gains a comprehensive understanding of the fellowship in South Africa to bring back to their home Area.
3. Gains a vision of a great movement in action.
4. Learns the important role the General Service Office has played in the past and how it, with the guidance of the Conference, will safeguard the future welfare of the fellowship.
5. May be appointed as a member-in-the-field to certain standing committees at the GSO.
6. Attends special meetings of these committees at the Conference.
7. Submits issues of concern, suggested by the groups, as agenda items to the Conference Committee for attention at Conference.

Delegate — In the Area

1. Presents the Conference report to the ASC and GRs.
2. Visits groups and Districts where possible, to share in person their Conference experience.
3. Attends ASC meetings to learn how groups respond to their report.
4. Collects group input on matters arising, enabling a knowledgeable presentation at Conference.
5. Collects group input through DRs and GRs when urgent issues arise between Conferences, helping the GSC's decision-making process.
6. Submits agenda items to the Conference Committee two months prior to Conference.

Delegate's Alternate

1. Assists the Delegate in communicating with the groups.
2. Acquaints themselves with all the Delegate's duties
3. Completes the Delegate's term if the Delegate is unable to do so.
4. If this occurs, a temporary Alternate is appointed by the Chairperson until a special Assembly elects a new Alternate.

The Alternate Delegate may also:

1. Serve as editor or reporter of the Area newsletter.
2. Brief the Area Assembly, explaining AI-Anon structure to new GRs.
3. Assist the Delegate by visiting groups in different sections of the Area.
4. Chair various committees in the Area, e.g. the Area Convention Planning Committee or Budget Committee.
5. Serve as the Alternate Chairperson.
6. Assist with the development and support of Alateen groups.

6. SOUTH AFRICAN GENERAL SERVICE OFFICE (GSO)

Note: The title and scope of this office are to be confirmed by the General Service Committee.

Al-Anon Family Groups South Africa is registered as a Public Benefit Organisation (PBO) and conducts its business in accordance with the relevant South African legal requirements.

The General Service Office acts as the national information, referral, and administrative centre for Al-Anon Family Groups in South Africa, supporting all Areas, groups, and members, and maintaining the link between the South African fellowship and the World Service Office in Virginia Beach, USA.

Structure

Refer to the AFG SA Constitution.

The General Service Office is headed by the General Service Committee Chairperson and supported by:

1. A paid Office Administrator.
2. Chairpersons of GSC portfolios.
3. Other at-large volunteers.

The General Service Committee Chairperson and the Office Administrator manage all correspondence and ensure that current information reaches those concerned. Service members form committees to handle the varied tasks associated with the efficient operation of the GSO (see Section 7 — General Service Committee).

General Service Office Functions

1. Is responsible for services to Al-Anon Family Groups throughout South Africa.
2. Serves as the national information and referral centre for enquiries from those who need help or want information about Al-Anon, Al-Anon Adult Children, and Alateen.
3. Maintains correspondence with its membership through the Area Service Offices (ASOs).
4. Plans and coordinates the General Service Conference.
5. Produces an annual Conference Summary reporting on its activities and those of the General Service Conference.
6. Reports its activities quarterly to the General Service Board and to the General Service Conference.
7. Registers new groups, supports Loner members and Area Information Services, and is a Literature Distribution Centre, providing the fellowship with literature and information.
8. Maintains data on Al-Anon/Alateen groups and Loner members in and around South Africa.
9. Guides Al-Anon's Public Information efforts in South Africa.
10. Fosters cooperation between Al-Anon and the professional community.

11. Imports, reprints, and distributes Conference-Approved Literature (CAL).
12. Carries the Al-Anon message to institutions and encourages the formation of Institutions Groups to help those affected by a loved one's alcoholism.
13. Cooperates with AA's South African General Service Office on all matters affecting both fellowships.
14. Assists with the translation of Al-Anon literature into other South African languages.
15. Maintains ongoing contact with the WSO.
16. Organises and preserves South African Al-Anon/Alateen historical material, both past and present.

7. SOUTH AFRICAN GENERAL SERVICE COMMITTEE (GSC)

The General Service Committee administers the General Service Office, with legal authority granted by the General Service Board to conduct its daily affairs. Members are appointed by the GSB and include the General Service Chairperson, Chairpersons of the portfolio committees, and members-at-large who contribute professional experience in specific fields.

The General Service Committees oversee the various elements of the programme. Each portfolio committee has a volunteer Chairperson and is made up of Al-Anon/Alateen members who regularly attend recovery meetings. Ad hoc committees may be formed temporarily to address specific needs as they arise.

Portfolio Committees

1. Finance.
2. Policy and Planning.
3. Member Services.
4. Literature.
5. Public Outreach.

Portfolio Subcommittees

1. Archives — a subcommittee of the Policy and Planning portfolio.
2. Alateen and Al-Anon Adult Children — subcommittees of the Member Services portfolio.
3. Editorial — a subcommittee of the Literature portfolio.
4. Institutions — a subcommittee of the Public Outreach portfolio.
5. Convention — a special committee formed as needed from members with specific skills.
6. Nominations — a special committee formed as needed from members with knowledge of portfolio requirements and the skills to match candidates accordingly.

Committees with a Specific Composition

1. Finance: chaired by the General Service Finance Chairperson, assisted by the General Service Committee Chairperson and designated volunteer members.
2. Nominations: the Chairperson is assisted by all General Service members in identifying candidates for vacant positions.
3. Conference: comprises a volunteer Chairperson, the General Service Committee Chairperson, the Conference Secretary, the Conference Administrator, the Area Coordinator, and volunteers.

General Service Roles and Responsibilities

General Service Chairperson

The General Service Chairperson is responsible for the oversight of all functions of Al-Anon Family Groups South Africa and must have a thorough understanding of the Mission and Vision Statement.

Responsibilities

1. General Service Office and staff.
2. General Service Committee.
3. Annual Convention — hosted by an Area.
4. General Service Conference and E-Conference.
5. Plans and conducts meetings.

Ex-Officio Positions

1. General Service Board Member (ex-officio).
2. Trustee of the South African Al-Anon Family Groups Trust (ex-officio).

Annual Meeting Commitments

1. Six General Service Committee meetings.
2. Three General Service Board meetings (one weekend).
3. Three Trust meetings.
4. General Service Conference (Thursday to Sunday).
5. General Service E-Conference (Friday to Sunday).
6. Policy and Planning Meeting (Saturday and Sunday).

Skills Required

1. Leadership qualities.
2. Good communication.
3. Organisational and planning ability.
4. Computer proficiency.

Knowledge Required

1. Good business practice.
2. Al-Anon service structure.
3. The Twelve Steps, Traditions, and Concepts of Service (including the General Warranties).
4. The WSO Al-Anon/Alateen Service Manual.
5. The South African Service Handbook (SASH).
6. The AFG SA Constitution.
7. The South African service structure.

Written Reports

1. General Service meetings.
2. General Service Board meetings.
3. Trust meetings.
4. Annual report.
5. Quarterly reports.

The General Service Chairperson acts as a Service Sponsor and must themselves have a Service Sponsor.

