

Rapport til RSK fra ECCNA27 koordinator  
Oktober 2012

Hvad er der sket i Danmark i forbindelse med ECCNA?

Tak for opgaven, det har været en udviklende rejse at være på. Jeg blev bedt om at finde følgende punkter:

*Faktuelle oplysninger om ECCNA 27*

*Hvor mange registrerede.*

*Samarbejde Danmark-Sverige*

*Økonomiske oplysninger*

*Eventuelle erfaringer*

*Hvor mange deltog i at lave service fra Dk?*

*Og den svenske evaluering.*

Det danske arbejde har skullet "opfindes", idet der ikke er nogen forhistorie i at 2 lande har samarbejdet. Det har selvfølgelig betydet at det til tider har været tungt, at skulle opfinde noget man ikke vidste hvad skulle blive til. Men over tid, er det blevet nemmere.

Først handlede det om at skabe kendskab til at eccna skulle vindes og hvordan kunne man det.

Hans (svensk formand for ECCNA27) lavede et kæmpe forarbejde, og jeg valgte at gå med, idet jeg i forvejen var medlem af det danske RSK, talte svensk og godt kunne tænke mig at lære mere om service.

Det danske RSK syntes rigtig godt om ideen, men der var også et økonomisk issue. Penge skulle gå fra det danske servicearbejde, og i stedet bruges til ECCNA. Efter nogen tid, hvor jeg havde lavet budgetter og beregninger valgte Danmark at bevilge 5000 danske kroner til transport mellem Danmark og Sverige. Disse er nu tilbagebetalt før tid.

Da Vi havde vundet at skulle lave ECCNA27 for EDM, kom der lidt mere struktur på. Og jeg kunne begynde at annoncere efter servicefolk i Danmark. Mange var interesseret, men det var svært at uddelegere opgaverne eftersom de opstod undervejs og på møderne i Sverige. Det var under overvejelse om nogle af møderne skulle afholdes i Danmark, men det vidste sig at blive en dyrere økonomisk affære, end at vi rejste dertil.

Undervejs donerede syddanmark/esbjerg konventet halvdelen af sit overskud til ECCNA. Det var ét af resultaterne af det inside arbejde der var forgået. Folk fra hele danmark var interesseret i at lave service på eccna, men vi opdagede at det gav en større udfordring på transport budgettet end det var fornuftigt at gå med til.

Derfor måtte der laves bløde regler for deltagelse, så transport udgiften ikke åd hele vores beholdning. Her opstod en ny lærdom og udfordring , for hvem sku med frem for andre. Over tid er det blevet sådan at vi nu har en service repræsentant fra Jylland med. Og vi betaler hans rejse til eccna møderne. Derudover har vi klippekort. Det betyder at til hvert møde laves en vurdering af relevans for deltagelse. Lars og jeg skal med hver gang. Kim G.(info) var med hver anden gang og Lars (børnepasning) er med næsten hver gang. På den vis har vi kunnet tage nye interesserede servicefolk med til møde i Malmø og på den måde også skabe kendskab på flere områder. Hvad er eccna, hvordan foregår det, samt viderebringe erfaring om hvordan man gør på et eccna konvent møde. Flere fra det store område som København og omegn er, som har været med, har udtrykt stor beundring for måden det hele er foregået på. Sverige er jo vores sponsorland, så der har været erfaringsudveksling på den måde. En gang imellem er vi mange der tager af sted, og andre gange er vi få.

Jeg (koordinator) har lavet rapporter og eccna har stået på dagsorden på hvert RSK møde siden starten i år 200?. Hvilket jo har skabt en viden og interesse fra hele Danmark. Jeg har lavet en mailingliste med folk fra hele Danmark, som fik eccna rapporter tilsendt, hvordan disse rapporter er blevet anvendt ude i landet har jeg ikke kendskab til . Jeg har modtaget mails fra folk som gerne enten ville have info, have oplyst om privat indkvartering, eller ønskede at deltage i service. Afhængig af hvad de ønskede, har jeg delt ind i service nu og service på konventet. Idet alle ikke kan rejse til eccna møde grundet budget.

