



News Sheet

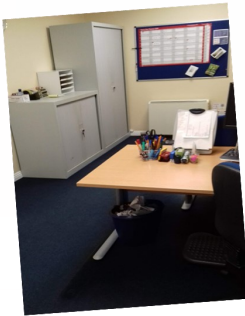
Issue: Aug/Sept 2020

The General Service Office

The General Service Office (GSO) of Alcoholics Anonymous in Ireland is situated at Unit 2, Block C, Santry Business Park, Swords Road, Dublin 9. The General Service Board of Alcoholics Anonymous in Ireland CLG is responsible for the General Service Office and its operations.

There is a core operational team of three staff members who are employees of the GSBAA. These staff members have served Alcoholics Anonymous in Ireland longterm in their respective roles and are valued and dedicated personnel. They work alongside members of the Office Management Committee, who, collectively provide the day to day services to AA members, AA groups and the general public on behalf of the GSBAA. In an environment that is ever-changing due to shifts in charity and company compliance we strive to work within the confines of the AA

Structure, the operations team endeavour to cooperate with these structures to ensure an effective and professional service is available to all who come in contact with AA to avail of its services. The design of the office is used to its maximum, apart from the operational offices, literature stores and business meeting room, it also houses the national archives of Alcoholics Anonymous. The General Service Office reception area is open to the public between 9.30am and 5.00pm Monday to Friday for sales of literature and general enquiries and COVID-19 protocols are in place for those visiting the office.



This News Sheet is intended as an aid to Service in AA.

The views and opinions expressed in the News Sheet are not necessarily those of the Fellowship of Alcoholics

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Unit 2 Block C, Santry Business Park,
Swords Road, Dublin 9. D09H584
T: 01-8420700
E: gso@alcoholicsanonymous.ie
W: www.alcoholicsanonymous.ie

GSO Core Objectives

- Provide guidance for anyone contacting GSO. Calls known as 12th step calls within AA are given priority.
- Process daily general enquiries relating to AA
- Process orders for AA publications to individuals, groups and AA events via telephone, email, website, and counter sales
- Ensure adequate stock of AA Conference Approved Publications is available to AA Groups & individuals
- Design and collate various In-House booklets for AA Groups
- Update our CRM (Customer Relationship Management) system with details relating to AA Groups, Committees etc.
- Process PI requests on behalf of the Fellowship
- Store the Archives for AA in Ireland
- Manage the Official website for AA in Ireland
- Manage and update AA Group records
- E-Publication, The Road Back
- E-Publication the News Sheet
- Provide administrative support to the General Service Board and Company Secretary
- Issue reports as required to the General Service Board of AA meetings
- Prepare accounts for annual audit
- Ensure accountability structures are upheld in relation to finance Process Payroll and Revenue returns
- Co-ordinate annual Conference arrangements e.g., hotel venue, itinerary, invitations, documentation etc.
- Co-ordinate Annual General Meeting arrangements e.g. hotel venue, itinerary, invitations, document
- Co-ordinate travel and accommodation arrangements on behalf of nominated Delegates from Conference travelling to overseas AA Events

GSO and COVID-19 VIRUS

During the recent COVID19 pandemic the entire office team were challenged because of the global virus. GSO continued to provide its full range of services to all members. A number of changes were necessary particularly around how we conduct our business; however, this did not impact on the delivery of the essential services to the AA

membership or members of the public seeking AAs

assistance. The staff were requested to work from home but were connected to their workstations at GSO, there was little interruption to service during this period. In fact, there was an ever-increasing volume of calls and emails from people seeking help for their own or a family member's drinking during lockdown. Staff dealt with more than 500 requests for help alone during lockdown alongside the other administrative duties required to provide ongoing service to AA. GSBAA appreciates and values the dedication and commitment of its employees and we thank them for their service in these extraordinary times.

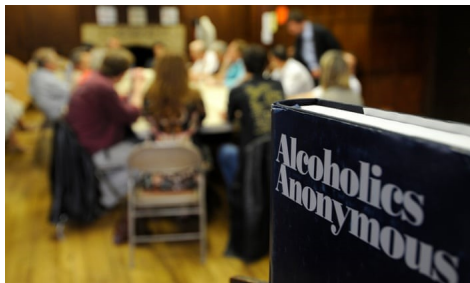


GSO reopened its doors after the easing of Government restrictions on 8th June, 2020 with strict Government COVID 19 protocols in place to protect our staff members and visitors.

Members can pre-order and pre-pay for literature by phone or online via our website www.alcoholicsanonymous.ie. Orders will be ready for collection at a prearranged time. If it is necessary to visit the shop, members are encouraged to have their order ready for processing and to use contactless payments.

Only one person will be permitted at a time. Government protocols regarding hand sanitising, cough etiquette, physical distancing and face coverings should be adhered to when visiting GSO. If you have any COVID symptoms please do not visit GSO.

Reopening of Physical AA Meetings



Groups are requested to notify GSO when their physical meetings resume via their official AA group mailbox or via their Area or Intergroup Secretary. Increasing numbers of calls to GSO relate to the reopening of meetings, if the relevant information is not provided, those seeking help for an alcohol problem cannot connect with AA meetings.