General Service Finance Chairperson

The General Service Finance Chairperson oversees all financial matters of Al-Anon Family Groups South Africa. Finances are independently compiled annually by an external audit firm. While this is not a statutory requirement, it reflects the General Service Board's commitment to financial transparency.

Financial Framework

1. The financial year runs from January to December.
2. Month-end is the last calendar day of each month; the accounting period closes on the first working day thereafter to allow for bank statement entries and journal processing.
3. Income is derived from literature sales and contributions from members, groups, and Areas.
4. Grants may be requested from the SA Al-Anon Family Group Trust for special projects, CAL printing, or other financial obligations.
5. Fundraising income is kept separate from operating income and held in the Investment account.
6. The GSO banks with Absa Bank, holding a Current account and an Investment Reserve account, with internet banking facilities.

Responsibilities

1. Prepares monthly finance reports, including the Income and Expenditure statement.
2. Prepares the Balance Sheet, Trial Balance, and related financial reports on a monthly and annual basis.
3. Prepares the annual budget and presents it to the GSB meeting in March for review.
4. Ensures that accounts are independently compiled and presented to the GSB and SA AFG Trust in June, and to the Conference for approval.
5. Prepares the annual Conference expense budget and presents it to the GSC for approval in November each year.

Literature Orders (with GSO Office Administrator)

1. Approves WSO literature orders to maintain appropriate stock levels at all times.
2. Assists the Office Administrator in preparing monthly and annual literature sales reports.
3. Assists the Office Administrator in preparing the annual literature price list revision (currently in July).
4. Monitors low stock levels and ensures timely orders from the WSO.
5. Recalculates landed stock prices upon receipt of a literature order, based on the Rand/Dollar exchange rate on the date of payment.

Local Printing (with GSO Office Administrator)

1. Maintains a relationship with a local printing company.
2. Determines, together with the GSC, which CAL items should be printed locally.
3. Obtains quotes for each local print job and presents these to the relevant service members for approval.
4. Requests funding for each local print via the Special Project application form.
5. Liaises with printers on samples, reviews proofs for quality, signs off on the batch, confirms delivery of stock, and ensures payment is made.

Stock and Audits

1. Ensures the Office Administrator conducts weekly random stock checks and an annual stock count.
2. Assists the Office Administrator with the annual stock count and reconciles any discrepancies identified.

Annual Meeting Commitments

1. Six General Service Committee meetings.
2. Three General Service Board meetings (one weekend).
3. Two Trust meetings.
4. General Service Conference (Thursday to Sunday).
5. Policy and Planning Meeting (Saturday and Sunday).

Skills Required

1. Strong financial experience.
2. Relevant financial training or qualifications (advantageous).
3. Proficiency in Excel for the presentation and consolidation of financial data.
4. Familiarity with financial software to support the GSO Office Administrator (advantageous).

Knowledge Required

1. Financial reporting requirements.
2. Balance sheets and income statements.
3. IT literacy, particularly email, Excel, and accounting software.

Written Reports

1. General Service meetings.
2. Annual report for Conference.
3. Quarterly reports for Conference minutes.

General Service Policy and Planning Chairperson

The General Service Policy and Planning Chairperson oversees the development, review, and communication of Al-Anon SA policy, and leads the long-range planning function to ensure the fellowship remains relevant and effective.

Policy Responsibilities

1. Compiles and revises the South African Service Handbook (SASH).
2. Studies the WSC Summary annually to assess and implement relevant decisions.
3. Answers queries on policy matters and makes appropriate policy recommendations.
4. Interprets, clarifies, and encourages the use of the Concepts and Traditions.
5. Reports bi-monthly to the General Service Committee.
6. Submits an annual budget and report to the General Service Committee and Conference.
7. Studies proposed Motions and Recommendations in advance of Conference.
8. Identifies current Motions for amendment or rescinding at Conference.
9. Considers problems and projects brought to the committee's attention by any Al-Anon or Alateen member.

10. Ensures SA Alateen Safety & Behavioural Requirements are current and comply with WSO policies and procedures.
11. Develops policies, procedures, and appropriate forms, including those relating to laws and regulations that affect AFGSA.
12. Prepares workshops for Conference when requested.
13. Develops service day material for the orientation of new service members.

Long-Range Study

1. Studies service trends at the WSO based on the WSC Summary.
2. Prepares workshops for Conference to create an informed group conscience regarding potential change.
3. Re-examines roles and responsibilities in light of the challenges of changing times.
4. Formulates clear goals for AFGSA to present to Conference.
5. Conducts regular reviews of the AI-Anon SA service structure and evaluates its effectiveness.

Ex-Officio Position

1. General Service Board Member (ex-officio).

Annual Meeting Commitments

1. Three General Service Board meetings (one weekend).
2. General Service Conference (Thursday to Sunday).
3. General Service E-Conference (Friday to Sunday).
4. Policy and Planning Meeting (Saturday and Sunday).

Skills Required

1. Leadership.
2. Good communication.
3. Organisational and planning ability.

Knowledge Required

1. The AI-Anon/Alateen Service Manual.
2. The South African Service Handbook (SASH).
3. WSC Summaries.
4. The Twelve Concepts of Service.

Written Reports

1. General Service meetings.
2. General Service Board meetings.
3. Annual report for Conference and E-Conference.
4. Quarterly reports for Conference and E-Conference minutes.

General Service Archives Coordinator

The Archives Committee is responsible for gathering, organising, protecting, and preserving the documented history of the AI-Anon Family Groups fellowship in South Africa, both past and present. It maintains the ongoing history of the fellowship and strives to inspire a love for and interest in all things pertaining to AI-Anon and Alateen.

Responsibilities

1. Liaises with Archivists or Coordinators across the three Areas.
2. Prepares historical articles, talks, and presentations on request.
3. Generates interest in and respect for the history of Al-Anon through correspondence, reports, and sharings from the WSO.
4. Keeps in contact with the WSO Archivist to revise and adapt guidelines.
5. Updates the South African Al-Anon timeline.
6. Oversees researched Area and group histories.
7. Makes archival materials available to the fellowship and to serious researchers.
8. Oversees the management of the Al-Anon SA archives, including the following functions:
 - Appraisal of material.
 - Disposition.
 - Accessioning.
 - Preservation.
 - Arrangement.
 - Description.
 - Reference guides.
 - Exhibition of non-current records.

Annual Meeting Commitments

1. Six General Service Committee meetings.
2. General Service Conference (Thursday to Sunday).
3. Policy and Planning Meeting (Saturday and Sunday).

Skills Required

1. Public speaking.
2. Research.
3. Writing.
4. Communication.

Knowledge Required

1. The role of Al-Anon SA in the international context.
2. The history of Al-Anon and Alateen in South Africa.
3. The functions of the GSC and GSB.
4. The Al-Anon SA website.

Written Reports

1. General Service meetings.
2. Annual report for Conference.
3. Quarterly reports for Conference minutes.

General Service Member Services Chairperson

The primary responsibility of Member Services is to support and assist all South African Al-Anon Family Groups — including Al-Anon Adult Children and Alateen groups — and their members in achieving Al-Anon's primary purpose: to help the families and friends of alcoholics.

