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Member Meeting 6 2017

1. Introduction

1.1. Welcomed to the 6th Millinery Association of Australia Members Meeting hosted on July 4th at Kathleen Syme Library and via Zoom

1.1.1. Meeting Begins at 7:15pm Attendees

1.1.1.1. Present: Rose Hudson, Lauren Ritchie, Georgia Skelton, Leighanne Crocker, Louise Macdonald, Linda Ford, Delphine Nicholas, Di Robertson, Ginetta, Rebecca Carswell, Brenda Wilson, Lisa Bell, Debbie Kelly, Ana Pribylova, Sandy Aslett, Rachael Henson, Julia Watson, Irene Moore, Jane Stoddart, Rebecca Carswell, Lorraine Gil, Lynnette Lim, Alison Clark, Sandy Forrester, Robin Rivett, Diane Kilduff, Jo Peterson, Chris Mullane, Enza Geddes, Wendy Scully (left at 7:30), Margaret Watson, Michele Cameron, Catherine Kelly, Juanita Henry, Waltraud Reiner, Total (Total 39, Zoom 18),

1.1.1.2. Apologies: Phillip Rhodes, Kathleen Watson, Laura Dunnington, Annalese Fowler, Lys Stevens, Amy Zischke, Sue Drerup, Catherine Ellen, Leteisha Knecht, Gillian Andrew, Kylie Heagney, Christine Martin, Victoria Henderson, Rebecca Hanley, Lauren Sutcliffe, Cessiah Althorn, Kylie Williams, Jill Humphries, Bronwyn Shooks, Cynthia Jones-Bryson, Christine Waring (21)

1.2. Minutes

1.2.1. Pass Minutes

1.2.1.1. Motion: Georgia Skelton

1.2.1.2. Second: Rose

1.2.2. Business Arising from Minutes

1.2.2.1. No business arising

1.2.3. Welcome to

1.2.3.1. Brenda Lui from Crazy Tea Pot

2. Reports

2.1. President's Report presented by Rose Hudson

2.1.1. See Attached

2.1.2. Introduced Georgia to speak

2.1.2.1. Please see attached statement and supporting material

2.1.2.2. Georgia Skelton discussed the importance of transparency and openness with respect to communications amongst members of MAA, which were not evident in communications with certain sub-committee members of the pop-up shop.



- 2.2. Treasurer's Report presented by Felicity Northeast
 - 2.2.1. Reply to Georgia's statement
 - 2.2.1.1. Was not aware of the content of Georgia's pop up shop report but wish to provide further information on a few points
 - 2.2.1.2. Was not copied into emails Georgia refers to between the pop up shop members in Jan 17. When the treasurer became aware of the subject of the emails Felicity asked Georgia to pass on her contact details to those receiving the emails and asked members to contact her if they had questions/concerns
 - 2.2.1.3. The treasurer asked for members names assigned to their sales as part of the information to be passed onto the accountant who was conducting a review. This was so he could cross check payments, ie check the MAA had paid the milliners correctly. As this information was not provided, the accountant had to approximate the figures. The milliners sales figures were never to be a publicly announced or published
 - 2.2.2. The budget planning and budgets have been excellent this year
 - 2.2.2.1. Congratulations to Sandy and Louise for sticking to budget and bringing in surplus
 - 2.2.2.2. One item that we see a gap in is a cancellation policy to allow for better budgeting, Sandy is in the process of drafting
 - 2.2.2.3. Providing receipt for all payments made to MAA, will be listed to personal name however should still allow for business tax claims.
 - 2.2.3. See balance sheet attached
 - 2.2.3.1. Note total balance will change significantly following HOTA and payment of tutors
- 2.3. Motion by Georgia Skelton that the reports be accepted into the minutes
 - 2.3.1. Second by Rose

3. Agenda Items

- 3.1. Hats Off Millinery Convention - Adelaide - presented by Lorraine Gill
 - 3.1.1. A very busy time leading up to HOTA next week
 - 3.1.2. Tomorrow commence set up at TAFE
 - 3.1.3. Will be 110 delegates
 - 3.1.4. Electrical appliances need to be tagged and tested, a directive from TAFE
 - 3.1.5. Copy of O-Tix ticket will be resent to allow for registration either in printed format or on device
 - 3.1.6. Map of campus to arrive to your inboxes soon
- 3.2. MAA Design Award presented by Louise Macdonald
 - 3.2.1. Thank you to the team who put the Design Award 2017 together: Sandy Aslett, Lauren Ritchie, Georgia Skelton, Felicity Northeast, Catherine Kelly, the judges, Phillip Rhodes, Rose Hudson, the creative team: Teardrop Studios, Maren Holm (make up), Rhiannon Jeanmay the model



- 3.2.2. Most of all, thank you to contestants! Congratulations on all 39 entries! Ten finalists have been chosen with the winners and People's Choice Award announced on July 9th. So far there has been 2415 votes in the People's Choice Award, more than doubling last years efforts. This is great promotion for the milliners who entered and the MAA as a whole.
- 3.2.3. Judges used a point system to determine the winners. They spoke of " very stiff competition" ingenious Design" " thinking milliners, employing problem solving skills and original design"
- 3.2.4. Great social media coverage of the Award, through our members postings, our own social media team, Facebook live posts and interviews. Check out all the enties on Pinterest!
- 3.2.5. Thank you to our sponsors, The Hat Magazine, Hat Academy and millinery.info who have promoted the People's Choice completion through their own media.
- 3.2.6. South Australian entries (which are not a finalist or winners), can be collected after the exhibition in Adelaide on July 15th. Other entries entries (excluding finalists. People's choice winner and Queensland entries) will be arranged to be posted or returned to milliners in the last couple of weeks of July to early August. Georgia may be able to bring some entries to the August meeting in Melbourne for collection.
- 3.2.7.
- 3.3. Melbourne Show Entries
 - 3.3.1. See report
- 3.4. Proposed Rule Update and Privacy Policy - presented by Leighanne Crocker
 - 3.4.1. See members section for details <http://millineryaustralia.org/members/maa-rules/>
- 3.5. Pop Up Shop presented by Georgia Skelton
 - 3.5.1. Still awaiting phone and SIM card for the maa
- 3.6. Social Media Update presented by Leighanne Crocker
 - 3.6.1. All of the Design Award photos are now on Pinterest
 - 3.6.1.1. Check out the pin
 - 3.6.1.2. Repin the images of the Design Award
 - 3.6.1.3. Follow and MAA will follow you back
 - 3.6.2. Facebook Live - how exciting was the Facebook Live for the Design Award! Keep an eye for the announcement of the Design Award Winners
 - 3.6.2.1. Go to Facebook, go to the post option and select live. Instructions are available on Google
- 3.7. Other Business
 - 3.7.1. Margaret Watson
 - 3.7.1.1. Request a full transcript of documents from tonight's meetings
 - 3.7.1.1.1. Georgia confirmed this will be sent by July 25th so there is no need for further requests
 - 3.7.1.2. Very disappointed that the subcommittee were not consulted before dissolving the subcommittee
 - 3.7.1.3. Request for next agenda a right to reply to tonight's discussion
 - 3.7.2. Alternative to Pop Up Shop yet to be explored



- 3.7.2.1. Online shop facilitated in part by MAA
- 3.7.2.2. Trunk Show which could involve a short period pop up
- 3.7.3. Queensland milliners
 - 3.7.3.1. Entries in the design award will be presented with the finalist of the Design Award, Sandy currently co-ordinating display of hats and mannequins
- 3.8. Date of Next Meeting
 - 3.8.1. Members Meeting: Held on Tuesday August 1st at 7:00pm
 - 3.8.1.1. If you are unable to attend to place your vote ensure you place your proxy vote for the Proposed Changes for the Rule of the MAA and Proposed Privacy Policy
 - 3.8.1.2. Venue St. Kilda Library
 - 3.8.1.3. Agenda Items under development - e-mail secretary@millineryaustralia.org if you have a particular item you wish to present
 - 3.8.1.4. Join via Zoom at <https://zoom.us/j/527341548>



Rose Hudson
President
Website: www.millineryaustralia.org
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Presidents Report July 4, meeting 6. Katherine Syme Library Meeting Room, Carlton

What a busy month we have had. So much has happened. Half way through the year and only three more meetings until the AGM. Until then, we have all this to consider...