Lars – vice koordinator, har været involveret i forskellige projekter som t- shirt, OI/info, Fundet informationer som ECCNA-ADM skulle bruge etc.

Den danske børnepasnings komite har fra start af, haft mange gode ideer. Lars Rs var primus motor der.

Det danske medlem af info komiteen, Kim G var også stærkt involveret. Han har blandt andet Indsamlet oplysninger fra workshop i Herlev, her bruges så de svenske modeller af breve (som er oversat til dansk). Liste over hvem man kunne kontakte, samt fundet navne, tlf. adresser et, Flyers til konventer, Herlev workshoppen, servicekonferencen, under søgt om mulighed for at give bogen miracles happens væk, men da vi selv skal betale for alle eksemplarer må ideen revurderes. Efter hans død var der et meget stort tomrum. Og han blev mindet flere gange undervejs i processen.

Selve konventet var en stor succes med over 1500 registrerede deltagere. Ja der var svipsere undervejs, men det er blot en del af lære processen. Danmark har som aftalt, modtaget en procent del af overskuddet fra konventet.

*Til videregivelse af erfaringer:*

må være at gøre det ekstra tydeligt at ingen talere fik transport- eller hotelgodtgørelse.

Når 2 lande samarbejder, må der være medlemmer i steering commite fra begge lande. Tydeliggørelse af hvad man ønsker at opnå ved at 2 lande samarbejder, samt hvem som betaler hvad. F.eks. også rapportering til begge lande før under og efter.

Tydeliggørelse af hvad der forventes fra begge landes side både før under og efter konventer, så en koordinator kan undgås og i stedet tage en post i steering committe.

Herefter følger den svenske redegørelse til EDM.

Tak for muligheden for at lave service. Koordinator/sanne F

## FINAL REPORT ECCNA 27 MALMÖ - SWEDEN

After four years of work it's very joyful to say that we are, as members of NA and the Convention-Committee, ready to deliver you the final report to the EDM. ☺

We are very satisfied with the way we organized the convention and we believe that we had a good structure. We used the ECCNA guidelines, Swedish Convention guidelines, Group consciousness, our experiences, common sense and GOD ☺ to build this ECCNA

Besides the Steering Committee, all in all we had 13 subcommittees, some committees consisted with chairmen and members from different parts of Sweden and Denmark. It wasn't easy to make it function during the working progress, but with the final result we did a great service job ☺ besides Registration, Program, Merchandise, Party, Hospitality, Design, Café, Translation and Information committees, we also had EDM, Take Care, Childcare and Fundraising committees. As you see we were many involved in the service for ECCNA 27 and we just had to make it work. The key was and is planning and structuration, and of course lots of willingness and fun.

It was a very big convention, one of the biggest so far when it comes to the number of registered. We had 311 preregistered, 1221 fully registered = 1533 ( 97%) and approx 40 registrations more, that could not pay = 1580 registered at this ECCNA, our budget was 1400 registered ☺ 180 members more than we expected ☺ So..yes we had a huge excess...but actually the huge excess came from more than the registration...we had a big excess from the party, auction, seventh tradition and then some from merchandise, café and 3 merchandise salesmen that had a table on the convention ☺

The registration committee did great service. We were well prepared in this committee as well as in the other committees. Everybody needed to be registered to get inside the convention cause of security reasons – We had to know if there would be a fire or some other disaster – Rules from the city of Malmö. We had baskets for newcomer donations and we used all the money that we got in donations to help the newcomers to get in, actually most newcomers had money...It was very hard for the members in the committee to discuss with some, a few members with several years to fully register...

We think that this is something that we need to discuss more in the fellowship when members refer to the 3 tradition and thereby think it is for free to go to conventions... we need to discuss with our members that/or/if just because we are members we cannot go to all NA-events all over the world for free. We are still members, but everything is not for free ! Or is everything for free in NA and then who will pay our costs ? Maybe a clarification is needed in the guidelines for ECCNA ?