Responsibilities

1. Keeps records and analysis of groups and membership across all Areas in South Africa, including Al-Anon, Al-Anon Adult Children, Alateen, and Loner members.
2. Prepares and presents requirements or proposed changes to related policies, and submits these as Motions or Recommendations at the General Service Conference.
3. Advises Area Alateen committees on AMIAS accreditation and monitors AMIAS compliance across all three Areas, ensuring that accreditation documents are held with the GSO and Area offices and that Criminal Record Clearances (CRC) are current.
4. Compiles and presents service tools for groups.
5. Keeps the Members' section of the website updated with group meeting details, Area newsletters, Loners' letters, and the Events Calendar.
6. Budgets for special projects, including bi-annual AMIAS CRC renewals.
7. Keeps Areas informed on all current topics.
8. Receives information from Areas regarding groups via the Member Services Coordinators, Alateen Coordinators, Loner Member Coordinators, and Area Office Administrators.
9. Maintains contact with Into Africa Initiative (IAI) groups.
10. Reads and promotes CAL, including book reviews for the Online Bookstore.

Annual Meeting Commitments

1. Six General Service Committee meetings.
2. General Service Conference (Thursday to Sunday).
3. General Service E-Conference (Friday to Sunday).
4. Policy and Planning Meeting (Saturday and Sunday).

Skills Required

1. Good communication and coordination.
2. Organisational and planning ability.
3. Computer proficiency (Microsoft Word, Excel, PowerPoint).
4. Leadership.

Knowledge Required

1. Al-Anon service structure.
2. The Twelve Traditions and Concepts of Service.
3. The Al-Anon/Alateen Service Manual.

Written Reports

1. General Service meetings.
2. Annual report for Conference and E-Conference.
3. Quarterly reports for Conference and E-Conference minutes.

General Service Literature Services Chairperson

Note: As of 2026, this portfolio is being handled jointly by the GSO Office Administrator, the Member Services Chairperson, and the General Service Finance Chairperson.

Al-Anon literature is the principal means by which growth, unity, and service in Al-Anon are facilitated. The Literature Services Chairperson ensures that every aspect of the Al-Anon programme of recovery is available in written form to members, friends, and the wider community. Literature helps members continue their recovery between meetings and gain deeper insight into themselves and the principles of the Al-Anon/Alateen programme.

The General Service Office South Africa is registered with the WSO as a Literature Distribution Centre (LDC) and is responsible for the importation of all literature. Literature is sold to Areas, not to individual members or groups, and forms the main source of income for the GSO.

Al-Anon's policy is to provide only the best: literature that is well-conceived, professionally produced, and a true reflection of the programme.

Special permission from the WSO allows the GSO to reprint certain CAL books, and to translate certain pamphlets into local languages, for local printing and distribution.

Composition of the Literature Committee

1. General Service Literature Services Chairperson.
2. Area Literature Coordinators.
3. GSO Office Administrator (paid position).
4. Area Office Administrators.
5. General Service Finance Chairperson.

Responsibilities

1. Reads Al-Anon literature consistently and remains familiar with literature relevant to the needs of the fellowship.
2. Stays attuned to the membership's needs regarding Conference-Approved Literature.
3. Coordinates and promotes the national Al-Anon Online Bookstore.
4. Communicates regularly with Area Literature Coordinators, Area Office Administrators, and the GSC.
5. Maintains contact with the WSO regarding new CAL releases, pricing, and updates.

Annual Meeting Commitments

1. Six General Service Committee meetings.
2. General Service Conference (Thursday to Sunday).
3. General Service E-Conference (Friday to Sunday).
4. Policy and Planning Meeting (Saturday and Sunday).

Skills Required

1. Computer proficiency (Microsoft Word, Excel, PowerPoint).
2. Basic financial skills, including an understanding of pricing, calculations, and averaging.
3. Project management skills.

Written Reports

1. General Service meetings.
2. Annual report for Conference and E-Conference.
3. Quarterly reports for Conference and E-Conference minutes.

General Service Public Outreach Chairperson

Public Outreach informs the general public — through the media, professionals, facilities, and organisations — about who we are, what we do, and how to find us. The goal is to attract to our programme those whose lives are or have been affected by someone else's drinking, so that those who need our programme can find the help and hope we offer. We also strive for name recognition and credibility as a community resource.

Responsibilities — In the Areas

The General Service Public Outreach Chairperson supports Area Coordinators to achieve the best results from outreach efforts across South Africa. By sharing projects identified nationally and by the WSO, the Chairperson provides practical guidance and helps local members avoid duplication of effort.

1. Serves as the communication link between the WSO, the GSC, and the Areas.
2. Communicates and works cooperatively with Area Coordinators, Area Chairpersons, and Delegates.
3. Motivates Areas and Al-Anon Information Services (AISs) to form outreach committees.
4. Works with local and area action committees.
5. Makes presentations or facilitates workshops electronically or at Area Assemblies or District meetings.
6. Encourages Area Public Outreach Coordinators (POCs) to familiarise themselves with the WSO Al-Anon/Alateen Service Manual.
7. Distributes service projects and information from the WSO or GSC to Area Assemblies, Districts, and AISs.
8. Encourages Areas, Districts, AISs, and GRs to carry projects and information to the groups.
9. Continually educates the fellowship about the need to attract those who are still suffering to the Al-Anon programme.
10. Keeps Area Coordinators informed of new resources, especially from the WSO.
11. Advises on and suggests Public Outreach activities suited to each Area.
12. Requests reports of Public Outreach activities from Area POCs, Districts, and AISs, and shares these with the Area Assembly, the GSC, and the WSO.
13. Maintains cooperative relationships with AA for national or Area activities such as webinars and seminars.
14. Keeps Al-Anon safe.

Outreach to the Public and Media

The written word, television, radio, the internet, and social media offer the greatest potential to reach the largest number of people. Public Outreach activities include:

1. Distributing public service announcements (PSAs) to TV and radio.
2. Listing meetings in newspapers and online directories.
3. Using the internet, social media, and websites to carry the Al-Anon/Alateen message.
4. Implementing poster and advertising campaigns.
5. Holding public meetings and participating in health fairs, student fairs, and other community events.

Outreach to Professionals

WSO membership surveys indicate that more than half of Al-Anon members and 22% of Alateen members attended their first meeting because of a professional referral. Counsellors, therapists, clergy, mental health professionals, employee assistance programme (EAP) practitioners, medical and judicial professionals, librarians, and others who work with the public are well placed to identify and refer potential newcomers. Outreach via the media also reaches professionals and lends credibility to the programme. Outreach activities include presentations to management, staff, and EAPs at corporate organisations.

Outreach to Institutions

We strive to bring the Al-Anon/Alateen programme to families and friends of alcoholics in addiction treatment and rehabilitation centres, mental health facilities, crisis and abuse centres, and correctional facilities. We carry the Al-Anon message of hope directly to potential newcomers by establishing Al-Anon/Alateen meetings and Public Outreach presentations at these facilities.