The Royal Melbourne Show continues its association with the MAA in 2017. The category of Masters of Millinery will be held once again. The other open categories are available for anyone to enter. You should have received your notification with application detail links attached from the Secretary, if not you will very soon. This award was created by Phillip Rhodes as President a few years ago. These awards showcase the work of our members to an audience who might never consider millinery. It opens it up to people from all walks, not just racegoers or fashion designers. The more people who know about our best millinery, the better for all of us. First prize is a MAA membership and a cash prize.

Final preparations for Hats Off to Adelaide are well underway, Lorraine will tell you more in her report. We on the committee who are attending as delegates and tutor and trader are all looking forward to our time in Adelaide making hats, learning new skills and making new friends. We thank Lorraine and her team, Di, Christiana and Heather, along with her army of volunteers for their hard work.

On that subject, most of you will have heard the news that Catherine Kelly, Vice President, is the new owner of Hatters Millinery Supplies in NSW. Due to her work load and business commitments, she has decided to step down from her role as Vice President. Cath had lots of projects in the works for MAA and wishes to continue with those so we are thankful she will stay on as an ordinary member until the AGM. Thank you, Catherine for service and work in the role of VP. In the meantime, we welcome Queensland member Sandy Aslett as our interim Vice President. Thanks for stepping up Sandy.

The 2017 MAA Design Award was judged by Phillip Rhodes and myself on the 21st of June. Thank you to Georgia for opening your home and hosting drinks for Melbourne members last week. The professional photos of which each milliner gets to keep two are of an incredible standard. You will all agree, Louise has overseen the promotion of your work in a such a brilliant way. This level of professionalism takes our association in a progressive direction, in step with the rest of the fashion world. Thank you to Louise for the excellent organisation of this. The millinery standard was very high and it was difficult to choose a winner, however we did choose one and a runner up. So, good luck to all. The People's Choice award is running, please vote for your favourite. As you know the announcement will be made on Sunday night at the Hats Off to Adelaide cocktail party (around 7.15) we are hoping to have a live Facebook feed for those of you unable to attend.

On the 21st of July, Felicity, Lauren, Leighanne and I will attend a meeting in the VRC committee rooms with new Chair, Amanda Elliott. Up for discussion is the MAA's future association with the VRC and how we can get the best possible results for our members. Leighanne played a big part in getting Amanda Elliott to meet with us, so thank you Leighanne, we hope great things come from this initial meeting.



Rose Hudson
President
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Tonight, it is with great excitement that we present to the members our proposed changes to the MAA Rules document and the MAA Privacy Policy. The Millinery Association of Australia (MAA) has rules that are used as a basis to govern our conduct in the running of the MAA. It gives the Committee a structure in which to operate on a day to day basis and the rules in their current form were adopted by the MAA – the last update being 4th August 2015.

Tonight, we are presenting a proposal to update them to reflect the changing needs of the MAA and allow for growth and expansion of our great association. We would ask all members to take the time to read the new rules, and decide next month, take the vote on our new rules document. We would also ask you to read the new Privacy Policy too and vote on this also. If you cannot attend Proxy forms will be made available to you.

Now, to news which I think will disappointment many. After all the optimism and level of professionalism embraced by this committee this year, it is with regret we announce the MAA is shelving the Melbourne Pop Up Shop in its current form. This is a decision I made over the weekend in consultation with Georgia and the rest of the Committee.

Some history. For many reasons, it was decided this year we needed a representative on the Pop Up Shop subcommittee and Georgia volunteered. She had taken part in the Pop Up Shop last year so felt comfortable in the role. The appointment of Georgia was to ensure the proper handling of MAA members funds and that regulations were adhered to.

This was because prior trade practices included;

- Non-disclosure of sales figures as they were considered 'private'.
- Non-disclosure of meeting minutes
- Irregular accounting practices brought to our attention in the independent review

After the first meeting, nearly two weeks ago, subsequent emails circulated and some of the correspondence was so disrespectful of our Committee member, we have decided we will not continue with the present subcommittee. Georgia did not put a foot wrong. Georgia did not accuse anyone of anything, she asked simple questions. She did her job. The email correspondence that ensued was remarkable. Georgia's position here is nonnegotiable. She will continue in her role as our rep on this or any future subcommittee formed. All positions are now dissolved. The MAA will not tolerate inappropriate behaviour toward an elected Committee member or any member. We are considering the options; the Pop Up Shop yet still may take a different form. When we reach a decision about how we want to go about this, we will inform all members. If you wish to be on the new subcommittee I will accept applications in writing directly. Stay turned and keep making hats.

I now invite Georgia to speak.

Rose Hudson

Thank you Rose, Committee and members for the opportunity to speak to you tonight.

My good name has been defamed and my reputation as a professional and as a kind person has been questioned.

I have no choice but to defend my self.

Key points:

- I believe accountability and transparency are desirable traits for a professional organisation such as the Millinery Association (MAA). Therefore, I see individual efforts in pursue of these values as inherently good. These pursuits serve the interests of all of us; they will help ensure the efficient use of our limited resources, and they will help ensure the MAA assists each milliner pursue his or her reason for joining the MAA.
- In line with this pursuit, I believe the whereabouts and use of resources purchased by the MA should be subject to scrutiny, and open and transparent to all members of the MAA. This includes equipment, mobile phones and o course our finances.
- Having transparency surrounding MAA assets will ensure each of us are accountable for the way we use these assets. Additionally, having transparency surrounding the use of MAA assets may prevent everything ranging from innocent mistakes to malicious exploitation. Events ranging from innocent miscalculations to the deliberate misuse of assets may hurt all members of the MAA by reducing our available resources.
- In this light, I believe efforts to promote transparency and accountability in the MAA are not unfair and should not be considered bullying. Rather, if we wish to consider ourselves a professional organisation, then being held accountable for our actions should be expected, and indeed promoted. To assist my points: there is not one successful, professional enterprise in the world that does not have some level of internal scrutiny, assurance, and transparency. I see no good reason why our organisation is exempt from this requirement.
- I must repeat: expecting MAA members to abide by the values of accountability and transparency should not be considered unfair or bullying.
- If a member of this association has a problem with being asked to confirm the whereabouts and usage of assets that were acquired by and for all of us, then that member should not place themselves in a position where they will be accountable for such assets. Requiring this is not bullying. It is a justifiable expectation

April 26th 2017

I sent an email to all past sub committee of all previous years inviting them to a zoom meeting to comment and or contribute towards developing the terms and conditions, procedures and policies for the POP up shop 2017.

This meeting would also discuss the offer for retail space at Melbourne Central.

It became clear that the zoom meeting was problematic for some, either by date time or fear of zoom itself.

April 29th 3 days later I emailed all the documents and asked for comments or contribution by email instead.

Jane Stoddart was the only one who said she was available to zoom in on the day I had available. Which she did and we discussed points of the documents.

April 26th 2017 EMAIL FROM ME TO ALL PAST SUB COMMITTEE MEMBERS

Dear Pop up shop past sub committee members, I hope you are all well.

Firstly if I have left someone off this email would you please notify me so I can include them.

We are in the process of creating rules and procedures for events such as these and we value your experience and would appreciate your input.

We have received an opportunity at Melbourne Central and I would like to run that by you as yet we do not have a sub committee for 2018.

Your agreement to assist is not a commitment to be on the sub committee or participate in the pop up shop, although I do hope you that you will choose to be.

If you are willing, able and free to attend this meeting then please join in via zoom on

Tuesday the 2nd May at 10:30 am

using the following zoom link

561-694-7981

(it's the same link as our general meetings)

Please use **headphones** as it makes it much easier for us all to hear and have a **white sheet of paper** with you so we can see which of us want to speak.

