



Plain Language
Association
International

Annual Report 2017

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President's message

As this annual report details, this has been another strong year for PLAIN.

Membership

Our focus for membership is to grow and diversify to become a more truly international organization. We have some ambitious targets for membership growth, but we did not meet them this year.

This was caused in part by changes to the way PayPal operates. But in the longer term, we need to strengthen the members-only benefits that we offer to encourage more members to join.

Our work this year has focused on the underlying systems that will support this, particularly in a new membership system and website that will create a 'members only' area with exclusive content.

Conference

Of course, a major focus this year was preparing the 2017 biennial conference in September. We worked closely with our hosts, Klarsprache.at-Gesellschaft für lesbare Texte (the Society for Readable Texts) in Graz, Austria. They will host PLAIN 2017 at the University of Graz.

I would like to thank Rudolf Muhr and Marlene Peinhopf from Klarsprache and everyone on the conference committee who have organized what will be another wonderful event.

We have also selected the host country for our next conference in 2019 and we will announce that at the start of the Graz conference.

Communications

Communications is always a busy portfolio for PLAIN, across several channels that we use to communicate with members and promote plain language:

- PLAIN website
- quarterly newsletter
- Facebook page
- Twitter account
- LinkedIn forum
- Yahoo forum.

Notable developments this year increased our international reach. We set up a LinkedIn page in Spanish and added website pages on plain language in Spanish, French, German and Portuguese. Our newsletters are now also in English plus the language of their guest editor.

Publications

Our main publication activity this year was publishing an issue of the *Clarity* journal with a selection of papers from the 2015 conference in Dublin, which Claire O'Riordan prepared as guest editor. We also secured a foundation sponsor for our e-journal and issued an RFQ for the journal design.

Professional development

Some of our professional development goals have been on hold until our new website and membership system is in place. This includes upgrading the membership directory and making our logo available to members to promote their membership.

We are presenting the Christine Mowat Award at the Graz conference and have designed a beautiful new award trophy for the future. We will also make some announcements at Graz about extending our awards program.

An exciting development this year was a major international survey about plain language in the public sector, which we are running in partnership with Claro in Portugal and partners in three other countries. We will present the first results of the survey at the Graz conference.

Governance and finance

As the Treasurer's report outlines, PLAIN's finances have never been stronger, with net assets of \$CAD80,000.

A focus for the year has been updating our internal financial systems to make the future transition between treasurers as smooth as possible. I would like to thank Diane Macgregor, who has completed a lot of work behind the scenes to improve these systems.

Report card

Following is a brief report card on the 25 major goals in our strategic plan. At the half-way point of the plan period, it is not surprising that most goals remain 'in progress'. The next couple of years will be crucial for PLAIN to realise its full potential as an organization.

While continuing to offer the wide range of PLAIN's activities and services this year, we have laid some important foundations for the future, particularly in our new membership systems and website. This will support healthy growth in the next couple of years.

As this message has highlighted, we will be making quite a few announcements at our 2017 conference, which is another reason to make your way to beautiful Graz and enjoy being a member of PLAIN.

Acknowledging our Board members

In closing, I would like to express my thanks to Board members who are leaving us at the 2017 AGM.

In particular, I must heartily thank our longstanding Conference Committee Chair Robert Linsky, who has done so much to make our biennial conferences a success. Robert's passion has been to bridge the gaps between the plain language and information design worlds, which he has done successfully as an information designer on the PLAIN Board.

Darlene Shura also leaves the Board after serving six years, and I'm sure all members will join me in thanking her for her efforts.

More personally, I must also step down as President and from the Board, as I have completed two three-years terms, with my last two years as President. It has been a privilege to work with colleagues from around the world in promoting the future of plain language.