Outreach to Schools

Public Outreach to schools is best arranged through Area POCs in cooperation with school staff. Alateen has a number of YouTube videos created specifically for teenagers living with alcoholism in the family. It is advisable to have an AMIAS present at school events. CAL literature is a valuable resource for both teachers and learners.

Annual Meeting Commitments

1. Six General Service Committee meetings.
2. General Service Conference (Thursday to Sunday).
3. General Service E-Conference (Friday to Sunday).
4. Policy and Planning Meeting (Saturday and Sunday).

Skills Required

1. Passion for Public Outreach.
2. A good understanding of the Al-Anon Twelve Steps.
3. At least two years' membership of Al-Anon.
4. Some experience of service within Al-Anon.
5. Computer skills, preferably Microsoft Office.
6. Ability to work well in a team.
7. Familiarity with the WSO Al-Anon/Alateen Service Manual.
8. An understanding of available Public Outreach CAL literature.

Written Reports

1. General Service meetings.
2. Annual report for Conference and E-Conference.
3. Quarterly reports for Conference and E-Conference minutes.

GSO Office Administrator

The General Service Office is currently located at Unit B5, N1 City Mews, Manus Gerber Street, N1 City, Goodwood.

The GSO Office Administrator is responsible for the general administrative duties of the General Service Office and for maintaining the office in good working order.

Financial

1. Month-end processing of finances for the SA AFG Trust and GSO — approved by the GSC Finance Chairperson.
2. Monthly finance reports for the SA AFG Trust and GSO — approved by the GSC Finance Chairperson.
3. Payments to service providers — approved by the GSC Chairperson and GSC Finance Chairperson.

Literature

1. Processes Area and online literature orders.
2. Manages the purchasing, importing, and distribution of WSO orders.
3. Coordinates local printing with the GSC Finance Chairperson.
4. Conducts weekly and annual stock takes.
5. Prepares monthly and annual literature sales reports.

Meetings

1. Prepares agendas and minutes for GSC, Policy and Planning, GSB, and SA AFG Trust meetings.
2. Coordinates the General Service Conference and National Policy and Planning Meeting.

Archives

1. Maintains the GSO archives.

Annual Meeting Commitments

1. Six General Service Committee meetings.
2. Three General Service Board meetings (one weekend).
3. Two Trust meetings.
4. General Service Conference (Thursday to Sunday).
5. Policy and Planning Meeting (Saturday and Sunday).

Skills Required

1. Good communication and coordination.
2. Organisational and planning ability.
3. Computer proficiency.
4. Knowledge of the Fincon financial package.

Knowledge Required

1. Good business practice.
2. Accounting.
3. **Written Reports**
4. General Service meetings.
5. Annual report.

8. SOUTH AFRICAN GENERAL SERVICE BOARD (GSB)

The General Service Board, together with the GSC, directs the business operations of the GSO. The Board guards the financial and legal rights of the Al-Anon fellowship against those who may seek to profit from its public acceptance, protects its principles from distortion and dilution, and acts as the chief service arm of the Conference. The GSB serves as guardian of the Twelve Traditions, the Twelve Concepts of Service, and the Conference Charter.

The GSB comprises the GSC Chairperson (ex-officio), the GSC Finance Chairperson (ex-officio), the GSC Policy and Planning Chairperson (ex-officio), and the Area Service Board Member (ASBM) of each Area. Area Service Board Members are members living in the geographical areas of South Africa designated as official Areas by the Conference.

The term of office for GSB Members and ASBMs is four years, as determined by the South African General Service Conference. Members may serve two terms, which may be consecutive.

Authorities

1. Controls Al-Anon's property and finances.
2. Makes long-term strategic plans.
3. Authorises expenditures.
4. Appoints members to the GSC, the GSB, and the SAAFGT after approval by the Conference.
5. Appoints a General Service Chairperson and other staff for the General Service Office.
6. Accepts nominations and appoints members as Area Service Board Members.
7. Appoints GSB or GSC members as Delegates to attend the IAGSM.
8. Approves Special Project applications.
9. Takes whatever measures are prudent and effective in carrying out the purpose of the fellowship.
10. Approves the final agenda for the Conference.
11. Applies and maintains the policies of the World Service Office as established.

Any Board Member who has a substantial financial interest in any contract or transaction requiring authorisation by the Board may not vote on that matter.

Three-quarters of all authorised participants registered at the Conference may bring about a reorganisation of the General Service Office. They may request the resignation of the entire GSB and nominate a new slate of Board Members. Prior to resignation, it is the responsibility of the outgoing Board Members to vote on the successor slate presented by the Conference.

For the purpose of bringing about such a reorganisation, the number of GSO participants voting shall be limited to one-quarter of the total Conference vote. The final decision-making body is the South African General Service Conference, which should always take into consideration the policies and decisions of the World Service Conference held annually in the USA.

ASBM Nomination and Appointment Process

Approved by GSB.- April 2026

Standard Process

1. The GSB informs the relevant Area of the status of the ASBM's term, as per the GSB succession planning schedule. This vacancy is identified at the Policy and Planning Meeting or the November GSB meeting, and the Area is notified by end of November.
2. The Area informs its membership of the upcoming vacancy and calls for nominations. The nomination deadline at Area level is mid-February.
3. Nominations are forwarded to the GSB by the end of February.
4. Nominations are presented at the March/April GSB meeting and voted on.
5. The Area is informed of the outcome of the GSB voting process within two weeks of the GSB meeting.
6. Accepted nominations are presented to Conference for traditional approval.
7. The GSB post-Conference ratification meeting confirms the election of the new ASBM and all related Conference motions.
8. The Area is informed of the outcome of the ratification meeting within two weeks of the post-Conference GSB meeting.
9. The incoming ASBM takes office and attends from the first GSB meeting held after the post-Conference ratification meeting.

Process in Exceptional Circumstances

In the event that an ASBM resigns prior to the end of their term, that no nominations are received, or the GSB does not accept a nominee, the following process may be followed:

1. The Area informs the GSB of the vacancy, or the GSB informs the Area of the non-acceptance of a nominated candidate.
2. The GSB requests that the Area temporarily appoint a suitable candidate — preferably a senior Delegate — to step into the role of ASBM.
3. This candidate may be invited to GSB meetings. The voice and vote afforded to this member will be determined by the GSB for the purposes of that specific meeting.

An Area without an ASBM must treat the matter with urgency and identify and nominate a suitable member as soon as possible.

The temporarily-appointed GSB member attends for the purposes of Area representation only.

9. AREA SERVICE BOARD MEMBER (ASBM)

The Area Service Board Member (ASBM) serves as the guardian of the Twelve Traditions and Twelve Concepts in their Area. They hold delegated authority from the General Service Conference for legal and financial matters within the Area. The ASBM's oversight role is one of guidance and guardianship, not operational management.