I will chair the meeting.

Thanks in anticipation.

Georgia Skelton

I received 2 positive comments form Diane Kilduff ad Rebecca Carswell and **no other comments or contributions at all from any one else from the past sub committees.**

In my opinion this told me that either the documents were fine as is or that they were of little importance to any one else.

April 29TH 2017 EMAIL FROM ME TO ALL PAST SUB COMMITTEE MEMBERS

Hi again past pop up shop sub committee members.

Please find attached the working files that will be the main topic of 10:30 am Tuesdays meeting via zoom. <https://zoom.us/j/527341548>

I would appreciate it if you notify me if you feel I have left something out, or if you disagree with something. It is still a working document and may grow a leg or 2 yet.

I will collate the comments into a discussion for Tuesday. If you are unable to attend I will forward to you any findings. I hope to have these documents finished and approved within 14 days as we begin the process of establishing a 2018 sub committee. I have been appointed by the committee to assist with POP UP SHOP matters but I doubt I will be participating in the shop myself I dont usually sell very many so I I want to try something different.

1: Procedures and Guidelines for sub committee and committee use

- This is a new document to help future POP UP SHOP organisers. It serves as a starting point each time and gives us a uniform approach to build upon and protect us from missing something.
- It will help with the complaints from other States that have felt that Melbourne is getting special treatment. As you read the document please bare that in mind. They are not just for Melbourne but any State or region that feel they would like to run a pop up shop. **In particular I refer to item 21. The MAA social media and marketing must be united for us to build a professional fashion forward brand and get as much traffic through to our website which helps all members not just pop up shop participants.**
- I have addressed the issue of privacy of our sales.

2: Terms and Conditions and participant application

I have taken last years terms and condition file / inventory sheet file / application file and created one file. This way if a participant has an application form then they have to have the terms and conditions and inventory sheet.

I have made some alterations to the content and there is some additions.

I look forward to your input.

Thanking you

Georgia Skelton

April 30th 2017 EMAIL FROM MARGARET WATSON TO ME :CC S COM

Hi Georgia,

Due to having an appointment to keep on Tuesday morning, I will not be able to Zoom in for the meeting.

Regards

Margaret

April 30th 2017 EMAIL FROM ME TO MARGARET WATSON :CC S COM

No worries Margaret, thanks for letting me know.

If you have any feedback on the documents please send through to me.

Georgia

No feedback received

April 28th 2017 EMAIL TO 2016 SUB COMMITTEE

To find the assets owned by the MAA members

Hi Sub Committee 2016

I have been requested by the committee to update the pop up shop files in preparation for the 2018 (should be 17) pop up shop sub Committee.

I am unable to locate the list of shop fittings owned by the Maa.

I am hoping one of you may have a copy and be able to send to me.

Can you also confirm if the \$69.95 spent on shop fittings is included in the list.

I would appreciate it as soon as you can.

Thanks heaps

Georgia

No response

MAY 2ND GENERAL MEETING

Again I asked for a list of the pop up shop equipment. 2 members of the 2016 sub committee were present, Karen Goodwin and Jane Stoddart. Neither provided any comment. Felicity then said that she thought that Katherine Cherry might have them, as there was something in the figures about her getting a free membership in exchange for storage. Which is a very generous offer from Katherine and a good deal for the MAA.

I contacted Katherine who not only said she would write up a list for me but photographed everything and we now have an inventory on the MAA drive for future planning. Thank You Katherine. We have already benefitted from this, as we were able to know what mannequin heads we had and where they were for use in the MAA design award. Once again thank you Katherine for dropping them off at my place. The inventory document does need an extra column for the location so when the items get split up we know who had them last.

I again asked for feed back re the documents read :3.5.3 and 3.5.4 see minutes a

3.5. Pop Up Shop presented by Georgia Skelton 3.5.1. Invited to be the go between for the Committee and the sub-committee and prepare proposal 3.5.2. Reading of mission statement from The Millinery Association of Australia 3.5.3. The subcommittee and committee are partnering together for best outcome for 3.5.4. Working to develop and draft Procedures document with feedback from Committee and past sub committee members. Any feedback welcomed to be directed to Georgia Meeting Agenda Page 2 of 3 3.5.5. Am currently seeking a list of the fittings that are currently owned by the MAA, if have a copy please send to Georgia 3.5.6. Lauren and I met with Melbourne C

NO RESPONSE

MAY 3RD 2017 EMAIL FROM ME TO MARGARET WATSON

Hi Margaret,

I am creating an excel sheet for the sub committee to help with the financial planning moving forward. Would you please clarify something on last years report?

19 participants x \$600 participation fee = \$11,400 on the report it has a total of \$11,140 ?

Is this a typo and the profit is higher or something else?

I hope you wish to be on the pop up shop sub committee again this year your experience is very valuable.

Georgia

FIGURES BY MARGARET WATSON

2016 Pop Up Shop Financial Report

<u>STATISTICS</u>				
	Total retail sales =	Average sale price =	Total commission =	Total milliners' profit =
120 Total sales	\$44990	\$375	\$8998	\$35992

COSTS

managers' wages	\$7,062.50
colliers international rent	\$6,600.00
roster payments	\$1,588.00
shop iphone	\$150.00
total package hat boxes	\$577.50
hat box ribbon	\$65.60
shop fittings ??????	\$69.95
sundries	\$173.75
office works printing etc	\$163.40
window cleaning	\$120.00
taxi truck x 2 trips	\$240.00

INCOME

20% commission on sales	\$8,998.00
19 milliners participation fees	\$11,140.00
	\$20,138.00

	\$16,810.70	Overall result = profit	\$3,327.30
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NO RESPONSE

MAY 3RD 2017 EMAIL FROM PRESIDENT TO ME

I see you've asked Margaret to clarify a figure.

We discovered some money was spent on the last day of the popup shop on lunch and flowers for Orna and another helper.

Felicity and I don't have a problem with this, Margaret was kindly thanking the staff for all their hard work and used some MAA funds to do it, but she didn't really explain in her report, for whatever reason.

Felicity will verify this,

Rose

MAY 3RD 2017 EMAIL FROM ME TO MARGARET WATSON

Hi again Margaret,

The notification and request for the pop up shop sub committee will be going out soon.

I started the conversation last night at the General Meeting. I have already had a response or 2 that I will file until the sub committee is formed. I really hope you will be involved again this year your experience is valuable.

I have Attached for your comment an excel sheet that I have created using the results last year. (*Forget about getting me the figure i queried earlier, I will just go with this one*). I thought you might like to take a look at it and have a play. The numbers in yellow are the figures that we have some control over prior to the pop up shop opening. If you change those figures eg commission to .3 or add a 10-hat box fee or reduce the participation fee you can see the result on the bottom line. I thought i would be a good financial planning spread sheet for the sub committee.

Thanks Margaret
Georgia Skelton

NO RESPONSE

SUB COMMITTEE MEETING #1 JUNE 22ND VIA ZOOM

I had sent prior notice that I would chair this meeting.

At the commencement of the meeting I asked for a volunteer to take Minutes.

No one would volunteer.

The committee require minutes of sub committee meetings.

This has been **ignored by past sub committees** and was something that the current committee had asked me to rectify.

I was put in a position to either both chair and take minutes or have no minutes at all. This was most unfair, unprofessional and selfish.. I explained to the sub committee that there might be some holes in the minutes as this is an impossible task. Still no volunteer even from experienced members.

It was vey disappointing that despite the members of the **past sub committee being asked for input and comment on several occasions since April 27th that Margaret chose this meeting to voice and demand changes.**

This in my opinion was time consuming, and disrespectful showing no regard to the efforts that the committee and I had put in over the last 2 months and no respect for the collaborative process of a united group.