Dr Neil James, President

2017 report card on PLAIN 2020 goals

1. Membership	
1. Double membership over the next three years and work toward 1,000 members by 2020.	In progress
2. Double membership from non-English speaking countries from 15% to 30% of members to become more truly international.	In progress
3. Create a tiered membership to better target benefits for professional practitioners and public supporters.	In progress
4. Collaborate with other plain language organizations by offering mutual membership benefits.	Ongoing
5. Increase membership fees in line with increasing member benefits.	Ongoing
2. Conference	
6. Take increasing ownership of our biennial conference and standardize the processes for organizing the location, promotion and sponsorship.	In progress
7. Double the number of participants from 200-300 to 400-600 per event by 2020.	In progress
8. Increase conference activities such as webinars and run smaller events in the years between conferences.	Not started
9. Make some conference papers public, but offer extra information to members as part of their membership benefits.	Not started
3. Communications	
10. Continue to upgrade the PLAIN website.	Ongoing
11. Prioritize the website and a newsletter to communicate with members.	Completed
12. Provide information through four social media channels: LinkedIn, Facebook, Twitter and YouTube.	In progress
13. Retain the Yahoo email forum as a functioning archive but run the major discussion group on LinkedIn.	Completed
4. Publications	
14. Publish PLAIN's own online journal.	In progress
15. Develop a series of 'occasional papers' to promote debate and research about plain language.	Not started
16. Consider funding books or e-books through sponsorship or crowd sourcing.	Not started
5. Professional development	
17. Develop and promote our website membership listing and use of our logo.	In progress
18. Extend our awards program to increase the peer-based recognition of plain language practitioners and organizations.	In progress
19. Develop a training program to provide professional development for members.	In progress
20. Develop an advocacy program supporting plain language in member countries.	In progress
21. Continue to collaborate internationally in developing plain language as a profession.	In progress
22. Explore the feasibility of a certification program for professional members.	In progress
6. Governance and finance	
23. Increase the Board's policy focus and reduce operational responsibilities.	In progress
24. Professionalize operations, with paid contractors working to standard procedures and an annual plan and budget.	In progress
25. Greatly increase annual budget to at least \$100,000 through increased membership, sponsorship and income generated by our activities.	In progress

1. Membership

Anki Mattson (Sweden) Membership chair

Greg Moriarty (Australia) Membership advisor

Darlene Shura (Canada) Membership advisor

1.1 Increasing our membership

Our main work this year has been around creating the systems that will support increased member numbers and membership benefits.

Our first lift in membership fees took place

After the 2016 AGM, we increased individual membership fees by \$10 CAD and \$5 CAD for students. This was the first increase in fees for more than 20 years! This move had strong support in the member survey we ran on our Strategic Plan, and there was no negative feedback when we made the change.

We kept the concessional rate for students, and it is pleasing that our student member base has tripled from last year.

As PLAIN delivers increasing benefits for members, we will review fees progressively in line with the value we deliver. We will ensure members receive plenty of notice about any further fee changes, and we will tailor increases carefully to each level of membership in line with the benefits received.

Our system upgrade will allow us to offer more to members

A key focus for the membership Committee this year was working with the Communications Committee on our systems upgrade. This includes a more user-friendly membership database and renewal system, and exclusive access to member-only content on our website.

The new system is a crucial behind the scenes reform that will help us deliver on a number of our Strategic Plan goals.

Membership has decreased slightly

On August 12, 2017, we had **220** active members:

- 186 individuals
- 22 organizations
- 12 students.

This is in line with long-term trends, which see an increase in membership in a conference year, followed by stable or slightly lower membership in the year between. However, even stable membership would be disappointing given our goal is to increase membership to realize our goals.

The main factor for this appears to have been a change in the PayPal account rules. Previously, members could use PayPal to pay their fee without having to create a PayPal account. PayPal now requires an account, and some of our members have written to us explaining this is why they have not renewed.

Our system upgrade will need to overcome this obstacle so that all members can renew easily and quickly.