In the Committee in Malmö we decided that everything is not for free at ECCNA 27, so we had discussions with the members that came to the convention about why we need to register and pay registration.

We decided to make an Translation committee that did great service...we used experience from other ECCNAs and decided that you had to pledge something to get a headset and that something should be your passport or similar. We decided to translate the speakers to the two languages where the most participants at the convention came from and we provided 150 headsets for this...we believed that members from Sweden and Denmark had no or little need for translation, or that fellow friends could translate to them...afterwards we understood that some members from Sweden and Denmark were a little critical to this and we also realized that maybe we should have done it in another way...but the facts is that everything about the translation equipment is very expensive...this aswell is something that maybe needs to be clarified in the guidelines, cause the guidelines say very little about this aswell, how much of translation booths, how to decide what language to translate into etc. The most important thing is that following ECCNAs secure and are sure of the exact cost and get that in the budget when they make a bid for an ECCNA, we managed that, but its important to say it again cause it is very expensive to rent this...

When I comes to the program of the convention we do believe we had a really good program with speakers from many regions inside the EDM ( as you wished), variety when it comes to cleantime, age and topics etc.

Here are the worlds of the programcommitteé

“We have through this process of making the program realized that the guidelines need to be revised. There is a problem, when the contract of the venue isn’t signed until 6 months before the actual event, a committee such as this need to know certain things before that to avoid the stress the last 6 months.

There need to be set time for when the speakers can start and when the last meeting ends. This needs to be decided at least one year before ECCNA. The programcommitteé needs to start their work then. The committee also needs to know by that time how many rooms they have available, so they can form an skeleton to a program, to plan how many meetings there will be and how they can overlap so not everyone is in the lobby at the same time.

Also, we think there needs to be decided in the EDM, if there should be a standing time for NAWS- and FD/EDM-workshops during ECCNA. That would help an ECCNA program committee a lot. If there would be a standing time, for example between lunch and dinner break Saturday, the committee wouldn’t have to wait for the SC to make the agenda after the winter EDM 6 months before. And the SC would know this and have this times set for every ECCNA when they form the agenda for the summer EDM.

We got some critic for not having parallel meetings during these workshops. Many members came only for one day (Saturday) and felt they came “only for serviceworkshops” and no speakermeetings. We would therefore also appreciate if the delegates even here formed a principle decision, if you don’t want parallel meetings. This to make it clear for visitors beforehand that this is also some kind of an European service conference and an opportunity for world services and for

our zonal forum to reach out to the fellowship with the latest news and info, and also a way to gather info back to these levels of service.

Since the delegates already decided they don't want speakers outside our zone, we want to make everyone aware of the difficulties in asking for English speaker tapes. Not many in our non English-speaking regions have a recording of sharing in English, even if they have done that. This makes the help from delegates in form of tips and recommendations even more important. And our experience is that it is hard to get feedback from delegates. There had to be many emails sent before we got any responses. If the delegate wishes for some services to be done, they need to understand their part in making this happen. Our experience is after this ECCNA, that the fastest way to get a response is to email delegates via facebook. We are not sure that communication that way is the best. Maybe there should be included in the part of guidelines regarding the delegates responsibilities that they have an important part in helping planning the ECCNA?

We bought group readings in different languages that we forward to the next ECCNA, our wish is that they will be turned over every year to the next coming ECCNA-committee. We also have a preamble that can be forwarded that easily can be changed so it will fit ECCNA in Moscow.

Make sure you work closely to the members recording the speakers, the speaker's needs to fill in forms of legal reasons, giving up their rights to the speaker tapes. We missed that, and got those papers late and had to chase speakers to get them to sign. Also all the speakers was supposed to be given their own speaker tape for free, if you decide that, make sure to tell the speakers.

And one last thing but very important thing: We thought it would be enough if the speakers checked in 15 minutes before their meeting, to be met by the one chairing the meeting. And even if we changed that to instead ask speakers to check in at our desk once they had registered, not all did, and we had at least one who never even came to the convention at all. To avoid that stress that follows, make sure you inform all speakers once they have accepted, to check in Friday, give them all information then. And if there is a speaker missing, you have more time to find another. This would also be a good opportunity for the speaker to sign the papers, be lovingly welcomed, and get all info needed and for them to feel secure. This also goes for the ones you have asked to chair the meetings.