Sub committee Minutes Item 3.2

Wendy Scully would like the instagram posts to have a header with the address and phone number of the pop up shop

At this point the minutes do not reflect the conversation that took place but fortunately the meeting is recorded. If any one disputes my reporting of it I will ask our secretary to get us the recording for viewing.

I asked the past sub committee who has the MAA Phone?

Wendy Scully said it was in her name.

I said but the MAA paid for it so it belongs to the MAA.

Wendy Scully said , “you can have the phone back but you will need a new sim card.

I said why? What is the number of the POP UP SHOP?

Wendy Scully replied, “I do not know”

Sub committee Minutes Item 3.9

I called for someone to volunteer to take the lead of the pop up shop

No one volunteered

I called for someone to take the role of secretary.

No one volunteered

I called for someone to take the role of treasurer liaison

No one volunteered

I expressed concern that I was going to be all things and that I at least needed someone to volunteer to take the minutes at the next meeting, as it is both impossible to get all the details down and its totally unfair. Wendy Scully volunteered to take minutes at the next meeting.

I was voted unopposed and unanimously to chair each future meeting for the sake of consistency.

At the close of the meeting I felt that my presence was unwanted by the past sub committee members.

Jo Peterson contacted me after the meeting to volunteer as treasurer liaison and I was thrilled but told her it will have to be made official at the next meeting in case an absentee wants to put their hand up. Thank you Jo.

JUNE 28TH 2017 EMAIL FROM ME TO SUB COMMITTEE

Report to the sub committee with responses from committee meeting

Dear Sub Committee

I have just finished the committee meeting and I report to you the following.

In relation to the header on the instagram posts and Facebook:

Sandy Aslett will organise a graphics poster package for us **once we have the content**. Sandy organised the Brisbane Hi T one and that was gorgeous. Once content is provided the Committee social media team **will work with us** to get the best result.

Sandy may join us in our meetings, which would be a welcome addition.

The location of the pop up shop has been approved as far as it being near last 2 years. We still have to have committee approval once we have the details of the cost.

The Committee is mindful, as are we that the Essential Hat may be disappointed as has been vocalised in the past.

The Committee have instructed the sub committee to assure Catherine Ellen that we will be educating our volunteers to send customers to her if we have been unable to make the sale. The Committee insist that we offer Catherine the opportunity to give the pop up shop her business cards for this purpose.

This offer will of course be extended to any MAA member who has a permanent retail premises *(I need to clarify the word permanent with committee)* in the same or very close suburb.

I will write to Catherine with this information tomorrow. (Wednesday)

The feelers are out for storage for post pop up shop fixtures.

The Mobile phone will be put in the name of the President for ease.

The committee will look into the best option for sim card.

We must establish a protocol for the phone so it forms part of the MAA brand. Eg we all answer the same way, what message is on the phone when it is not answered. The phone is to be returned to the president or committee member after the close of pop up shop trading.

It was suggested that the pop up shop has its own email address created via the MAA one. The Secretary will create this for us.

Leighanne Crocker is pre-booked for the next meeting but says she may be able to zoom in at some stage to quickly chat about the social media.

The committee said we need to change our refund policy.

The Committee are very happy that we have such a strong team and are confident we will have a really successful POP UP SHOP

Georgia Skelton

ANA HIGHLIGHTS FROM HER RESPONSE EMAIL

Dear Georgia and Pop up Team

That all sounds really great, thanks for writing all of that up! **Its nice to know they support us.**

Ana

KYLIE HIGHLIGHTS FROM RESPONSE EMAIL.

Hi Georgia & Everyone,

Thanks Georgia for all your correspondence to make this years pop up shop a great success

Kind regards

Kylie

JUNE 29TH 2017 EMAIL FROM MARAGARET CC'D SUB COM ALONG WITH MY RESPONSES.

1. Sandy Aslett will organise a graphics poster package for the Pop Up Shop
2. The discussion regarding The Essential Hat and the action to be taken
3. The shop phone and the Pop Up email address (as Wendy has mentioned also)
4. Change of refund policy
5. Ana Pribylova's marketing ideas that she has offered

Regarding the points above:

1. Sandy's offer to put together a graphics poster package is really great and thanks to her. **Will the subcommittee be given the chance to view it before publication since the decision was taken without the subcommittee's knowledge?**

ME1. At the time of the sub committee meeting very few of us showed any social media or graphics know how. The suggestion by Sandy was a welcome one, the poster that she had designed for the Brisbane HI T was stunning and far superior to the pop up shop one from last

year. Having said that since the meeting Ana has made contact so at our next meeting i will call for volunteers for a media design team and they can work directly with Leighanne, Lauren and Sandy to get the best outcome.

2. Catherine Ellen has been invited to display her business cards in the Pop Up Shop in past years. It seems that the decision has been taken to discriminate against any other MAA members who may also be conducting a non permanent business in the area close to our shop. The subcommittee's views on this should have been invited before Catherine was contacted by Georgia. I would like it to be an agenda item for our next meeting.

ME 2.As a past volunteer I have never been told by the manager or any member of the sub committee to direct traffic to other members store or the MAA website. This needs to be clearer.

The email I sent Catherine shows know discrimination against other members. I have left out the word permanent.

No need to be on the agenda. It was a decision by the committee and your concern of discrimination has been

3. As Wendy has mentioned - what is the purpose of an email address for the shop? Sounds like it could be a good idea but who will be the recipient of emails? Will it be directed to someone who is directly involved at the shop? No subcommittee discussion was sought.

ME 3.As it was insisted by past sub committee that the pop up shop has its own phone it seems fitting that it has an email. However this will need protocol put in place. Our secretary will guide us. It may not be necessary.

4. What outcome is the committee suggesting by these changes? No big deal but no subcommittee discussion was sought.

ME 4.The committee are putting a refund policy on all events and this includes the pop up shop. Effort is put into running events and plans are based on numbers so when someone cancels it has a ripple effect which deserves to be funded.

Sub committee does not need to be consulted on this matter it is a committee decision.

5. Thanks to Ana for her offer of marketing and social media ideas. They are most welcome with Ana's international experience. Would it be a good idea to ask Ana to email the subcommittee her ideas before the next subcommittee meeting so that when it comes up on the agenda we have had time to look at them?

ME 5.Yes

My queries relate to the lack of opportunity given to the subcommittee to be informed or given the chance to discuss actions before they are made.

ME I do not see how I have stepped out of line. rather I have used common sense based on our initial sub committee meeting outcomes.

No doubt the subcommittee is really pleased to have support from the committee to achieve our common aim of running a successful event again. Naturally **the subcommittee welcomes all input and suggestions from the committee** but it is in the best interests of all if the subcommittee is given the chance to put forward their ideas before action is taken. That is the purpose of having a subcommittee.

ME The sub committee has and will have input but it cannot over rule the committee but can be over ruled by the committee.

I hope that the points that I have raised will lead to positive discussions and clarity of vision. I am looking forward very much to the 2017 Pop Up Shop event.

Best regards

Margaret

ME Great.

I felt that Margaret Watsons response to the direction from the committee, in regards to Catherine Ellen at the essential hat particularly offensive and unprofessional.

Last year I sat in general meetings and watched as Catherine Ellen asked questions about the location of the 2016 pop up shop. In my opinion Margaret Watson as spokesperson for the pop up shop was unnecessarily secretive and disrespectful to Catherine's concerns. The Committee did not want a repeat of that and decided enthusiastically and unanimously to let Catherine know immediately the approximate location of the pop up shop and to ensure her that we want to direct traffic to her shop and that of other MAA members in the area if we can not make a sale. We invited her to drop off business cards for that purpose. I did make an error in one report as I put that the offer would be made to permanent retail businesses and when it should have been retail businesses. I had corrected it before sending the letter to Catherine.

The fact that Margaret Watson stated that the sub committee should have been consulted before Catherine was contacted shows a lack of understanding and respect of the role of the elected committee members. The committee do not need the sub committee's permission to behave in a professional respectful way to another member of the MAA such as Catherine Ellen at The Essential Hat.