We will promote membership at the Graz conference

Given that the Graz conference is happening in September 2017, we will also encourage attendees to join PLAIN. The Membership committee will be making the Board more visible to attendees and enrol or renew members. We plan to:

- have moderators introduce all sessions with a short script on PLAIN
- have an ‘office’ where members can meet the Board and new people can sign up
- wear our logo so we can easily be identified
- print ‘Board member’ on our nametags
- hand out flyers about PLAIN.

1.2 Internationalizing our membership and our Board

This year, our communication strategy has seen us reach a more diverse audience. Our Austrian conference and our non-English language activity online will help us internationalize further and we expect this to boost membership numbers from non-English speaking countries. The Communications report below discusses this further.

We are developing ways to encourage country members to get together

We have also started to work on a strategy to promote people in the same countries getting together, which will also help countries with few members to grow. We also intend to support 1-member countries and help them enlist further members.

This year, we also started to formulate a plan to offer members a ‘plan language kit’ consisting of speaking points and information to print out. We have also discussed sponsoring breakfast meetings that members can organize. More work on this will follow.

Membership in non-English speaking countries has increased

Our members come from 25 countries, with Canada and the U.S. leading in number of members. While it is an increase of only one country from last year’s position, this continues our trend of representing a broader spread of countries.

Most members come from English-speaking countries. Only around 25% of members are from countries where English is not the first language. But the good news is this is an increase of about 5%, which is a positive step towards our goal of internationalizing.

International Board representation jumped by 25%

The Board is pleased to report that a quarter of our directors now hail from non-English speaking countries: Hungary, Norway and Sweden. This diversity brings many benefits to the Board’s work as we draw on more global experiences with plain language.

We are keen to see this trend continue and we encourage everyone to consider nominating members from non-English speaking countries. We are confident a more international Board will inspire a more diverse membership base.

The following table shows the distribution of PLAIN memberships by country.

Country	Members
Canada	74
United States	48
Australia	36
Sweden	10
New Zealand	7
Ireland	4
Portugal	4
South Africa	4
Argentina	3
Brazil	3
Finland	3
Germany	3
Norway	3
United Kingdom	3
Chile	2
Hungary	2
Italy	2
Spain	2
Austria	1
Denmark	1
France	1
Netherlands	1
Malaysia	1
Mexico	1
Poland	1
25	220

2. Conference

Robert Linsky (United States) Conference chair

Claire O’Riordan (Ireland) Conference advisor

Margrethe Kvarenes (Norway) Conference advisor

Jana Goldman (United States) Conference advisor

2.1 Holding PLAIN 2017 in Graz, Austria

Given that 2017 is a conference year, the Conference Committee has been particularly busy.

We have been working hard with the Graz, Austria team to create the best conference yet. It will be hard to match the Dublin conference, but Graz 2017 is shaping up very well.

Conference hosted at the University of Graz

We are working with Klarsprache.at-Gesellschaft für lesbare Texte (Society for Readable Texts) in beautiful Graz, Austria. They are hosting PLAIN 2017 at the University of Graz from 21-23 September. This is the first international plain language conference we are aware of in a German speaking country. The conference convenors are Rudolf Muhr and Marlene Peinhopf.

For more information: www.plain2017graz.org/.

Conference program focuses on customer relationships

The agreed theme of the conference is ‘Improving Customer Relationships’. This will work well for both national and international audiences, as it will connect with all plain language advocates and those who aim for clear communications.

The full program is available online and features some outstanding speakers and topics:
http://cats.host/plain2017/cms/images/documents/PLAIN_2017-Programme.pdf

There are pre-conference workshops on Thursday 21 September before the opening night reception. Then the main program runs on 22 and 23 September, with a combination of plenary sessions and four parallel sessions.

The PLAIN Conference Committee has met almost monthly with the team at Klarsprache to plan the conference and agree on the budget, speakers, and logistics. Apart from the PLAIN Board members on the committee, we have also benefitted from the experience of Karel Van Der Waarde (IIID), Elizabeth Rosenzweig (World Usability Day) and Anniken Willumsen (DIFI in Norway).

