



ACNN Executive Meeting Minutes

8 June 2026

1.0 Meeting Commenced: 8:27pm AEST (post forum meeting)

Present:

ACNN Executive: Amy Curran (Chair), Nicol Franz, Laura Briguglio, Melissah Burnett, Sarah Neale, Jennifer Middleton, Emily McCorquodale, Alison Michael and Shelley Reid

2.0 Apologies: Samantha Lannan, Patricia Lowe and Margaret Broom

Minutes: Laura Briguglio

Item	Topic	Actions
3.0	Business Arising from Previous Meetings	
3.1	ESO Contract – Amy Curran Amy advised that the ESO contract had been renewed for a further two years, with thanks acknowledged for the ongoing support provided. Following the contract review and renewal Karen will no longer attend all forum meetings and Laura as secretary will host these meetings on Zoom. Karen always welcome to join forum meetings any time in ESO or SIG capacity.	Nil
3.2	Membership Subscription Cancellations and Refunds – Nicol Franz Nicol reported an increase in correspondence from members expressing dissatisfaction regarding automatic membership renewals, with several members indicating they were unaware their membership operated under a subscription model. Refunds have been provided to some members over the previous month, although the exact number of refunds processed was not available at the meeting and will be confirmed by Samantha and Nicol. The existing ACNN Refund Policy was reviewed. The policy states that membership fees are generally non-refundable except in cases of administrative error, legislative requirements or exceptional circumstances as determined by the Executive. Discussion occurred regarding the financial implications of refunding memberships. Nicol noted that, while approved refunds should include deduction of transaction fees in accordance with policy, this had not consistently occurred due to concerns regarding member dissatisfaction. It was noted that ACNN incurs transaction costs of 1.7% plus \$0.30 per transaction when refunds are processed without deduction of stripe fees. Discussion occurred regarding consistency of approach and member experience. Concerns were raised regarding whether withholding transaction fees may contribute to negative perceptions of ACNN, balanced against the need to apply policies consistently and minimise financial loss to the organisation.	Samantha and Nicol to confirm the number of membership cancellations/refunds processed in recent months at July executive meeting. Executive to further discuss whether subscription/refund arrangements require AGM consideration or remain an Executive decision at the July executive meeting. From 1 July 2026, existing membership subscription and refund arrangements to be applied consistently in accordance with current policy and membership agreements.

	Discussion considered the increase in member enquiries regarding membership subscription cancellations. While the matter had initially been raised at the May Executive meeting, when only one or two dissatisfied members had been identified, a further two to three enquiries had since been received. The Executive noted that these requests related to the cancellation of membership subscriptions rather than refund requests outside the existing policy. Accordingly, the ACNN Refund Policy should apply unless otherwise determined by the Executive. Jennifer and Karen both emphasised the importance of maintaining consistency across organisational processes, noting that membership arrangements should align with the approach taken for events and other payments within the College. It was discussed that members enter into an agreement at the point of membership sign-up and that consistent implementation of agreed processes is important. Amy advised that, from 1 July 2026, the existing policy would be implemented consistently, this date would provide a clear transition point for future implementation. Karen considered whether changes to membership subscription arrangements or refund approaches should be referred to members through the AGM process, given ACNN's member-based governance structure, or whether these decisions should remain Executive decisions. Karen also noted upcoming changes to credit card fee legislation expected in October 2026, which may align with AGM timing if broader member consultation is pursued. The Executive acknowledged the administrative work undertaken by Sam and Nicol in managing these member enquiries, and processing membership cancellations and thanked them for their ongoing efforts.	
	Meeting closed: 8:58pm	Next Executive Meeting: 13th July 2026 at 7:30pm

Accepted as a true and accurate record of the meeting.

Amy Curran

Amy Curran
Meeting Chair and President
13/07/2026