Margaret stated that Catherine Ellen has been invited to display business cards before. In my opinion that is nit picking, so what, why comment on that? There was no harm in asking her again. Margaret has stated on several occasions that the staff and volunteers have always directed sales to other Maa retail stores. I have worked as a volunteer and in my experience I have never been educated in that policy and I have worked with many of the sub committee members and I have never heard them direct a customer to another store .

JUNE 28TH 2017 EMAIL FROM JANE STODDART TO SUB COMMITTEE

Hi all,

Apologies for my absence from the last Sub Committee meeting! Just back from a month long trip to the USA but back on board now, and looking forward to working with a great team for another successful Pop Up this year :)

I agree with Margaret that it is important for the Sub Committee to be able to discuss and **direct policy and decision making for the Shop**. That is what we are here for! All suggestions and contributions welcome however!

I agree with Ana that the social media marketing arrangements need to be on the agenda for discussion next meeting, with everyone contributing their ideas and thoughts. I feel that, for a Pop Up venture, social media marketing is absolutely crucial, and I don't think we did such a great job last year.

I have already mentioned to some that I personally like the idea of employing a social media intern for the duration of the shop + 2 weeks run up. An intern is someone who has trained specifically in social media marketing, has recently or is just about to graduate (usually at tertiary level) and needs/wants a work experience project to demonstrate their skills for their professional portfolio. I feel such a person will have all the skills required, will work hard for us, and, most importantly, be able to dedicate their time to the project.

My concern is that while we have a number of people on the Committee with social media talents/expertise, Spring Racing Carnival is a very busy time for all we milliners, much less the workload that goes with being on the Committee. Orna did well last year, but really she should be focussing on running the shop.

I'm mindful of just how time consuming mounting an effective social media campaign is!

I have some other ideas for this years shop, but one thing at a time...

Looking forward to our next meeting :)

Jane Stoddart read highlighted shows lack of understanding that the sub committee answers to the committee,
Jane

JUNE 29TH 2017 EMAIL FROM WENDY SCULLY TO ME NOT CC'D TO SUB COM ALONG WITH MY RESPONSES

Thanks Georgia for the update.

Just a few questions.

Can you clarify/ define what the distance the "close" proximity is for the placement of business cards of retail premises of non pop up shop participating milliners. I feel that needs to be defined.

ME: I agree we need clarification

I would assume that it doesn't inc any milliners outside the radius of the Essential Hat? As that seems to have been the biggest issue in the past with is having it at Como/ vicinity. MAA milliners are already listed on the MAA website for public referral in the wider environment.

ME: yes that makes sense

I was wondering why we need our own email address? For the popup, and who is going to manage it as it wasn't clear. Also what is the purpose of the email account.

ME: with the insistence on having a separate phone for the pop up shop it was a natural progression but it may not be necessary and it will need protocols put n place. it would be managed by the secretary but no details as yet it may not go ahead

JUNE 29TH 2017 EMAIL FROM WENDY SCULLY TO ME NOT CC'D TO SUB COM

Thank you for your reply to clarify my questions.

I think Ana's idea of face to face meetings is a nice idea. Maybe another date? Is needed, possibly a get together at the next general meeting at Carlton?

I wonder when Ana comes to Melb? Last year it was Oct.

And Jane's intern idea sounds good, not sure how you do this though?

I did have a think about the manager idea, I noticed Serena is advertising for another party on milliners?FB.

Maybe we can do this as well or possibly the Melb Millinery courses but again not sure if that is appropriate, though I don't see why not. Only that it adds an interview/CV process will be added to the commitments.

Possibly my intern from last year as well, not sure if she is working where she was, you know Vik well yourself. She is away ATM I gather, but very capable.

Also at my market one of the other mature ladies, with lots of retail experience, may be interested poss p/t, will keep my ears open.

Enjoy tonight

JUNE 29TH 2017 EMAIL FROM ME TO WENDY SCULLY NOT CC'D TO SUB COM

Vic would be terrific. !

At this point it felt clear to me that some members of the past **sub committee do not understand that the committee have the final say in all matters** not just the pop up shop. As ultimately they are responsible so I wrote an email to clarify.

JUNE 28TH 2017 EMAIL FROM ME TO SUB COMMITTEE

Without prejudice

Dear Sub Committee,

As no one has volunteered to be leader or secretary, I as committee member have been forced to fill both roles for the moment. Therefore in my role as leader and committee member i must clarify something.

We as the sub committee have volunteered to participate in the organising of the pop up shop. It is my hope that we will enjoy the process and perhaps make new friends. I look at the list of volunteers for this endeavour and i think we have a great cross of experience and new blood and I personally think we have the potential to make this the best pop up shop ever.

However we are volunteers without being elected.

The Committee volunteers have been elected by the members to protect and nurture our association. Within the committee are people with experience in business, social media, legal matters, administration, strong connections to others in our industry and of course the love of millinery and dedication to the Millinery association of Australia.

The officers of the committee meaning the President, Vice President, Secretary, and Treasurer have put themselves personally on the line for the association and are responsible for it and we in turn must protect them.

The committee have the final say in all things relating to the association, which includes the pop up shop. The committee is keen for the shop to be a success and want us all to work together drawing on each other's strengths without ignoring what is already in play

I ask that if you feel you cannot work within these guide lines that you step aside from the sub committee so it may operate efficiently.

I hope you are all on board

Georgia Skelton

Committee member

Written in good faith without prejudice

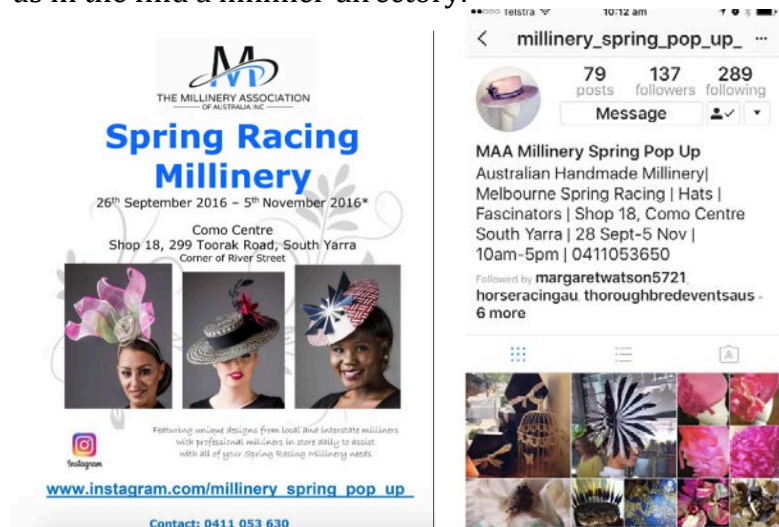
2 responses

Annalese volunteered as secretary

Christine Lindsay letter of support

No other Responses:

I asked our Secretary to forward me a copy of the poster for last years pop up shop. I was surprised **there was a phone number on it** as at the sub committee meeting **no body new the number and no one mentioned it was advertised**. I thought the phone was for admin purposes only. I then looked up the instagram acct that the sub committee members started last year against the wishes of the committee and the phone number is on the instagram page too. I phoned the number and it wen to a voice mail. I left a message. Have had no reply. In summary I realised **we have an instagram acct under the name of the MAA** with an incorrect address and **a phone number that rings through to voice mail**. There is no link or mention of the Members Maa website, where a follower might go to find one of us in the find a milliner directory.



The numbers are different why??

JUNE 29TH 2017 EMAIL FROM ME TO SUB COMMITTEE AS URGENT

This is a problem that needs to be addressed.

