

Zoom Committee Meeting AI summary – Wednesday – 24th of September 2025 at 18:30

Quick recap

The meeting began with discussions about attendance requirements and technical difficulties before proceeding with updates on the Committee Guidebook and consumer complaint handling procedures. The group reviewed membership matters including payment processing, category fees, and recruitment updates, while also addressing the transition of documents and systems to Tidy HQ. The committee concluded by planning upcoming workshops and events, including advertising strategies and content creation for various platforms.

Next steps

- [Kim: to follow up on potential constitution changes regarding quorum requirements.](#)
- [Andrew: to ensure meeting templates in Tidy HQ are properly updated for future meetings.](#)
- [CJ: to continue taking meeting minutes in Tidy HQ for future meetings.](#)

Summary

Carpet Industry Quality Concerns

The meeting began with technical difficulties as participants experienced audio issues and waited for additional attendees. Kim shared insights about the current state of carpet laying, noting a significant decline in quality due to unqualified workers and inadequate training, while also discussing the historical wages and conditions in the industry. Participants agreed that the meeting could not proceed without a quorum of five members, and CJ was expected to join shortly.

Meeting Minutes and Guidebook Review

The meeting began with a discussion about attendance and the need for a quorum, which was confirmed with five members present. CJ, the secretary, joined late due to technical issues and was guided on how to use Tidy HQ to record meeting minutes. The group reviewed the agenda, made necessary adjustments, and discussed the acceptance of previous minutes. They also addressed the need to edit and save the meeting correctly to avoid saving it as a completed meeting prematurely. The meeting then moved on to Kim's report on the committee guidebook class, which was to be conducted by Kim Housen.

Committee Guidebook Overview

Kim explained the purpose and structure of the Committee Guidebook, emphasizing that it serves as a practical guide for managing the association rather than a legal document. She highlighted the recent changes introduced by Tidy HQ, a new management system that streamlines various administrative tasks. Kim encouraged committee members to review the guidebook, particularly the section on advisors to committees, and to provide feedback for future editions. She stressed that the guidebook is flexible and can be updated based on experiences and new developments.

Consumer Complaint Management Protocol

The meeting focused on the handling of consumer complaints by the CCAWA. Kim explained the association's role in managing complaints, emphasizing their obligation to ensure members fulfill ethical and legal obligations. The group discussed a template for documenting complaints and agreed to store these documents securely, potentially using Tidy HQ with restricted access. Andrew suggested using a reference number system similar to membership numbers for complaints. The conversation ended with a brief mention of a protocol for dual membership representation, which Kim planned to cover in the next session.

Association Guidebook and Constitution Update

The meeting focused on reviewing and updating the association's guidebook and constitution. Kim presented a section on ethics and procedures for members providing second opinions on jobs. Jordan raised concerns about the ethics committee and the need for transparency in complaint handling. The group discussed updating the consumer guidelines and constitution to reflect current practices and laws. They agreed to review the guidebook again in six months and make necessary changes. Andrew will add this topic to the next meeting agenda for further discussion.

Membership Updates and System Transition

The meeting focused on membership and administrative updates. CJ reported on following up with members regarding release clearance and certificates of currency, noting 15 members who hadn't responded. The group discussed a situation with Daniel and Damien Khabizi regarding membership status, with Andrew suggesting Daniel should be upgraded from a limited to full member. CJ agreed to follow up on outstanding police clearances and consider using SMS messages through Tidy HQ to improve response rates. The team also discussed transitioning documents from Dropbox to Tidy HQ, with Carpet noting they had 98.43% unused storage space, though they identified limitations in Tidy HQ's file access controls and discussed potential alternatives including a members-only section on their website.

Membership Payments and Account Updates

The committee discussed outstanding membership payments, with 15 members still needing to pay their fees by September 30th. Deep reported that the savings account had \$11,752 and the transaction account had \$13,597, with recent expenses including \$79 for IDSQ, \$137 for Smarter Web websites, and \$63 for a subscription. Andrew agreed to visit Bendigo Bank to become a signatory on the account, while Deep will send reminder emails to members who haven't paid and follow up with a phone call to Steve Capri. The committee also discussed transitioning from MyOB to Xero accounting software, with Deep planning to provide Gary's login details to Biren for the transfer.

Payment Solutions and Content Planning

The meeting focused on payment processing issues with Tidy HQ invoices, where it was discovered that online payments were not working due to an unlinked bank account. The group discussed implementing Stripe as a payment solution, with CJ offering to investigate its setup, while Carpet explained how he manages credit card fees by either absorbing them or charging them directly. The team also reviewed website profiles, with Jordan proposing to add website links directly in member bios, pending confirmation that multiple outgoing links wouldn't harm the site's SEO. Finally, Jordan outlined plans for content creation and landing pages for different areas, aiming to establish a consistent content stream by mid-next month.

Membership Categories and Fee Updates

The committee discussed membership categories and fees, particularly focusing on associate members. They clarified that associate members should pay a lower fee than full members, though there was some confusion about the exact fee amount. The group also discussed adding new associate members, including Dr. Heike and WoolSafe. They agreed to update the website and constitution to reflect these changes. Additionally, they addressed the need to manage the members-only Facebook page, deciding that only current members, honorary members, and designated experts like Everard should have access.

Recruitment Updates and Process Improvements

The meeting discussed recruitment updates and process improvements. Graham has interviewed five applicants, with three organized for Franco's training, while two others require further evaluation. The group agreed to add an inquiry form to the website with membership fees displayed, with Franco taking the lead on initial contact with potential members. They also reviewed upcoming training sessions for new members, including Frank and Lorraine Hammond, Kanshan Shresta, Claudia and Sebastian Roa, and Mike Perov.

2024 Workshop Schedule and Planning

The committee discussed upcoming workshops, setting dates for four workshops in 2024: February 7th, April 18th, May 16th, and July 11th, with the AGM scheduled for late August or early September. They agreed to include fire extinguisher training and testing tag demonstrations at the November 1st workshop, with Kim presenting the main content. The committee also discussed product preferences, noting that while ActiChem products are favored due to their effectiveness and technical support, members are encouraged to test and try different products. Jordan will handle marketing for the upcoming workshop, including promoting it through Facebook and Tidy HQ.

Workshop Advertising and Event Planning

The committee discussed advertising for upcoming workshops, deciding to include the first workshop's dates in the same marketing materials as previous events. They scheduled a follow-up committee meeting for October 22nd to finalize details before the workshop. The group also reviewed the successful AGM and Expo, agreeing to hold such events every three years, and discussed the possibility of organizing a small-scale open meeting for non-members.