

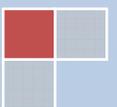
2009

International Office Professionals Summit

Report of the International Advisory Committee

Held in Trinidad & Tobago

12/15/2009



Report of the International Advisory Committee

Introduction

The financial meltdown globally, contraction in the local economy as a result of the global impact and consequential changes, topped with the Influenza A (H1N1 pandemic) brought doubt as to the realization of the 7th International Office Professionals Summit (IOPS). Several individuals who had intention to attend were unable to mainly due to funding; however, the Trinidad and Tobago Local Organising Committee (LOC) took the decision to continue the planning arrangements and host the Summit (IOPS)

As scheduled the IOPS was held during the period June 28 to July 3, 2009 at the Cascadia Hotel and Conference Centre in Trinidad and Tobago. The working days of the Summit was Monday, June 29 to Wednesday, July 1 with Thursday, July 2 dedicated to tours and shopping. A total of thirty-five (35) persons, nineteen (19) of which were delegates, participated. Representation was from eleven countries, namely –

No	Country	Delegate
1.	Australia	Friday Rountree
2.	Commonwealth of Dominica	Junella Magloire-Trotman
3.	Jamaica	Marcia Kirby
4.	New Zealand	Sue Westbrook
5.	New Zealand	Eth Lloyd
6.	North America	Barbara Horton
7.	North America	Susan Shamali
8.	Papua New Guinea	Weka Avosa
9.	Papua New Guinea	Mea R Lou
10.	Papua New Guinea	Gima Kepi
11.	St Kitts & Nevis	Cyndie Demming
12.	St Kitts & Nevis	Acklyn Blaize
13.	St Kitts & Nevis	Lois Harris
14.	Trinidad & Tobago	Charon Maxime
15.	Trinidad & Tobago	Carol Joseph
16.	Trinidad & Tobago	Jennifer Francis Taylor
17.	Turks & Caicos	Colleen Parker
18.	Uganda	Edith Mirembe
19.	United Kingdom	Sue Cook

Summit Committee

The last day of the Summit (Wednesday, July 1, 2009) was the most productive period and among the topics discussed was the relevance of the International Advisory

Committee (IAC). A vote was taken as to whether the IAC should be dissolved or continued with the end result to continue as follows:

Dissolve (Votes received 4)	Continue (Votes received 6)	Abstention (Quantity 1)
1. Uganda	1. Jamaica	1. Turks & Caicos
2. North America	2. Commonwealth of Dominica	
3. St Kitts & Nevis	3. Australia	
4. Trinidad & Tobago	4. New Zealand	
	5. Papua New Guinea	
	6. United Kingdom	

Survey

The discussion continued on whether there should be a change to structure of the IAC. It was agreed to launch a survey with questions supplied by delegates in consultation with their Associations and seek responses from all Administrative/Office Professional Associations globally. It was agreed that Jennifer Francis Taylor would coordinate this aspect and Eth Lloyd would assist with the compilation of the questions and preparation of the survey.

The completed survey, as agreed, was forwarded via email on Wednesday, September 30, 2009 to the thirty-five participants that attended the 7th IOPS, the nine (9) remaining members of the IAC who did not attend the Summit and forty-one (41) Administrative/Office Professional Associations internationally. At the close date – Monday, October 12 – of the survey there was a receipt of five (5) responses. It was agreed to extend the deadline date to Friday, October 30, 2009 and an extension email was sent to the same addressees as listed above on Thursday, October 15.

The total response at the end of the extension was twelve (12), which was extremely low. Attached (Appendix 1) is a spread sheet of the responses with a brief analysis of the figures and graphs.

Based on the results of the survey, going forward to the 2011 Summit is that the present informal structure of the IAC, the Regions as presented with the survey and the terms of reference for this Committee and the Local Organising Committee (LOC) would not change.

International Advisory Committee Membership (IAC)

It must be stressed that each Region through its own internal processes can appoint two representatives to be members on the IAC, who would serve a period of two terms unless otherwise decided. The outgoing Co-Chair is Australia, while Trinidad and Tobago Co-Chair would serve for another term and work with New Zealand's appointed Co-Chair. Several Regions would have to appoint new or reappoint members – see attached (Appendix 2) draft list of the IAC organisation chart.

International Office Professionals Summit (IOPS)

The purpose of the Summit “**a global meeting of Office Professional Associations for the purpose developing and maintaining action plans, which will guide and influence Associations, to positively develop the profession**” remains unchanged. Also, unchanged is that all Administrative/Office Professional Associations in the World are welcome to join the IOPS. It is recommended that Associations participate in the Summit as it means that its members have a voice in the development of this noble profession.