1. Firstly the phone purchased by the sub committee last year was directly against committee direction.
2. The instagram account opened by the sub committee last year was without committee consultation.
3. It advertises an address and phone number 0411 053650 no mention of the Maa website
4. This phone number is **still active and rings and goes through to a voice mail**.
5. Who is answering this phone?
6. The followers on this instagram account may contact this number to find out if we are open or if we are opening again this season. Who are they calling?
7. This is a clear example of what happens when a sub committee do not seek guidance from the committee or go against its direction. The Committee have the big picture and understand the ripple effect of action like this.
8. Wendy I believe you opened the instagram account and purchased the phone and that the phone is in your name. What did you do with the sim card at the close of trade?
9. This makes the MAA look unprofessional.
10. To non-participants of last year, this action could appear unethical or suspicious so we need to rectify this urgently.

11. Wendy can you please change the header of this instagram account to direct them to the Maa website and remove the address and phone number until Leighanne and Lauren can instruct us further. Georgia

JUNE 29TH 2017 EMAIL FROM WENDY SCULLY TO ME NO CC

I think you have the wrong no. I just tried it am a male answered.

The phone is currently uncharged and I haven't recharged it since last year.

I will cancel the sim asap.

You can then purchase a new sim and set up the phone in Roses name and then you can link the new phone no to the MAA etc as you desire.

The phone was purchased with knowledge and after much discussion that the previous available phone was useless for the shop, because it was so out of date and unworkable in a modern shop and social media environment.

Wendy

I phoned the number (50)again from the instagram account and this time a man did answer . This proves the number advertised is live working and charged. The man had very little English and could not understand hello. I asked him “ can you please tell me how long you have had this number please?” and he answered 5 years.

JUNE 29TH 2017 EMAIL FROM ME TO WENDY SCULLY NO CC

I sent a copy of the screen shot of the instagram account **showing the 50 phone** number.

JUNE 29TH 2017 EMAIL FROM WENDY SCULLY TO ME NO CC

The no is correct, you ring it and it goes to voicemail.

There are no messages.

The only texts are from Optus to recharge.

The phone no has no money left on it, so is in SMS mode only.

I will post the phone to you, pls provide your address.

Thanks
Wendy

JUNE 29TH 2017 EMAIL FROM ME TO WENDY SCULLY NO CC

Wendy could you please charge the phone up and call me on 04324 ---- then I will get the correct number.

Maa may be able to use the same number in case anyone from the pop up shop gave it out.

Thanks

JUNE 29TH 2017 EMAIL FROM WENDY SCULLY TO ME NO CC (SENT TO DIFFERENT THREAD)

Hi Georgia, I am finding the stress of being on the sub committee too much.

Pls accept my resignation

I will offer my time at the shop

Regards
Wendy

JUNE 29TH 2017 EMAIL FROM ME TO WENDY NO CC

Thank you Wendy

Can you please tend to the instagram account and return to the phone to the MAA

Thanks for offering your time at the shop

Georgia

I did not email the sub committee of the committee about Wendy's resignation and yet sub committee members seem to find out. And it wasn't log until I was described as a bully in relation to this matter.

Please note this was my last email to Wendy and I had no discussion with the sub committee about the contents of the emails from her.

In fact after this last email to Wendy I did not set another email to the sub committee in relation to anything.

Margaret emailed me in response to the phone and the instagram acct. I did not respond as I felt that Margaret was becoming more hostile toward me .

I will respond to those questions now.

Hi Georgia,

My reply to your 'urgent' email is below.

I am sure that with good communication between the committee and the Pop Up Shop subcommittee we can easily sort out any areas of concern that need to be addressed and make the 2017 event a successful one again.

Regards to all,

Margaret

1. Firstly the phone purchased by the sub committee last year was directly against committee direction.

Incorrect. There was no direction from the committee not to purchase a phone for the shop. We already had a phone but it was a cheap one that did not have the capacity required. Therefore, we were fortunate to be offered a much newer Iphone at a price well under its true worth. What evidence to you have to back up your statement?

ME: Committee members present last year have stated that fact. The minutes from July 26th clearly show that this was not a approved and no permission had been granted.

7th Millinery Association of Australia Executive Committee Meeting held on **July 26th 2016**

3.2.2.5.1. Is a new phone necessary? Could an additional payment be made to the manager for the use of their personal device

2. The instagram account opened by the sub committee last year was without committee consultation.

Incorrect. There was discussion with both the committee and with other MAA members who use instagram in their millinery businesses. Opinions were divided on the merits of having a separate Instagram account for the shop. The decision to go ahead with the Pop Up Shop account was made in order to get as much publicity happening as quickly as possible. As you are aware, we had big delays with Como Centre management in trying to secure the shop so time was a big factor. Considerations also taken into account was the time of getting information to the MAA and then having it posted. All items posted were also reposted to the MAA instagram account as our manager insisted. The set up and management of the instagram account for this year's shop has been discussed at the first meeting and the subcommittee suggested that we ask Leighanne Crocker if she would be available at our next meeting in order to get her insight and expertise this year.

ME: Perhaps I should have said the word permission instead of consultation. Your response clearly shows that you did your own thing. Which has lead to a rogue Maa instagram acct which is unprofessional.

3. It advertises an address and phone number 0411 053650 no mention of the maa website
4. This phone number is still active and rings and goes through to a voice mail.
5. Who is is answering this phone?
6. The followers on this instagram account may contact this number to find out if we are open or if we are opening again this season. who are they calling?

The topic of the phone and its current situation was discussed at our first Pop Up Shop meeting so your queries above should already have been addressed.

ME: They are not addressed. They are still not addressed. This is still an issue for the Maa and its members.

7. This is a clear example of what happens when a sub committee do not seek guidance from the committee or go against its direction. The Committee have the big picture and understand the ripple effect of action like this.

Regarding seeking guidance, my queries to you, which included the committee, had the response from you to only the subcommittee of a letter that did not answer any questions asked.

ME: That was a different topic in a different thread It included the legal term 'without prejudice' and other information that was irrelevant. ME: Without prejudice was included as I have first hand witnessed you Margaret threaten to seek legal advise and possible action when you do not approve of what a member of the MAA has said. I have attached it above. I was glad to see that you followed it up with a more informative reply and thank you for that. ME: Again that was a different topic in a different email thread I would add that I think the members of the subcommittee who have been involved and run the shop for several years now do have the big picture. ME: The actions of the sub committee opening an instagram account that is now out of date and has a phone number that rings and gets answered but no body can say how this is happening proves that you do not understand the big picture and the impact it has on the members of the Maa and its future plans for a fashion forward organisation.. It also shows lack of willingness to be transparent in your dealings. There is far more experience there than in the committee, some of whom have been strongly opposed to the MAA running the Pop Up Shop and most have not participated. ME: There is pop up shop retail experience amongst last years sub committee but the skills and experience within the committee is of huge value to create a professional on trend store with social media presence. Your refusal to embrace what's on offer and

take direction from those with business skills legal knowledge admin skills is detrimental to the pop up shop and the milliners who participate. Your reference to the committee opposing the popup shop is not in keeping of the unity of the project. The committee vote on these things taking into consideration the philosophy of the MAA and the members needs and desires.

8. Wendy I believe you opened the instagram account and purchased the phone and that the phone is in your name. What did you do with the sim card at the close of trade?

As above, this was explained at our first subcommittee meeting.

ME: No it has not been answered. By not being transparent about the phone and not returning it to the MAA your behaviour in my opinion is unprofessional.

9. This makes the MAA look unprofessional.
10. To non-participants of last year, this action could appear unethical or suspicious so we need to rectify this urgently.

I am not sure what it is that makes the MAA look unprofessional, unethical or suspicious. Can't any specific areas of concern can be addressed at our next meeting or through our continuing email threads? ME: If you cannot see or refuse to accept or admit that this situation appears improper then all the more reason why in my opinion you should not be in a position of authority in the future.

11. Wendy can you please change the header of this instagram account to direct them to the MAA website and remove the address and phone number until Leighanne and Lauren can instruct us further.

When I search for 'Pop Up' on my instagram it comes up as 'MAA Millinery Spring Pop Up'.

ME: With an old address a number that is not answered by an unexplained person with no referce to the MAA website. This is unprofessional and a waist of opportunities for MAA members.