Objectives

1. Ensures that Area business is managed in a legally compliant manner and in accordance with Al-Anon's Twelve Traditions.
2. Ensures that the Area Constitution is accurate and adequate in terms of protecting Al-Anon legally and financially under South African law.
3. Ensures lawful and best business practice in all Area financial operations.
4. Ensures compliance with SARS regulations.
5. Ensures compliance with the Labour Relations Act and relevant regulations.
6. Ensures that property leases are current.
7. Ensures compliance with property regulations.
8. Ensures that Area insurance, including public liability insurance, is current and reviewed annually.
9. Ensures adherence to the Alateen Safety and Behavioural Requirements — Policy and Procedures.

Legal Guardianship and Oversight

As per the AFG SA Constitution.

1. Ensures that the legal registration of the Area Constitution is in place.
2. Ensures the Constitution is current, accurate, and that the Area is compliant with its contents.
3. Ensures that the Area holds an Annual General Meeting (AGM) in compliance with the Area Constitution, including:
 - correct notice of the AGM is given.
 - the agenda is distributed within the required timeframe.
 - a quorum is present at the AGM.
 - the correct election procedure is in place and adhered to for service positions.
 - minutes of the AGM are accurate and distributed timeously.
 - minutes are approved, signed, and entered into the minute book.
4. Ensures lawful and best business practice in all Area financial operations, including:
 - an annual budget is prepared, presented, and approved at the Area AGM.
 - monthly financials are prepared, presented, and approved.
 - income and expenditure balance in terms of contributions and fundraisers.
 - a Prudent Reserve is in place and accounted for in accordance with good business practice.
 - area signatories at the bank are current and FICA compliant.
 - the Area is SARS compliant with VAT and tax return requirements.
 - Area finances are audited annually, as required by the Area's Public Benefit Organisation (PBO) registration.

5. Ensures that property leases for the Area Service Office are current and reviewed annually.
6. Ensures that Area insurance is in place and reviewed annually. Public liability insurance covers injury or damage to third-party property and excludes employees. Accident cover for employees must comply with the Compensation for Occupational Injuries and Diseases Act (COIDA), administered through the Department of Labour.
7. Ensures Area Labour Law compliance for all employees, including:
 - a current letter of appointment is in place.
 - a current job description is in place.
 - an annual performance appraisal is carried out by the Area Chairperson and the ASBM.
 - an annual salary review is carried out.
 - regulatory submissions to SARS (EMP201 and EMP501) are made timeously.
 - employees are UIF compliant.
8. Ensures Alateen compliance, including:
 - Al-Anon's Alateen Safety and Behavioural Requirements are in place and adhered to.
 - Area office records are in place and updated for all AMIASs
 - Area Alateen Committee is in place and Criminal Record Certificate (CRC) compliant
 - all AMIASs hold current CRCs.
 - two accredited AMIASs are present at all Alateen meetings, including those held at rallies or Conventions.
 - Annexure Ones (Alateen Legal Compliance Report to the General Service Board) are tabled at all GSB meetings.
 - correct notices are displayed or included in programmes in respect of Alateen at AA Conventions and rallies.
 - AMIASs wear correct identification at Alateen meetings, AA Conventions, and rallies.

Area Responsibilities

1. Represents Al-Anon as a whole at Board level; as a member of the GSB, and Al-Anon Family Groups SA as a whole and does not represent their Area only when making decisions.
2. Oversees the guardianship of Al-Anon's Twelve Traditions and Concepts in their Area.
3. Holds complete delegated authority from the General Service Conference for legal and financial matters in their Area.
4. Holds ultimate responsibility and authority to oversee legal and financial compliance in the Area, in consultation with the ASC.
5. Reports on Area legal and financial matters at Area Assembly and GSB meetings.
6. Takes the voice of their Area to the GSB and the voice of the GSB to the Area.
7. Ensures clear two-way communication between the fellowship and the GSB.
8. Carries back to the Area any changes to or updates on relevant laws and regulations, and ensures these are implemented.
9. Ensures the GSO is meeting Area needs in terms of affordable literature, member services, public outreach resources, and general fellowship support.
10. Ensures the Area and the fellowship are supported with resources as needed, or applied for via Special Project applications.

11. Motivates Area applications for Special Projects to the GSC and Conference, with the necessary supporting documents.
12. Ensures the Area is supporting the GSO in meeting its monthly financial responsibilities.
13. Motivates Area matters for discussion at the GSO or for inclusion on the Conference agenda.

Responsibilities at GSB Meetings

1. Attends GSB meetings three times per year.
2. Reports on Area legal and financial matters.
3. Takes the voice of the Area to the GSB and the voice of the GSB to the Area.
4. Represents Al-Anon Family Groups SA as a whole when national decisions are made, rather than their individual Area.
5. Evaluates the operations of the GSC.
6. Approves the agenda for Conference.
7. Does not vote on matters where a personal or vested interest exists.

10. THE SOUTH AFRICAN SERVICE CONFERENCE

Purpose

Al-Anon's Tradition Two states that: "For our group purpose there is but one authority — a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern."

The South African General Service Conference gives practical expression to the group conscience of Al-Anon in South Africa. It is the means by which the group conscience can speak; it is the voice of Al-Anon South Africa, and the guarantee that our services shall continue effectively under all conditions. The Conference protects Al-Anon and Alateen against a service breakdown; it makes for unity and enables the fellowship to act upon important matters. This makes it the principal guarantor of Al-Anon and Alateen's harmony and survival.

Conference Structure

The entire Al-Anon fellowship is represented at the Conference. It is composed of the Conference Chairperson, Delegates from each Area, Area Service Board Members, the General Service Committee, administrative staff of the General Service Office, and invited guests.

An Area may choose to send an additional representative to Conference, provided prior notice is given to the Conference Leadership Team. The expenses of this representative are paid by the Area; they have voice but no vote at the Conference.

Representatives from the Into Africa Initiative (IAI), when these countries as well as the Conference may be ready for their participation.

Delegates at Conference represent Al-Anon South Africa — they may reflect local interests, Area opinion, and contribute Area ideas, but they are not bound by directives from their groups. The Delegates, as well as all other Conference members, are the trusted servants of Al-Anon South Africa.

How the Conference Works

When a motion is proposed, a majority vote of less than two-thirds of the Conference constitutes only a recommendation to the GSB and the GSO. A two-thirds vote is binding upon them, subject to the provisions of Concept Seven, which affirms that the GSB holds legal rights while the rights of the Conference are traditional.

On overall policy matters the Conference makes final decisions. The GSB and the GSO are the service arms of the Conference, a part of the whole fellowship. The Conference is empowered to pass resolutions, make recommendations to the GSO, direct committees to further study, or decline to act in a given situation. It cannot, however, mandate or govern the Al-Anon fellowship which it serves. The Conference represents the Al-Anon membership but does not rule it.