Finally we are grateful that we have been a part of ECCNA 27 in Malmö. We feel overall we have done an awesome convention! And we hope you have been enjoying yourselves and are as pleased as us. And even if we missed a few things, we think we had a good variation of speakers (from different regions, ages, clean time etc) and great topics, as well as service related meetings and workshops.

Thank you for letting us serve! ☐

Veronica B, chair of program ECCNA 27, 2011"

Another part of the program was to have a cleantime countdown...this was a little stressful cause we realized that we had little time to make this happen cause of preparations for the

Partycommitteé... We solved it in a brilliant way: we took everybody outside to pray the Serenity prayer and by doing so we emptied the main room as well, and that made it easier to sell and check the tickets for the party.

The Partycommitteé did a fantastic work with free registration-included entertainment on Friday night, a band that also had some NA-member in it. Saturday night we had to take entrance-fee for the party – the party has its own budget in the ECCNAs, and actually we sold double as many tickets ( 1010 tickets ) as expected, to keep the budget...we could never believe that so many would attend the party, but they did and we are of course very happy because of that ☺ There was a big variety of music at the party and most members are satisfied with the party! The committee also had some other small events during the convention with music and clowns ☺

During the process of creating the convention we totally lost that we should have an auction...we realized that a couple of months before the convention and because of that we did not have the money from the auction in our budget...that was just a big plus...but maybe we need to write it down in the guidelines as well ?

We had an informationcommitteé that did a fantastic work as well...most committees had an operational plan, and so did the Infocommitteé. They did most of their work before the convention, by doing flyers (several times) in English, Swedish and Danish, that was sent out. The committee also cared for [www.eccna27.org](http://www.eccna27.org) our website. Other activities besides having a table at the convention, was local bus-commercial about NA all of the convention-week in Malmö.. They were doing public information via mails, phonecalls etc and information inside the fellowship, Had a workshop just before the convention for NA-Sweden/Denmark and the area SISNAD. They also did an info and pressrelease at a hotel on the day the convention started. There were important contacts made with Danish information committee members. ☺

During the convention the hospitality committee cooperated with the info committee to give info about where to stay, go and eat and things like that...before the convention the work was to find places to stay and make deals with hotels.

We had a Take care committee, with a couple of nurses (NA-members) in it...they had a room in the basement where you could get minor treatment...no big incidents happened, but it felt good for us to have them with us as an extra security...You could see them circulate around the convention with special vests.

In the basement we also had a Childcare committee that had their own room- Kindergarten style...there were children from several countries that could play, watch film, draw and paint, have candy and they even had their own clown Happy Einar, that entertained them on Saturday evening ☺ They were open from all weekend and there were between 15 and 30 different children every day – This was a big success, because parents were able to join the meetings and the children could have fun during the convention ☺ Something to think of is that if it's possible, try to find members that speak different languages to be able to communicate with the children, we did, but there were a few children, where the communication was via smiles and gestures ☺

We had a Café committee that sold coffee, snacks etc during Saturday night. We were not aloud to sell at other times because of the venues catering deal. The committee were very buzy and had lots to do and their work made an extra plus when it comes to service, smiles and 13 000 swedish krona in 6-8 hours ☺

The Design committee did fantastic service aswell, with lots of message paintings, committee-signs etc...the were also the ones who created the fantastic backdrop in the main hall ☺ They also made the meditation room in the basement – I have detached their report, so you can read more about their working process and so on...

The Merchandise committee had a hard work when it came to how much to order, of course things should be approved by the steering committee , but still it is and was hard to know how much to order- We sold all cups and only had around 50 t-shirts that wasn't sold. We know that about 19-20 % of the participants on the convention buy a t-shirt with the convention logo...something we think is good to remember for coming ECCNAs...so even this committee had an excess ☺

In the beginning of our working process we had an Fundraising committee to find ways of getting money for the expencies we had before getting money from the EDM...we succeeded with that and got money to continue the work via having speakerday – we had travelexpencies for people to come from Denmark and outside Malmö to join our ECCNA committee-meetings. Denmark and our local area and groups in our local area – SISNAD, helped us to be able to continue the work...