Thanks
Georgia Skelton

The reason I did not reply to any further emails to Margaret was that I felt strongly that I was at risk of being treated in the same way that Felicity and Lauren were early in the year.

Margaret circulated an email amongst 15% of our membership suggesting fowl play by both Felicity North East as the incoming treasurer and Lauren Ritchie our secretary.

As I read these to you I want you to understand that in my opinion it is being suggested that the incoming treasurer was wanting your sales figures and that it is a breach of your privacy.

Please understand this, I mean really understand, that your figures have always been available to the treasurer of the MAA. Margaret has had access to all your sales figures for the 4 years she was treasurer. But when she was no longer treasurer suddenly Margaret is protecting your privacy.

When you hear the email that Lauren sent to Orna as secretary of the MAA it is only scary if you did not understand the way a shared file works which shows a lack of understanding of modern administrative practices which I myself am still learning.

It does not show the workings of a dishonourable secretary.

Please listen carefully as I read these. Emails.

JANUARY 31ST 2017 EMAIL FROM MARGARET WATSON TO POP UP SHOP PARTICIPANTS

Hi 2016 Pop Up Shop Sub Committee and Participants,

I hope that you have all had a very enjoyable Christmas break and New Year and some restful holidays as well.

I wanted to let you know about a concern that I have had regarding privacy issues relating to our Pop Up Shop and your sales figures. As I expect you know, I handed over my 4 year treasurer role with the MAA to Felicity Northeast at the 2016 AGM. One of the demands that Felicity repeatedly made was for me to forward her a full Pop Up Shop report, that to include the individual sales figures of each milliner participating. I refused to include these details on the grounds of privacy and that a full financial and written summary had been presented at the AGM. I felt that our individual sales figures were not information that I should give without the consent of the milliners participating and that consent has never been requested from you. I have sent Felicity a day by day sales total and weekly sales calculations of amounts paid to milliners, but I deleted all milliners' names from that report.

At a meeting with Rose and Georgia before Christmas, I brought up my concerns regarding the Pop Up Shop sales figures and the reason that I had not agreed with Felicity's repeated requests to have access to those figures. Rose and Georgia agreed that it was not necessary to pass on that information.

I also showed Rose and Georgia a copy of an email that had been sent to Orna on 18th December requesting that she upload shop information to a shared drive. It was not stated as to who would have had access to that shared drive. Also, there was no information that Lauren required to 'wrap up 2016', since the full Pop Up Shop report was presented at the AGM and contained a full and detailed profit and expenses reconciliation. Orna, of course, copied Lauren's email to me and also her reply. Both emails are reprinted below for your information.

The reason that I am sending on this information to you is that I am very concerned about:

- the repeated requests for private information regarding your sales figures from Felicity
- the lack of any good reason to pass on that information to the MAA - agreed to by Rose and Georgia
- the request by Lauren to obtain Pop Up Shop information from Orna
- the request to Orna to use upload that information to a shared drive

I felt that it was necessary to include you all in this information and to let you know what action I have taken. It relates directly to you and also to any conversations or queries that may arise in the future regarding the publication of individual's sales figures. I do not wish my own (small) sales figures to be passed on to 'I don't know who' on a shared drive and I am making the assumption that you may feel the same. I have done a fair bit of investigating of privacy laws since this became an issue, and from the information that I have found, I felt that erring on the side of caution was the right way to act on all milliners' behalf. Refusing to forward the personal sales figures also made me feel much better about my own integrity as treasurer at the time.

I would very much appreciate your thoughts and feedback on this issue. If you are happy to share your opinions with the other Pop Up Shop participants, then do a 'reply to all' so that comments can be shared within the group of 19 milliners.

With regards
Margaret

EMAIL OUR SECRETARY LAUREN RITCHIE SENT OT OUR PAID EMPLOYEE ORNA.

Dear Orna,

Thank you for your work with the MAA Pop Up Shop this year. As we have recently had our AGM we are looking at wrapping up 2016. Would it be possible for you to upload any documents you created in relation to the Pop Up Shop into the following folder

<https://drive.google.com/drive/folders/0B1vlfMHZGz2rNVp3V0EzNjJWc3M?usp=sharing>

Kind Regards,

Lauren

FEBRUARY 1ST 2017 EMAIL FROM MARGARET WATSON TO POP UP SHOP PARTICIPANTS

Hi Georgia,

What I am looking for is accountability by committee, past or present. That is why I have asked for an explanation regarding the request to Orna for information. So far, nothing has been forthcoming as to who would have seen the shared drive or the reason for bypassing the Pop Up Shop subcommittee in an attempt to gain access to that information. **I had previously refused to give Felicity the shop sales figures with milliners' names attached,** as I have previously explained. The full report minus names had been forwarded to her. The reasoning behind why Lauren then requested information from Orna three weeks after the AGM has still not been explained and needs to be clarified.

I agree very much with getting on with bigger and better things this year and hope that the outcomes from the committee two day meeting has been very positive. Unfortunately, there are still issues that I feel are imperative to deal with, this one is an example of that.

Regards
Margaret

FEBRUARY 2ND 2017 EMAIL FROM ME TO POP UP SHOP PARTICIPANTS

Dear Pop up shoppers.

I have been very uneasy with the tone and suggestions in some of the emails in relation to this matter. Felicity's name is every where and yet not copied in to any of the emails giving her no way to respond to you.

I phoned Felicity tonight and without giving too many details I told her that there is a few pop up shop participants that have concerns in regards to their privacy in particular their sales data. Felicity wants you to know that if any of you want to an explanation as to what is happening and get reassurance from her first hand, she would love you to call her on **0417 305 191** for a clarification directly.

I hope this can help bring matters to an end.

Georgia

FEBRUARY 3rd 2017 EMAIL FROM MARGARET TO POP UP SHOP PARTICIPANTS

Hi Georgia,

I appreciate your taking such an interest in the matter of privacy for the Pop Up Shop milliners. I am happy to forward all of the conversation and milliners' comments to Felicity if she would like me to do so.

With regard to Felicity's offer to give clarification of the issue, does that mean that she will clarify the action taken by Lauren when she sent the email to Orna requesting Pop Up Shop information? I think that I have explained clearly to all concerned that there is *still no explanation* as to why the request for Pop Up Shop information was made to Orna and what would have been done with that information had Orna forwarded it to a shared drive. All of the participating milliners are entitled to know the reason for Lauren's action.

Regards

Margaret

FEBRUARY 3RD 2017 EMAIL FROM ME TO POP UP SHOP PARTICIPANTS

Margaret

I will not speak any more behind Lauren and Felicity's back.

Please forward all emails and responses to them and include them from now on.

Please do not summarise the emails.

Lauren and Felicity deserve to see how they are being portrayed n this thread.

I am disappointed and stressed by in this.

Georgia

FEBRUARY 3rd 2017 EMAIL FROM KARIN GOODMAN TO POP UP SHOP PARTICIPANTS

Hi,

I think you are overreacting. **No one is speaking behind Lauren's and Felicity's back and no one is portraying them badly.** I, for one, have immense respect for Felicity. No one is disrespecting them. Please get a bit of perspective. Margaret has been very diligent and very open and transparent with everything she has done. I am grateful to Margaret for this and grateful that she is so diligent in protecting our privacy. The Millinery Association comprises members, it is its members, and Margaret is trying to do her best by the many members that participated in the Pop Up shop to whom she owed her duty of care. She too deserves our respect.

Regards,

Karin

At this point I felt that Margaret was determined to undermine me, and the committee, in our endeavours to create the pop up shop.

I sent her this email.

I did not copy in the sub committee as to not embarrass Margaret. Only the committee so they were aware of my actions.

JUNE 29TH 2017 EMAIL FROM ME TO MARGARET WATSON

Without prejudice

Margaret,

I feel that we have reached a fork in the road and that you and I will not be able to work together in an harmonious fashion.