Typical Conference Activities

1. The Conference is opened by the Conference Chairperson or Assistant Chairperson, who introduces the Chairperson of the GSB.
2. The GSB Chairperson welcomes all Conference attendees and reports on GSB matters.
3. The General Service Chairperson gives a summary of the year's activities.
4. Staff members and volunteer Chairpersons of Committees report on the year's activities.
5. The GSC Finance Chairperson presents a detailed, independently compiled report, giving a clear picture of the fellowship's financial position.
6. The SA AFG Trust Chairperson presents a report on the Trust.
7. The Conference discusses these reports and may appoint committees for further study if necessary.
8. Committees appointed for further study make recommendations, and appropriate action is taken.
9. Delegates report on Area matters.
10. Presentations and workshops may take place.
11. Other items on the agenda are addressed and discussed.

Conference Agenda

The agenda is developed over the preceding months by the Conference Leadership Team. All suggestions from Delegates, other Conference members, and the membership-at-large are carefully considered. Agenda items may include:

1. Any action proposed by the GSB affecting AI-Anon in South Africa as a whole, presented for Conference debate and approval.
2. Deviations from AI-Anon Traditions affecting AI-Anon in South Africa as a whole.
3. Consideration of proposed local reprints or the importation of new literature.
4. Questions and decisions in the field of overall public information.
5. The state of voluntary contributions, and how non-contributing groups can be better informed and encouraged to contribute.
6. Consideration of local problems, provided they affect or may affect AI-Anon in South Africa as a whole.
7. Special requests for guidance from Service Board Members or members of the General Service Office.
8. Workshops and meetings on service functions.
9. How returning Delegates can best serve their Areas.
10. Matters concerning Conference procedure, structure, and function.

How the Conference is Financed

The cost of the Conference, as well as that of other South African AI-Anon services, is covered by the GSO General Fund, together with contributions from the Areas towards the costs of their Area Service Board Members (ASBMs) and their Area Delegates. (See Delegate Equalised Expenses below.)

It is necessary for the GSO to ask all groups, whether participating in the Conference or not, to respond generously to the three appeal letters sent annually. All groups benefit from the work of the Conference.

General Conference Expenses include:

1. The salary of a staff administrator and any assistants handling the daily affairs of the Conference.
2. The cost of hosting the Conference.
3. Preparation of the Conference dossier.
4. Correspondence and reports for Delegates and groups.
5. Expenses involved in printing and distributing the Conference Summary.
6. Cost of travel and accommodation for Conference attendees.

Delegate Equalised Expenses

A substantial portion of each Delegate's expenses is paid by the Areas. Each Area contributes an equal amount towards the cost of sending a Delegate to the Conference. A formula was developed to provide a fair equalisation of travelling expenses. The total travelling, accommodation, meals, and incidental expenses for the Delegates, divided by the number of Delegates, results in the amount each Area contributes. The Conference Committee informs the Areas of the equalised expense amount. Each Delegate's expenses are then met from these funds, regardless of travelling distance.

11. GROUP, DISTRICT, AND AREA ELECTION PROCEDURES

At the Group Level

The separateness of the Al-Anon and Alcoholics Anonymous (AA) fellowships is stated in Tradition Six. Al-Anon policy is that service positions beyond the group level should not be filled by members who are also AA members. The Conference Leadership Team would refuse admission of a Delegate who holds such dual membership.

Election of a Group Representative and Alternate

The Group Representative is elected by their group for a three-year term using any election procedure the group chooses. Since the newly elected GR may be attending the Election Assembly shortly after their election, the group's elections should precede the date of the Assembly. To emphasise the importance of selecting an informed GR, a special election meeting may be called, with time devoted to the role of the GR in the service structure and their work in the District and Area. A group may re-elect its GR for another term.

Since a GR may be unable to attend all District and Area meetings, an Alternate GR should be elected at the same time. The Alternate may be the runner-up in the election. The Alternate GR's duties may include serving as the group's Public Outreach contact, newsletter reporter, and official greeter of newcomers and visitors. If the GR resigns or proves to be inactive, the Alternate completes the term and may then be elected for a three-year term of their own, after which another Alternate may be elected.

When the Group Representative Has Been Elected

The GR immediately sends their name, telephone number, and email address to the Area Service Office, so that they can be informed of the time and place of the next Area Assembly. In a new Area, the GR informs the temporary Chairperson. It is the responsibility of the GR to familiarise themselves with their duties.

Finances

The expenses of the GR to attend the Assembly may be paid by the group or the Area, according to the distance and cost of travel to and from the Assembly venue. If the Area Assembly is held electronically, the GR may be reimbursed for data expenses incurred. The GR may choose not to claim these expenses.

At the District Level

Election of a District Representative and Alternate

The election of the DR and Alternate DR, from among the incoming, outgoing, or active past GRs, takes place shortly after the election of GRs. This is often done at a District meeting, either in person or electronically. The term of office of the DR is generally three years.

The DR who is completing their term calls a District Election Meeting and notifies each group, inviting the incoming, outgoing, and active past GRs and others who wish to attend.

If the DR resigns, proves to be inactive, or for any reason is unable to serve, the Alternate DR completes the term. If the GR is not aware of the DR's failure to attend ASC meetings, the ASC may request a replacement. In a city where there is an Al-Anon Information Service (AIS),

the Alternate DR may be a member of its service committee, with other service duties as decided by the Area.

Each group supports the District in the purchase of Public Outreach and Institutions materials and related activities, such as literature displays, special-announcement mailings, and District meeting venue hire.

When the District Representative Has Been Elected

The DR notifies the Area Service Office of their election and that of their Alternate. It is the responsibility of the new DR to acquaint themselves thoroughly with the duties of the role.

Finances

The DR's expenses to attend the Assembly may be paid by their group, District, or Area. Expenses to attend ASC meetings may be shared by the groups in the District through collections at District meetings. The DR may choose not to claim these expenses.

At the Area Assembly Level

The Area Election Assembly

The Election Assembly to elect members to the Service Committee is held annually in August at the same time as the Area AGM — Coordinators, Alternate Coordinators, GRs, Alternate GRs, DRs, Alternate DRs, Delegates, and Alternate Delegates. It has been suggested that the Election Assembly be held prior to June so that the newly elected Delegate/s may attend the General Services Conference in June of that year. The ASC may also schedule interim Assemblies, called by the Chairperson as deemed necessary.

Preparing for the Election Assembly

Vacant positions are circulated to GRs and members are invited to nominate candidates. Nominations must be submitted one month prior to the Election Assembly. A list of nominees may be circulated to groups in accordance with Area policy.

Before the Assembly convenes, the Chairperson (or temporary Chairperson) ensures that:

1. A list of groups eligible to vote, as per Conference Motion, is prepared and distributed.
2. Al-Anon/Alateen members who are not GRs are invited to serve as tellers:
 - In person: pencils, slips of paper, and envelopes are available for written ballots.
 - Electronic: polls are set up on the required electronic platform, with a designated person ready to record and display results.

At the Election Assembly — Preparation

1. A record is kept of each GR eligible to vote and Service Committee members present (name and home group details).
2. The Chairperson calls the meeting to order. If this is the Area's first Assembly, the temporary Chairperson conducts the meeting until a Chairperson is elected.
3. The Chairperson asks for a moment of silence followed by the Serenity Prayer.
4. The election procedure set out in this Handbook — or any other method agreed upon by the Area — is reviewed. Experience has shown this method to be fair and trouble-free. If another method is considered, it must be clearly understood and agreed upon by a two-thirds vote of the Assembly.