Only groups that notify GSO will be displayed on the website.

Groups will need to complete a Group Information Sheet if there are changes to existing information stored in GSO, this will include any Groups that must close due to restrictions imposed by landlords. The updated Group Information Sheet can be forwarded directly to GSO. Groups can also update their group information, online, under the 'Members Area' section of the AA website.

AA groups resuming physical meetings should refer to the Government guidelines in relation to gatherings, social distancing, sanitising protocols, cough and sneeze etiquette, face masks, contact tracing etc. We would remind AA groups of Tradition Four 'that each group should be autonomous except in matters affecting other groups or AA as a whole'. It is the responsibility of the AA Group to agree the necessary protocols for their meetings. We are aware that landlords may require the group to provide protocols to demonstrate their compliance with the Government directives and also to ensure the safe return of members to their physical meetings. Other groups in your area may already have these protocols set up,

National Archivist Needed

The General Service Board of Alcoholics Anonymous of Ireland is seeking a National Archivist.

The AA National Archivist will preferably be a member of the Fellowship of Alcoholics Anonymous in Ireland, have an interest in AA history and be available to visit the General Service Office in Dublin on regular basis.

He/she should have a willingness to commit to the maintenance of AA's National Archives.

He/she will be required to manage and supervise the National Archives Display at any venues where the Archives are displayed in agreement with the General Service Board of AA.

If you are interested in this role, have a passion for AA history and want to contribute to the work of our national archives please email

archives@alcoholicsanonymous.ie



64th All Ireland Convention—23rd to 25th April 2021

Theme—'A New Freedom'

Venue: The Clayton Hotel, Sligo. Tel. No. 00353 71 9119000

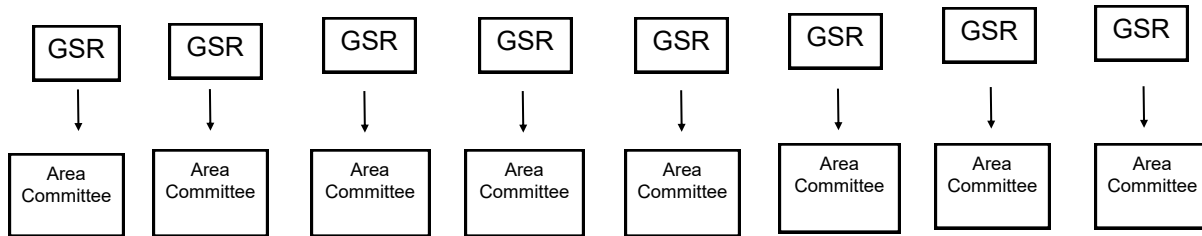
B&B—Sligo Tourist Board. Tel. No. 00353 71 9171905

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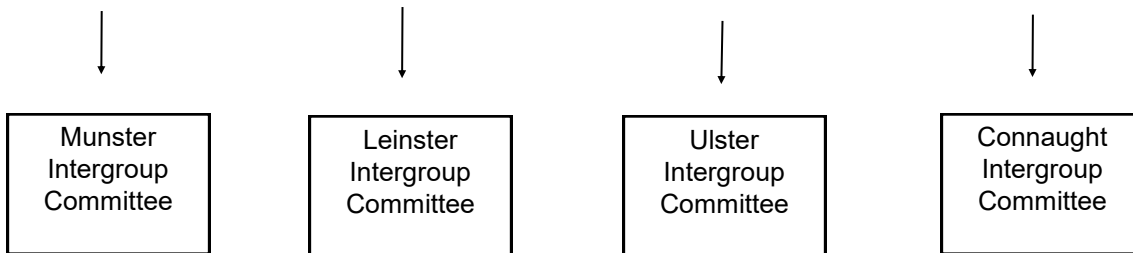
AA GROUPS (G)



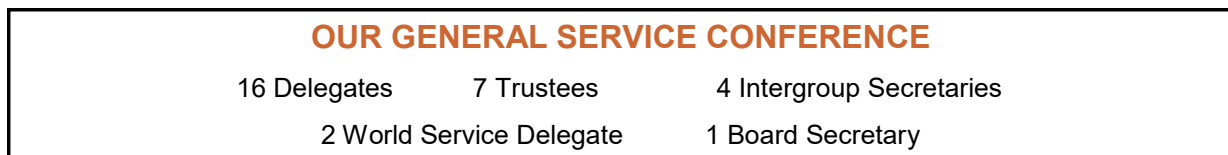
TWO GSR's FROM EACH GROUP FORM AREA COMMITTEE



FOUR MEMBERS FROM EACH AREA COMMITTEE FORM PROVINCIAL INTERGROUP COMMITTEES



FOUR DELEGATES FROM EACH PROVINCIAL INTERGROUP TO GENERAL SERVICE CONFERENCE



See our website www.alcoholicsanonymous.ie
For details of forthcoming events in Ireland and abroad (when available)

General Service Office of AA Ireland, Unit 2 Block C, Santry Business Park, Swords Road, Dublin 9. D09H584

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