It is important part of volunteering to get some enjoyment and satisfaction from the process. I fear that our hard working sub committee will be hampered if we are to force a continuing relationship.

As the sitting elected member and current leader I hereby thank you for your time to date but regrettably I must ask you to voluntarily stand aside for the sake of the Millinery Association of Australia's Pop Up Shop.

Sincerely

Georgia Skelton

Committee Member

JUNE 30TH 2017 EMAIL FROM MARGARET WATSON TO ME CC'S SUB COM

Hi Georgia,

If you feel that the disharmony is entirely my fault then I would be grateful for your explanation.

I have queried points in your email messages as I have a right to do, as do all members of the subcommittee. This is the first year in my extensive involvement with the Pop Up Shop that such disharmony has occurred. **There has never been a problem with discussion and decisions reached in the past.**

As with all subcommittee items, the request for my resignation from the subcommittee should be put to the vote in accordance with the way we have made all decisions so far.

My short answer is a no. I will not voluntarily stand aside from the Pop Up Shop subcommittee.

Regards

Margaret

JANUARY 31ST 2016 EMAILS FROM MARGARET WATSON 12 MONTHS AGO TO THE COMMITTEE CC 2016 SUB COMMITTEE

Hi Committee,

I cannot see a viable way of the Pop Up Shop subcommittee being workable in any way if the MAA committee take it upon themselves to make decisions regarding its running with no reference or conversation with the subcommittee. From tonight's meeting, rules are being made by members who have had very little or no running of the Pop Up Shop in the past. I find that to be completely unacceptable. It is fine for the MAA committee to make suggestions which can be relayed to the subcommittee but not to take over the running of the event. E.g.; • the amount of commission to be charged for sales, • a commission being paid to those who have filled a roster spot when they make a sale which no doubt would be discouraging to interstate members or those in Victoria who cannot commit to roster time What is the point of having a subcommittee if there is no discussion with them?

Regards Margaret Watson

JANUARY 31ST 2016 EMAILS FROM KARINA GOODMAN
12 MONTHS AGO TO THE COMMITTEE CC 2016 SUB COMMITTEE

Hello,

I support Margaret totally. I have likewise been involved in the popup shop from the beginning and was delighted when last year, through consistent and incredibly hard work of the members involved, it became a profitable venture. I have sold a great many hats for our members and derived great satisfaction from this. I think that receiving a commission is against the spirit of the Association, and I probably would be one of the members benefitting from the new rule. We are not only about profits and greed. Furthermore, I believe that a 25% commission is too steep. I would like the MAA Committee to explain their reasoning and feel slighted that no discussion occurred with the subcommittee. Margaret is the only member left on the popup shop subcommittee who knows all there is to know about running the popup shop, and I respect her opinion unequivocally.

Regards, Karin Goodman

Margaret shared my email with the sub committee and the responses and attacks on my character came flooding in.

Karina Goodman upset that the 2016 pop up shop is being analysed and criticized. Insinuating that the 2016 committee had set it up to fail. Does not see a problem with the phone issue. Thinks Wendy Scully deserves an apology.

Jane Stoddart wants the **topic of sub committee leadership on the agenda**. Please note it was on the last one and no one wanted it.

Said that I feel uncomfortable chairing the meetings. I have never said that and I have chaired every general meeting every committee meeting most HOTA meetings and the pop up shop sub committee meeting.

Insinuating that **I cant lead a united team** because I am both committee member and pop up shop sub committee member. This creates once again an us and them divided team. **Suggesting that I am a negative person.**

On a positive note she did suggest the emails stop and we wait for the meeting.

Please be reminded that I have not emailed since I thanked Wendy for sending me the phone. (which has not arrived as yet).

The emails continued. Directed at me

Jennifer Wood

Wendy resigning over all this nonsense and Margaret being asked to resign which I read as **bullying**
Please someone on the committee apologise to these wonderful ladies.

We are not a military regime or government office.

Karina Goodman

This is an unpleasant atmosphere. Agreed with Jane desist from emailing.

Used to be a friendly association without power tripping

Finally Wendy Scully sent email thanking everyone.

JULY 1ST 2017 EMAIL FROM PRESIDENT TO THE SUB COMMITTEE.

Hi everyone,

Please stop circulating emails, I will not be responding until the committee has had a chance to discuss this over the weekend.

Georgia Skelton has the MAA committee's total support.

Best wishes,

Rose

The very first email in April to Margaret Watson that I never received a reply to, it has become obvious to me, that in my opinion Margaret Watson did not want my presence on the sub committee.

From The lack of response to my emails, not coming forward to give me any information on the whereabouts of assets, Not assisting or even commenting on the document drafts but waiting till sub committee meeting to criticize them, Not wanting to chair the sub committee meeting but trying to take over the meeting belittling my efforts. The slow and painful way that figures for the popup shop were handed over to the treasurer. The emails suggesting that Felicity North East and Lauren Ritchie were behaving in a suspicious manner smearing their good name amongst our membership. And now it seems to me it is my turn to have my intentions and actions manipulated to draw attention away from the 2016 pop up shop downfalls.

I feel that Margaret has defamed my good name. I am an honest and kind person who has been portrayed as a bully and a dictator, all because I wanted to know who is answering the phone number that is listed as the Maa and what is going on with that instagram account. I had a job to do and I was doing it. The members deserve to know the answers. I still don't have them.

I hereby declare that

The Bullying of members of the committee or any member of this association stops now. We all say no. We all say stop.

The passive aggressive emails and behaviour stop now.

The lack of transparency stops now.

The lack of co-operation and communication with the committee stops now.

If we have any chance at getting back into the graces of the VRC and a like we need to be professional courteous and fashion forward.

We need to be united in being progressive.

Moving forward, I believe we should all seek to adopt the behaviours of transparency, accountability and professionalism. Being asked to provide evidence for the use of MAA assets is not a personal attack or a slight against ones character; it is simply an assurance process common to all professional organisations. All of us make mistakes, and having someone check those mistakes may save this organisation time, money and unnecessary effort. I, for one, am very comfortable with my usage of MAA assets being subject to scrutiny, and I would never accuse someone who is pursuing the interests of all the milliners here tonight of bullying.

Profit & Loss

Millinery Association of Australia Inc For the month ended 30 June 2017

	Jun-17	YTD
Income		
conference fees	9,000	58,939
conference-trader	-	3,653
conference-sponser	360	2,510
Interest Income	31	135
Membership Fees	580	14,440
Other Revenue	-	305
Sales - Functions & Events	1,910	6,594
Sales - Pop Up Shop	-	9,915
Total Income	11,881	96,491
Less Cost of Sales		
Conference - Functions	2,795	3,895
Conference - Other Exps	8,945	9,806
Cost of Goods Sold	-	270
less: Hat Commission	-	(133)
Pop Up Shop - Hats	-	22,079
Pop Up Shop - wages	-	3,163
Pop Up shop expenses	-	(50)
Total Cost of Sales	11,740	39,029
Gross Profit	141	57,462
Less Operating Expenses		
Advertising	687	2,655
Bank Fees	47	792
computer/web	242	1,309
conference-tutors fees	-	4,000
Consulting & Accounting	47	1,378
Entertainment	-	109
Events - Social	(251)	1,418
General Expenses	106	511
Insurance	-	324
Photography	523	1,197
Printing & Stationery	202	1,354
Rent	-	650
Subscriptions	-	550
Travel - National	-	2,650
Total Operating Expenses	1,603	18,896
Net Profit	(1,462)	38,566

Balance Sheet

Millinery Association of Australia Inc As at 30 June 2017

30 Jun 2017

Assets

Bank	
Adelaide Working Acctt..495956	36,016
Savings Acctt...399478	32,966
Working acctt...110275	16,497
Total Bank	85,479
Current Assets	
Accounts Receivable	220
Total Current Assets	220
Total Assets	85,699
Net Assets	85,699

Equity

Current Year Earnings	38,566
Retained Earnings	47,133
Total Equity	85,699