The sessions will be in English, but the keynotes will have German translation.

Conference finances are strong

Our biennial conference is important for PLAIN to raise income for its ongoing activities. One of the benefits of working with a university is that we have access to venue and facilities at minimal cost. This means we covered our costs well ahead of the conference and can expect a healthy return to support future PLAIN activities.

We also succeeded in securing sponsorship from the Styrian Government and the University of Graz. The Plain English Foundation is again our major sponsor, providing \$A15,000. A partnership with the International Institute for Information Design has helped to promote the conference to IIID members.

2.2 Selecting our 2019 conference host

Although our main efforts have been in organizing the 2017 conference, we have also negotiated with potential host countries and partners for the 2019 event.

After exploring three options, we received formal proposals from two countries and have selected our host country for 2019. We will announce this at the start of the 2017 conference in Graz.

3. Communications

Vera Gergely (Hungary) Communications co-chair, Website manager

Joanna Richardson (Argentina) Communications co-chair, Forum moderator, Twitter manager

Jana Goldman (United States) Communications advisor, Facebook manager, newsletter

Robert Linsky (United States) Website advisor

3.1 Ongoing improvements to our website

Website content increasing and updating regularly

We are continuing to improve the PLAIN website. In general, we have been able to make most of the changes ourselves and rarely need to resort to our web developer.

In great part this is thanks to Vera Gergely who has proved invaluable as the Board's website manager. Her tech savvy and WordPress experience have ensured a smooth transition.

Changes over the past year included:

- adding four new foreign plain language pages: Spanish, German, French and Portuguese
- posting regular news items
- promoting the upcoming 2017 conference in Austria
- improving the experience of members renewing their membership.

Statistics for website activity are positive

The number of sessions on the website is steady, varying between 1600 and 2000 a month. We are expecting an increase as a result of the upcoming conference.

The distribution of the visitors became more diverse and international. The total share of visitors from the US, Canada, the UK and Australia dropped from around 61% to 56%.

Major systems upgrade will strengthen our operations and member benefits

In 2018, the Communication Committee's efforts will focus on improving members' experience when joining and in boosting the member-only content.

The Board approved a tender to create new software for the website to address communication, membership, and financial needs in August 2016. PLAIN needs a system that is flexible, easy for members and the Board to use, and good value for money.

The successful tenderer in 2017 was Cam Turnbull of Turnbull & Co, who was also the original website developer. We are working with Cam to start the new system before the Graz conference. We are also working on both the member-only and general-access content.

Member-only content will build rapidly with new system

A major benefit of the new integrated site will be the ability to offer more member-only content. The following table outlines our plans for what information will be open to all visitors to our website and what content we will be restricted to members only.

This is important to strengthen the value we offer to members, and in turn to increase our membership.

Item	Our website content	All visitors	Members only
1	Foreign Language PL pages	X	
2	External links to PL material	X	
3	Downloadable logo for members to use with current year		X
4	Previous conference material - to be uploaded by developer		X
5	Membership Directory – to be determined	X	
6	Calendar of plain language activities around the world involving PLAIN or our members.	X	
7	PLAIN Matters (newsletter)		X
8	PLAIN Journal		X
9	Downloadable resources about PLAIN		X
10	History of PLAIN and recognition of founders	X	

3.2 Communicating with our members

We communicate with members through several channels. Our priorities have been increasing both the quality of the information we provide and the range of channels we use.

PLAIN Matters is our quarterly newsletter

Our newsletter features news from PLAIN and a blog from a guest editor who is a PLAIN member. In 2017, our focus was on the conference and promoting plain language in languages other than English:

- December 2016 guest editor former PLAIN president Deborah Bosley
- March 2017 guest editor was Robert Linsky focusing on design and #PLAIN2017
- June 2017 guest editor was Margrethe Kvarenes in English and Norwegian
- September 2017 guest editor will be Claudia Poblete Olmedo in Spanish and English.

