

From the WIA Board Table

Official News from the WIA Board of Directors.

Number 8&9

This Information is for Dissemination to all Radio Amateurs August/September 2015

Editorial

In August the WIA Board took the unusual step of having a face to face meeting. This was the first face to face meeting of the Board in three years except for the Annual General Meetings. All other meetings are held on line.

This situation that facilitated this meeting was the Board at the request of many members needed to develop a plan for the future and introduce change processes that would facilitate a customer focus for members. The Board are fully cognisant of the change process causing an unsettled period and have resolved to move through the process as effectively and efficiently as possible. At this meeting all WIA current key areas of activity were identified and these were allocated to a Director as an area of responsibility. The current areas of responsibility are as follows:

The operations at the WIA Office were considered in detail. This review was based on an office review that was completed by an external consultant. The current role of the Office Manager was considered in detail by the Board with an outcome that this role would change to an Executive role. This was later discussed with Mal who was offered the option of redundancy. Mal accepted the redundancy offer.

As an interim measure after Mal's departure Fred Swainston VK3DAC would fill the role and initiate the change process until the position could be advertised and filled.

The current role of Examination Officer would remain as a contract position using the services of a Temporary Agency. This role will continue to be serviced by a contractor. Petra has been carrying out the role admirably.

For more information on any of these issues check the WIA web site www.wia.org.au or email the WIA Office at:

nationaloffice@wia.org.au

Phil Wait WIA President



1. Report Back on Office Operations

The WIA office is currently reviewing all processes and identify where improvements can be made. This has led to the introduction of a new look bookshop and significant improvements to the processing of finances.

Reporting to the Board has vastly improved assisting the Board in making strategic decisions.

There are more changes being planned and these are all designed to improve the customer service to our members.

2. Callsign Database Issues

ACMA have introduced their new computing system which now appears to be working very well. Many will have noticed that we have had callsign data base issues. These issues have been resolved. This problem did cause some minor delays in issuing some callsigns.

4. Treasurers Resignation

John Longayroux the WIA Treasurer has resigned his position. The Board thanks John for his efforts for the past 6 years.

Many of the financial functions have been taken into the WIA Office. Expressions of interest for an Honorary Treasurer will be called for shortly.

6. Memnet Problems were identified in the MEMNET system in relation to retrieving or changing passwords. The provider of the Memnet service has been extremely helpful in identifying and rectifying this problem. We expect the Memnet service will now be much improved.

Please log in and look at your personal details and make sure these are correct.

7. Reciprocal Licence Review – Progress

There has been some discussion relating to the reciprocal licencing. The WIA Board are aware of this issue and raised the issue with ACMA. The next step in the process is ACMA will seek public consultation. The issue is well in hand, however the final outcome will take some time due to the legal and governance issues that must be addressed.

8. Exam Service

It is important to note that the WIA is now no longer collecting licence fees at exams on behalf of ACMA. The new ACMA licensing system requires ACMA to generate a licence fee invoice for payment. At this time it is taking about 4 or 5 weeks to receive a licence following an assessment. This time is expected to improve significantly.

September has seen an unprecedented influx of callsign applications and certificates of proficiency issued. 128 new callsigns and 86 certificates of proficiency have been issued.