We believe that the fundings helped us to start up the working process and to get further in the process easier, cause we could have committee meetings with members from outside Malmö aswell. Of course some subcommittees had to have phonemeetings, cause they had members from far up north in Sweden. As you know, it cost money to do service and maybe we should discuss if there is someway to get some money earlier ? We made it, but that doesn't say that the next ones will...

As many of you saw we also had an committee especially for you in the EDM...it was practical cause that committee could focus on helping you in all ways that we could. Not saying that this is the perfect way to work, but by splitting up as much service as possible in more subcommittees, helped us to get less pressure in the convention committee as a whole. Yes and of course more members could take part of doing service that way...When it comes to the EDM...hope that you all are satisfied with the service we provided for you ☺ We believe that you feel so, cause you gave lots of love back and were good examples when it comes to taking part of as much of the event as you could ☺ most of you even paid your registration without arguing ☺

When it comes to the working process in general i think that there is a few things that needs to be clarified in the guidelines...in the Bidding process, section Presentation it says:

“Identification of three members of the host committee with three years (ideally five years) minimum cleantime”

What’s the purpose with this ? Wouldn’t it be good to change it to :

Identification of three members, Chairman, Vice Chairman and Treasurer, of the host committee with three years (ideally five years) minimum cleantime; Or maybe

Identification of three members, Chairman, Secretary and Treasurer, of the host committee with three years (ideally five years) minimum cleantime; ??? Some things need absolutely to be clarified anyway...cause in ECCNA 27 in Malmö, we elected the chairman, vice Chairman, Secretary and Treasurer at our constitutional meeting, after you chosen our bid. Yes, we had chairman, vice Chairman, Secretary and Treasurer before that in the bidding process, but it doesn’t say somewhere how to elect the members in the Steering committee for an ECCNA. Auctually there is not much written about how we choose and elect members in subcommittees aswell...

Under the section Planning in the guidelines is says

“b) Hold one general Planning Meeting with one member of the EDM steering committee” ...of course we did so...but I think that it should be more clear WHEN in the process and WHAT that general planning meeting should be about ! We had the chairman visiting us...but I think its that you know when you start the working process that you need to show the venue for the member of the steering committee. Why ? Because good planning is required for making a good convention...

“c) Communicate regularly through a written report to the steering committee on the planning and ongoing costs of the event. Also present written and verbal reports to the EDM body during EDM meetings preceding the event. A member from the host committee should attend EDM or the delegate of the hosting committee should be able to answer questions.” The part where its written:

“. Also present written and verbal reports to the EDM body during EDM meetings preceding the event” This part is rather confusing...it needs to be changed into: Also present written or verbal reports to the EDM body during EDM meetings preceding the event... cause at the moment it says that you have to travel to every EDM, and he costs for that will be very high...of course we had a good communication with The steering committee of the EDM, but this part needs to be changed aswell...

The final result of the convention was and is very good cause we feel that we made an convention that was filled of love and the real NA-spirit...and of course the financial excess was a big plus ☺  
Below you will see how much the excess was:

Budget in the Bid

Real

Income	506 300,00 kronor	661 604, 87 kronor
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<u>Expenses</u>	<u>458 300,00 kr</u>	<u>443 667,81 kronor</u>
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Outgoing saldo	48 000,00 kr	218 078, 26 kronor
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As you can see that the excess is 170 078, 26 kronor more than we expected, primary cause of the party, auction, seventh tradition and the registration...and then some from merchandise, café and 3 merchandise salesmen that had a table on the convention ! So total Excess is 218 078, 26 Swedish kronor and we hope that the money will do some good for NA and the EDM !

In loving service

Hans – Chairman for ECCNA 27 in Malmö