When PLAIN has important news to tell members, we also email our membership separately to the newsletter.

Our social media is growing

As of August 1, we have 236 likes and 252 followers on Facebook. Most of our posts reach between 100-300 people. Since July, weekly posts have profiled keynote speakers at Graz, which have reached 350 people each. Jana Goldman is the Facebook Community Manager.

The PLAIN Twitter account is very lively with 1532 followers as of August 2016 (up from 1,067 when we reported last year) and its numbers are growing steadily each month. Joanna Richardson is the Twitter Community Manager.

LinkedIn PLAIN group is increasingly international

The LinkedIn forum has been running well under the management of Deanna Lorianni of Zuula. We formally reviewed and renewed our arrangement with Zuula for a further 12 months.

Current membership of the forum is at 18,724, which increased from 18,402 one year ago.

As Zuula's bi-monthly reports reflect, members are joining from a wide range of countries, not just traditional English-speaking ones. This may be a result of PLAIN's increasing global focus.

At the same time, the pace of membership growth seems to be plateauing. Because of difficulties with LinkedIn statistics, however, it is increasingly hard to assess the causes of this.

On the downside, Deanna notes that when she posts something about PLAIN, it gets very little traction. So while this forum helps us reach many professionals with an interest in plain language, we need to work further on securing their involvement in PLAIN.

In 2016, PLAIN Board members committed to posting regularly on the forum and 30% were active.

LinkedIn PLAIN group in Spanish has begun

In June, we also opened a LinkedIn PLAIN Group in Spanish, run by PLAIN member Claudia Poblete Olmedo from Chile. Claudia signed a contract with PLAIN similar to the one with Zuula. The group has 19 members so far and sporadic postings. The group will strengthen PLAIN's initiative to promote plain language in languages other than English.

Yahoo PLAIN forum is quieter

Our original email forum currently has 164 members but is very quiet and posting is sporadic. We believe that this is due to the growth in more mobile-friendly platforms such as LinkedIn.

We plan to keep the Yahoo forum going, as its archives have historic value. Joanna Richardson continues to be Forum Moderator.

YouTube as a communication option will require more volunteers

Use of this is pending, but we will need more volunteers to move into that media.

4. Publications

Neil James (Australia) Publications chair

Sylviane Duval (Canada) Publications advisor

Margrethe Kvarenes (Norway) Publications advisor

While the Communications Committee oversees a number of regular publications, such as our quarterly newsletter and social media, our ambition is to strengthen our program with some more ambitious publications.

4.1 Publishing papers from Dublin 2015

Our efforts in 2017 have focused on selecting some papers from the Dublin PLAIN conference in 2015 and preparing a volume for publication.

As in previous years, we have done so collaborating with Clarity International, the international association promoting plain legal language, as an issue of its bi-annual journal *Clarity*.

2015 conference convener Claire O’Riordan was guest editor of what will be volume 76 of the journal, with support from Publications chair Neil James. The papers featured in the issue are:

Author	Title	Sector
Claire O’Riordan (Ireland)	Introduction	
Emily O’Reilly (Ireland)	Plain language, citizens and the European Ombudsman	Government
Colm Kincaid (Ireland)	Using plain language to protect consumers	Finance
Claire O’Riordan (Ireland)	Packing a punch: how a small charity put plain English on the national agenda	General
Sarah Fox (United Kingdom)	Why use 50,000 words when 500 will do?	Legal
Maria Such and Joanna Richardson (Spain and Argentina)	Transparent, Clear and Responsible Communication Project in BBVA	Finance
Tialda Sikkema (Netherlands)	New writs are being served? From ceremony to pragmatism in a Dutch court summons	Legal
Dr Laura Sahm and Karel van der Waarde (Netherlands and Ireland)	A prescription for Clarity	Health
Neil James and Susan Kleimann (Australia and United States)	Testing 1, 2, 3... Toward an integrated model for evaluating plain language	General
David Marsh (United Kingdom)	Capital letters out, swearwords in: one journalist’s legacy	General

The issue will be published shortly.