5. It is important that all present understand the method agreed upon for the election of Area officers.

The Eligibility and Method of Election

1. It is compulsory for a GR or Alternate GR to have a minimum of 50% attendance at Area Assembly meetings to be eligible to vote, as determined by Conference.
2. The Chairperson asks for a vote of acceptance of the proposed method of election.
3. For voting purposes, the Area Election Assembly should have a quorum representing two-thirds of all eligible GRs.
4. Where a quorum is not met at the Area Election Assembly, the voting procedure is held over to the next Area Assembly.
5. Voting by eligible GRs present at the next Area Assembly will take place regardless of whether the quorum has been met.
6. The minutes of the Area Election Assembly will reflect the reason for the deferral of the vote.
7. A proxy vote will not be accepted in place of a GR or Alternate GR at the Area Assembly, as determined by Conference.
8. A GR may not vote on behalf of two groups.
9. In keeping with the principle of one vote per group, the Chairperson has a vote only if they are still a GR.

The Voting Process

It is suggested that Area elections use the same voting process as the South African General Service Conference, given that the number of groups in South Africa is considerably smaller than in the USA.

1. The eligible GRs, plus a proportionate number of Area Service Committee members, will vote.
2. The ratio of GRs to Service Committee members voting should be 2:1 (two-thirds GRs to one-third Service Committee). The names of the Service Committee members who will vote are drawn from a hat.
3. The same eligibility criteria that apply to GRs apply to Service Committee members.
4. Names of all candidates are displayed by the Office Administrator so that all present can see them.
5. The Secretary calls the roll of voting members.
6. Paper and pencils are distributed for written ballots.
7. In person: non-voting members are selected to serve as tellers, to collect ballots, tally votes, and display results.
8. Electronic: a designated non-voting member has polls ready to post and displays results.
9. The first candidate to receive a two-thirds vote is elected.
10. If no candidate has received the required two-thirds vote after several ballots, and if two candidates each have 40% or more of the total vote, the Chairperson may suggest that those two candidates remain and the other candidates withdraw.
11. Whether or not any names are withdrawn, another ballot is taken.
12. If an election still does yield a clear result, the Chairperson asks for a motion to close the balloting and that the choice be made by drawing a name from a hat. The first name drawn is elected.

13. Some Assemblies prefer a final voting process in which the candidate with the most votes is elected.

Election of the South African Service Delegate

1. Area members are asked to nominate eligible candidates for the position of Delegate for a four-year term. If the nominee agrees, they become a candidate.
2. The Area Administrative Committee or Chairperson receives and approves the nominations.
3. Approved nominees are presented to the Election Assembly.
4. The same method of voting used for Service Committee positions applies to the election of the Delegate.

Election of the Alternate South African Service Delegate

1. The same method of voting used for the Delegate position applies to the election of the Alternate Delegate.
2. Should the Delegate be unable to complete their term of office, the Alternate automatically becomes the Delegate for the balance of the term.
3. Another Alternate should be elected as soon as possible from among the membership.

Post-Election Activities

The Chairperson directs the Area Office Administrator to send a report of the Election Assembly to the General Service Office and the Area Service Office, giving the names and contact details of the Delegate, the Alternate, District Representatives, and Area Coordinators.

Upon receiving the results of an election, the GSO sends a letter of welcome to each new Delegate, together with the date of the next Conference. All communications from the GSO are addressed to the Delegate, and copied to the Alternate, even if the Delegate was unable to attend the Conference.

12. GENERAL INFORMATION FOR AREA ASSEMBLIES

Area Assembly

The purpose of the Area Assembly is to ensure adequate interchange of information and suggestions about service activities, with regard to the Area and Al-Anon in South Africa. (The Area Election Assembly guidelines are outlined in Section 11 of this Handbook.) The Assembly agenda may include the following items:

1. Approval of Assembly minutes.
2. Chairperson's report on ASC activities since the previous Assembly.
3. Delegate's report on the General Service Conference and/or recent communications from the GSO.
4. Secretary's / Area Office Administrator's report.
5. Reports from Portfolio and Special Services Coordinators.
6. Treasurer's / Finance Coordinator's report.
7. Reports from DRs on progress and concerns in the District.
8. Time for GRs to put forward ideas, opinions, and questions.
9. Workshops or presentations on the application and interpretation of the Twelve Traditions and the Twelve Concepts of Al-Anon.
10. Workshops allowing discussion in small groups.
11. Themed meeting led by a panel, with all GRs participating. This may include showing films, videos, or WSO podcasts such as Lois' Story, Al-Anon Speaks for Itself, Alateen Tells it Like It Is, and Walk this Path of Hope.
12. Report on the Area newsletter.
13. Reports from any other committees, such as Al-Anon Information Service (Intergroup), Convention, and others.

The Chairperson calls and conducts all Assemblies and Area Committee meetings. An additional Assembly may be held to hear the Delegate's post-Conference report. Some Delegates prefer to give their reports at combined District meetings arranged by two or more DRs.

The Area Service and Administrative Committee may meet at regular intervals or whenever the need arises to develop the Assembly agenda and discuss Area affairs.

A full Assembly comprises the Delegates, Coordinators, District Representatives, and Group Representatives. A member may hold an Area service position in only one Area at a time.

Assemblies are usually held at regularly scheduled intervals. Area Al-Anon and Alateen groups are notified of each Assembly by the Chairperson through the Area Office Administrator, the Area newsletter, or any other effective method.

If the Alternate Delegate resigns, a new Alternate should be elected as soon as possible. If the timing before the next Conference makes this impossible, and the Delegate has also resigned, the Chairperson may attend the Conference in the Delegate's place. If the Chairperson is also unable to attend, the next in line would be the most recent of the retired Delegates.

If a Service Committee member or officer resigns or for any reason is unable to serve, another member or District Representative may be appointed by the Chairperson to complete the term.

until another can be elected. In the event that the Delegate resigns, the Alternate finishes the Delegate's term and may then be elected for a four-year term as Delegate.

Some Areas elect the retiring Delegate as Chairperson of the Assembly, in which case they do not vote. Other Areas draw on the Delegate's Conference experience by electing or appointing them as an Area Coordinator of a special service — such as Alateen, Archives, the newsletter, Literature, or Public Outreach.

In Areas that have not yet formed Districts, the Delegate and Coordinators are elected from among the Group Representatives.

A DR who has resigned to take a current Assembly assignment — such as Newsletter Editor, Assembly officer, or Coordinator of a special service, may stand for the office of Delegate.

In order to draw on experience gained in service, an Area may choose to permit any member who has served a term of office as DR and who has remained active at Area level, and who regularly attends Al-Anon meetings, to stand for the office of Delegate.

13. DUTIES OF AREA ASSEMBLY MEMBERS

Group Representative (GR)

A GR is a vital link in the continuing function, growth, and unity of Al-Anon South Africa. Elected by their group for a three-year term, the GR attends all Assemblies, maintains contact between the group and the District, and between the group and the ASC.