The Association of Administrative Professionals New Zealand Inc (AAPNZ) would host the 8th IOPS in 2011 and the Local Organising Committee has started its planning process with the following appointed positions:

- ✚ Friday Rountree – Co-Chair, International Advisory Committee
- ✚ Sue Westbrook – Chair, Local Organising Committee

A correspondence was sent out on Friday, August 21, 2009 suggesting the date Wednesday 13 to Friday 15 July, 2011 for 8th IOPS; however, this is still to be confirmed.

Conclusion

It was certainly a pleasure working with the former Co-Chair, the International Advisory Committee and the Trinidad and Tobago Local Organising Committee. It was challenging, informative and exciting. I look forward to working with the Association of Administrative Professionals New Zealand Inc (AAPNZ) towards the fruitful fulfillment of the 8th IOPS 2011.

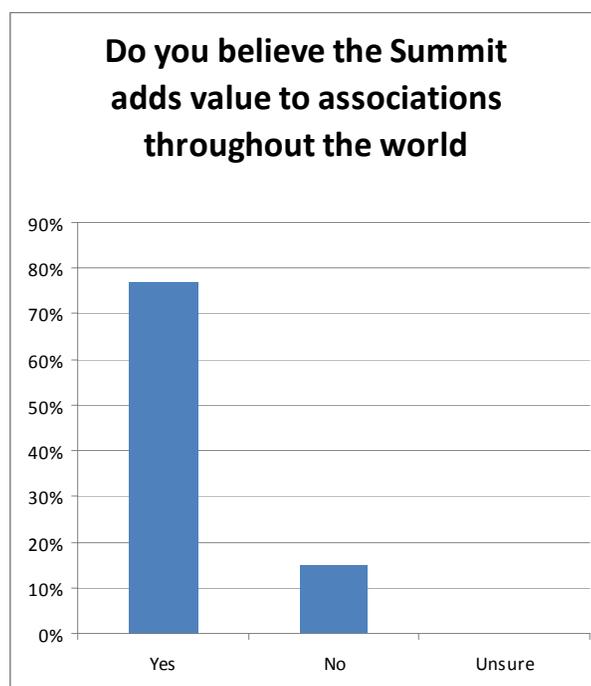
Sincere thanks are extended to Eth Lloyd for putting together and analyzing the survey and to Leanne Fisher for the compilation of the survey attachments.

As we celebrate this festive period, may the Blessings of the Christmas Season be with you and your families now and remain with you through the New Year.

Jennifer francistaylor

Jennifer Francis Taylor

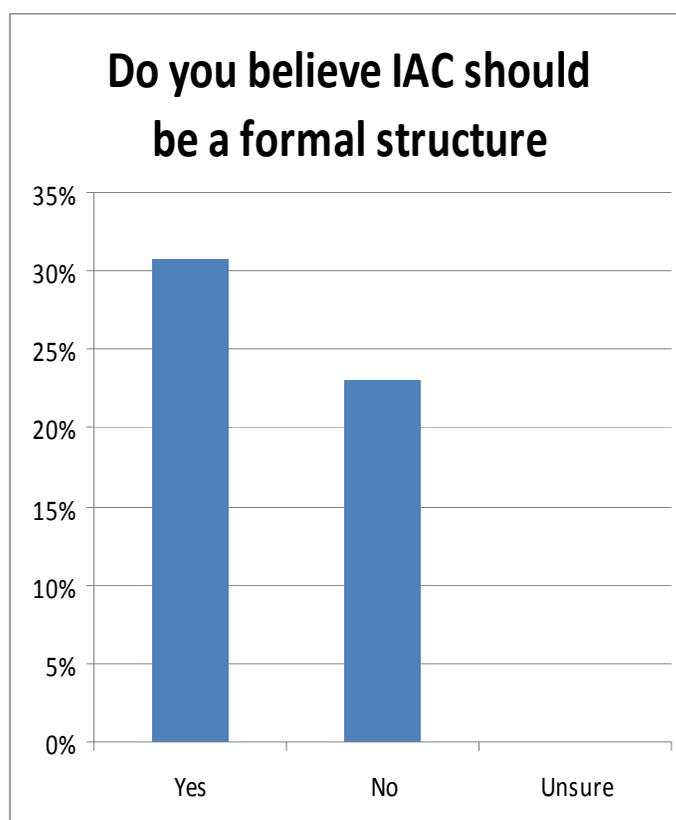
Attachments: IAC Survey Results
Draft IAC Org Chart
List of Regions