4.2 Developing our e-journal

While PLAIN will continue to work with Clarity in publishing an issue every two years related to our conference, we are looking to make a wider range of material available through our own e-journal.

E-journal will increase value of membership

This will be a major new benefit, exclusive to members. We will publish the journal solely in electronic format and make it available to members via email and on the members-only section of our website.

The format will have one or two feature articles and a further five or six shorter pieces about plain language around the world. This will help members to keep in touch with plain language developments.

We will source content from and about:

- conference papers
- recent articles
- book reviews
- member contributions
- plain language in various contexts (law, websites, instructions, education)
- hot topics or themes.

The journal will be published twice a year. Rotating guest journal editors will be responsible for each issue, under the committee's supervision.

Sponsorship will fund initial costs

We were pleased to secure extra sponsorship of \$AUD5,000 from Plain English Foundation in mid-2016 to cover the set up costs for the journal. This will pay for a design concept and layout for the inaugural issue to set up the publication. The Foundation will be designated the journal's 'foundation sponsor'.

During the year, we developed and issued a tender to select a designer and received two responses. We are currently evaluating the options to refine the journal concept before putting a revised proposal to the Board.

Establishing the e-journal will be our focus in the year ahead. This means we may not progress other publications, such as occasional papers, until the following year.

5. Professional development

Jana Goldman (United States) Professional development chair

Neil James (Australia) Professional development adviser

5.1 Improving our membership listing and use of logo

This year, PLAIN has been working to upgrade our membership management system. This will in turn help us to upgrade our membership directory and member use of our logo.

Membership directory will remain open for the moment

The directory listing enables members to post their contact details so that other members can get in touch and anyone looking for a plain language consultant might find one in their country and area.

However, we have seen a slight increase in the number of third parties using the listing to send marketing emails to members. We have asked members about this and so far it is not seen as a major problem. But we will continue to monitor the trend and decide whether to move the listing to the forthcoming 'members only' part of the website.

Restricting the list would reduce future unsolicited emails to members, but it would also reduce the ability for members to be contacted about professional opportunities.

Logo will be available in 2018

When the new membership system is in place, we will enable members to use the PLAIN logo on their own websites and publicity material, and with professional contacts. This is a common practice for many professional associations, where it is useful to promote membership in an association.

5.2 Extending our awards program

Also on our agenda is the expansion of PLAIN's awards program recognising the achievements of our members.

We will present the Christine Mowat Award in Graz

This year, we called for nominations for the biennial Christine Mowat Award. The recipient will be announced at the 2017 conference in Graz.

Working with the Board and a glass artist, we also redesigned the Christine Mowat Award trophy. The redesign resulted in a beautiful, but lighter, glass award.

New awards are being developed

Also during the year, we worked on adding to the award categories we offer to extend our recognition of significant professional achievements. We intend to make an announcement about this at the Graz conference.

5.3 Supporting member countries through advocacy and training

We collaborate internationally to develop a plain language profession

PLAIN sees an opportunity to use its international status to encourage and support plain language programs in as many countries and languages as possible.

For example, the Graz conference is the first to be held in a German-speaking country. PLAIN encouraged proposals from other non-English countries for upcoming conferences and is exploring how we can support regional events.

We also added pages about plain language in Spanish, French, German and Portuguese on our website, and are preparing pages in other languages.

In 2017, our newsletter – *Plain Matters* – began publishing the guest editor’s feature in English and that editor’s language.