GR Requirements

1. Has ample time to perform the many duties of the role.
2. Is thoroughly familiar with the relevant service publications: the SASH, Al-Anon and Alateen Groups at Work, and Al-Anon's Twelve Concepts of Service.
3. Has experience, stability, and a good understanding of the Traditions as outlined in the Digest of Al-Anon and Alateen Policies and how they are practised in the group.
4. Has the potential to serve as DR, Assembly officer, and eventually as Delegate.
5. Where a group also has an Alternate GR, duties may be shared.

GR and District Meetings

1. Attends all meetings of their District.
2. May be called on to chair the District Meeting in the absence of the DR and Alternate DR

GR and the Area Assembly

1. Attends and votes at the Area Assembly and the Area Election Assembly. Each group has one vote. The Alternate GR attends in the GR's absence.
2. Is expected to attend all scheduled Area Assemblies and any interim Assembly called by the Chairperson or Delegate, and to report back to the group.
3. Has the responsibility of ensuring that communications from the Area Office reach their group.

Mailing Address at the Area Service Office

1. The GR or a designated contact person is listed as the permanent mailing address for the group.
2. Provides the Area Service Office with an updated postal address, email address, and telephone number when there is a change.

GR and the South African General Service Conference

1. Explains to the group the purpose and work of the Conference.
2. Through contacts made with other GRs and the ASC, gains knowledge of Al-Anon South Africa service.
3. Is given regular time at group meetings to convey information concerning Al-Anon South Africa service affairs.

GR as a Resource

1. Brings the group's viewpoint on any Al-Anon matter to the attention of the DR at District meetings, and in turn informs the group of the outcome of those meetings.

2. Reports back to the group on the General Service Conference if the DR or Delegate is unable to do so, and explains the functions and purpose of the Area Assembly and the Conference.

District Representative (DR)

If there are no Districts or DRs in the Area, these duties are carried out by the GRs.

The DR serves as a link between the groups in the District and the wider Area service structure.

Responsibilities

1. Calls and chairs District meetings at regular intervals.
2. Assists the Delegate in disseminating Conference information and reports.
3. Keeps in touch with the GRs of the District to learn the views and concerns of the groups, and reports back to the ASC or Delegate as appropriate.
4. Visits groups in the District wherever possible, particularly new groups, and ensures they receive the necessary information and assistance.
5. Helps the groups understand and apply the Traditions that guide the fellowship.
6. Prepares and maintains an up-to-date mailing list of GRs in the District for the Area Service Office.
7. Encourages every group to complete and promptly return registration or group data forms to the Area Service Office, to ensure accuracy on the AI-Anon website and in ASO records.
8. Verifies with each GR in the District that the group's telephone numbers, permanent mailing address, and email address, held with the ASO and GSO, are current and correct.
9. Ensures that communications from the GSO are reaching the groups and being shared with members.
10. Attends ASC meetings and reports on activities within the District.
11. Notifies the ASC and GSO of groups that have disbanded.

District Meetings

At stated intervals, meetings scheduled and chaired by the DR are held to discuss various matters and to unite and inform local groups within a District:

1. To hear progress reports of the ASC.
2. For sharing sessions to discuss District matters.
3. For Round Robins or social evenings.
4. To communicate the need for local service committees such as Public Outreach, Alateen, a telephone answering service, or an AIS.
5. To encourage groups, Information Services, and local service committees to familiarise themselves with Conference-Approved Literature (CAL), with emphasis on material available for teenagers, parents, men, and public outreach.
6. To share with the South African fellowship the value of submitting articles or items of general interest to the Area newsletter.
7. To inform members of the value of IN THE LOOP and THE FORUM as sharing vehicles from the WSO to the groups.

8. To encourage members to subscribe to IN THE LOOP electronically and to THE FORUM, either individually or through bulk group orders.
9. To raise funds to support or expand a telephone answering service.
10. To encourage contributions from groups in the District to the Area Service Office.
11. For discussions on problems that arise when Al-Anon Traditions are disregarded, or other concerns brought forward by groups and committees.
12. To conduct workshops on Alateen, Public Outreach, or any other Al-Anon service topic.

Temporary Chairperson

This office is necessary only in an Area preparing for its first Assembly.

1. The temporary Chairperson immediately notifies the ASO of their appointment.
2. Arranges the time and venue for a pre-Assembly meeting and ensures that all groups in the Area are invited to help with the planning.
3. Chairs this meeting, at which all preparations for the Area Election Assembly are made, including notifying all groups in the Area.
4. Serves as Chairperson of the Area Election Assembly until a full-term Chairperson is elected, after which the newly elected Chairperson takes over the balance of the meeting.

Chairperson

A Chairperson should have leadership and organisational ability, serving rather than governing. It is essential to plan agendas and chair meetings in an orderly manner. Communication and cooperation with others are key elements of effective chairpersonship.

1. Conducts all Assemblies and ASC meetings during their three-year term of office.
2. Asks the Area Office Administrator to send out notices of all meetings to the Delegate, the Alternate Delegate, Area officers, and all voting members.
3. Appoints another DR to fill the office temporarily if any officer, other than the Delegate, resigns before the end of their term. An Assembly should be called as soon as convenient to elect a successor for the remainder of the term.
4. If the Chairperson resigns, the ASC names a Chairperson for the remainder of the term, or the Delegate may serve as Chairperson until an election can be held.
5. Shortly after the Delegate's return from Conference, consults with the Delegate and calls an Assembly to hear the report of the General Service Conference proceedings and decisions.
6. Calls an additional Assembly at other times if deemed necessary by the Delegate or the ASC.
7. Calls meetings of the ASC, preferably at regular intervals, to discuss Area matters.

Area Office Administrator

1. Compiles and maintains a complete, up-to-date mailing list of all GRs, DRs, officers, Coordinators, and contact persons.
2. Sends out all notices of Assembly and ASC meetings.
3. Attends all meetings, performs all regular secretarial duties, and takes minutes.
4. Distributes minutes to Area Committee members promptly after each meeting and records them in a permanent minute book to be passed on to their successor.
5. Calls the roll of all voting members at Area Election Assemblies and lists candidates standing for election.

6. Sends to the Office Administrator at the General Service Office the names and contact details of ASC members, and reports of all Area Assemblies.

Treasurer / Finance Coordinator

1. Handles all Assembly collections and funds.
2. Prepares an annual appeal letter to send to all groups, asking them to contribute to the Area treasury to cover Assembly expenses, including contributions to the Delegates' fund.
3. Issues receipts to GRs for contributions made on behalf of their groups for the Assembly. GRs may be reimbursed by their respective group treasurers.
4. Pays all expenditures approved by the ASC.
5. Sound business practice requires four signatories on a bank account; of whom, two signatures are required for every transaction.
6. Forwards to the GSO the equalised sum for the Delegates' fund by the agreed date.
7. Appeals to each group in the Area to contribute to the Area, either electronically or through cash collected at group meetings.
8. Prepares quarterly written financial reports to the ASC and gives periodic reports to the Assembly.