Major survey project will explore status of plain language

An exciting project we became involved in this year is a major survey of plain language in the public sector. We are partnering with Claro in Portugal to run a survey to:

- find out how governments around the world are implementing plain language and how citizens view their success
- build and update a major resource for plain language
- help to advocate for plain language around the world.

The survey comes in three parts:

- 1 Central government
- 2 Public sector agencies
- 3 Public perception.

A plain language expert will complete a survey about central government efforts in each country, and we will ask individual agencies to complete a survey about their own plain language work. We will then compare this to the perception of the public about government communications in their country.

The four countries we are piloting the project in are Portugal, the United States, New Zealand and Chile. We announced the project at the 2016 Clarity conference and tested the draft survey with members online. In 2017, we have run the surveys and will report on the first results at the Graz conference.

We are exploring training and certification options

We are also looking at ways we can supplement our biennial conference with further training for members. We are working on:

- identifying what training members want
- developing suitable models for funding, administration and evaluation
- partnering with existing training providers or creating our own training.

Certification from PLAIN or with PLAIN’s endorsement is also something many members see as a benefit to their membership. We are exploring the benefits and drawbacks of starting our own program or selecting an existing program to endorse.

6. Governance and finance

Diane Macgregor (Canada) Treasurer, Governance and finance co-chair

Neil James (Australia) President, Governance and finance co-chair

6.1 Presenting the Treasurer's report

The full Treasurer's report is attached to our financial statements, which cover the period from July 1, 2016 to June 30, 2017. We will table these for comment and endorsement at the AGM.

MFGT completed a financial review

A financial review was conducted by MFGT, Chartered Professional Accountants in Ottawa, Ontario. Members approved hiring this firm at the 2016 AGM. A copy of the financial review is included with the papers for the AGM.

A financial review is not a complete audit. However, it fulfils our legal obligations and costs significantly less than a full audit. All amounts in the review report are in Canadian dollars.

PLAIN is financially healthy

PLAIN continues to be in good financial health due to the success of the Dublin conference in 2015. Our expenses were more than the membership fees we took in as we work to build services for members. On paper, this was offset by a very generous donation of 10,000 Euros (CAD \$14,165) from The Plain English Foundation for the conference in Graz.

At the end of that period, our liabilities and net assets were \$80,859, which increased from \$70,789 on June 30 the previous year.

6.2 Understanding our governance structure

The Board has been operating with 12 directors. Since the 2016 AGM, we held six Board meetings and many other committee meetings.

Every director participates in one or more of the following committees:

- Executive (President, Vice President, Treasurer and Secretary)
- Membership
- Conference
- Communications
- Publications
- Professional development
- Governance and finance.

Each committee has at least two directors, including the chair. We can also add further members from the membership to participate in any except the Executive committee. This table lists the full Board, the committees they work on and their Board meeting attendance.

Role	Name	Country	Committees	Meetings attended
President	Neil James	Australia	Executive, Governance and finance, Publications, Professional development	6
Vice President	Anki Mattson	Sweden	Executive, Membership	5
Treasurer	Diane Macgregor	Canada	Executive, Governance and finance	6
Secretary	Greg Moriarty	Australia	Executive, Membership	6
Director	Sylviane Duval	Canada	Publications	4
Director	Vera Gergely	Hungary	Communications	5
Director	Jana Goldman	United States	Professional development, Communications	6
Director	Margrethe Kvarenes	Norway	Conference, Publications	4
Director	Robert Linsky	United States	Conference, Communications	5
Director	Claire O’Riordan	Ireland	Conference	5
Director	Joanna Richardson	Argentina	Communications	5
Director	Darlene Shura	Canada	Membership	2

2017 AGM will elect three Board members

Three Board members are retiring this year after serving their maximum terms: Neil James, Robert Linsky and Darlene Shura. We thank them for their valuable contributions and wish them all the best.

This means three positions are available this year, all for 3-year terms. Members will receive with this report the voting details, proxy form, and short bios of each person nominating.