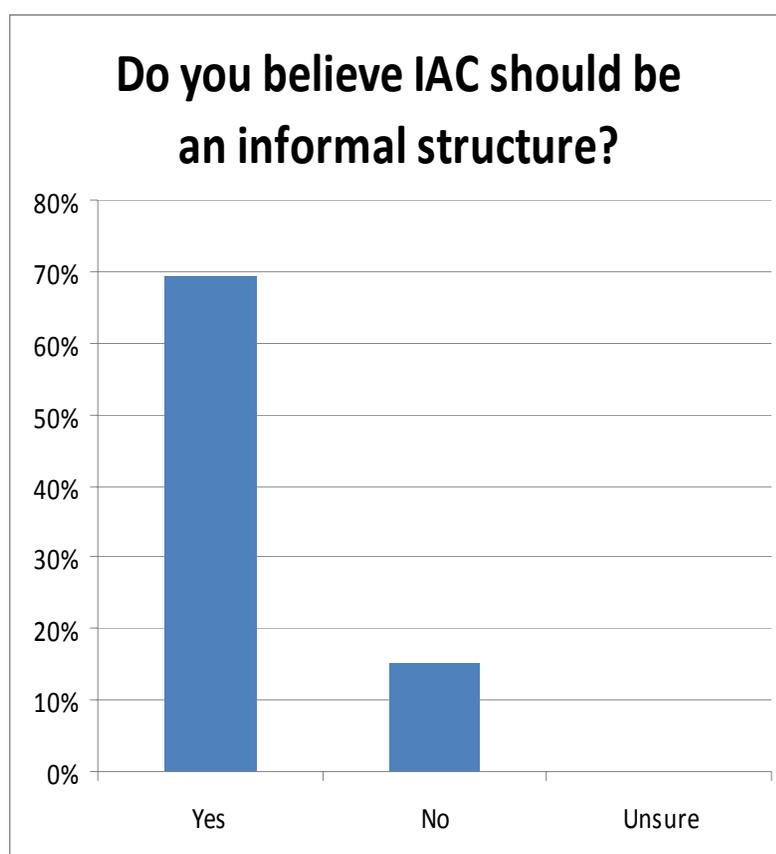
Do you believe the Summit adds value to Associations throughout the world?

Associations	Yes	No	Unsure	Comments
AIOP	X			I believe by meeting with other like-minded associations around the world, apart from the networking benefits, it adds value to your personal development, confidence and each attendee comes back more informed.
OPSA	X			
Member of GAAP	X			Because of the summit members are able to meet with others from different regions and share ideas, knowledge, etc
T&CAOP			X	Members of the Turks & Caicos Association of Office Professionals want to believe that the Summit adds value to associations throughout the world, but as it relates to our association, we do not feel that it benefits us.
PNGAAP	X			YES! The Summit adds value to my Association and has helped us to network with other Associations throughout the world.
IAAP			X	Young and small associations struggle with issues that more mature associations have worked through; there is value in collective information and experience sharing for all associations. The International Strategic Plan is obsolete. World associations are not using the Strategic Plan as was intended and it added no usefulness to the 2009 Summit. The world has changed considerably since the World Strategic Plan was developed. The mission statement is linked to the furtherance of the World Strategic Plan so at this point is of no value. The value of the Summit appears to be in the sharing of business planning, best practices and member issues that all associations face.
Grenada	X			You are able share and learn new ideas/ concepts etc. which enhances the profession, as well and you are able to network with other Administrative Professionals from around the world
SLAAPS	X			as it provides a platform for networking and to discuss global issues that affect administrative professionals
Uganda	X			The exchange of views, ideas and reports on the performance of different associations adds value.
T&T	X			
IASAP			X	Many Assns. like ours, IASAP, India, are not members of IOPS

IPA	X			It provides an international overview that assists with strategic planning. It confirms trends taking place whilst at the same time highlighting differences between Associations. It provides a forum to learn from each other. It improves communication between Associations. However, it is becoming increasingly expensive for individuals to support themselves, or for Associations to meet costs, particularly at a time when membership numbers may be falling. To get maximum benefit a structured Agenda and discussion on major issues is essential. These may not be the same for all Associations and it may be worth having separate discussion threads at the next Summit. It should be a working meeting, not a conference.
AAPNZ	X			Builds better relations globally and supports the 'purpose statement' in Administra, "To bring together representatives from secretaries', administrative professionals' and management assistants' associations throughout the world for the purpose of sharing ideas and information, and establishing action plans to positively impact on issues and concerns facing the profession".
Associations	Yes	No	Unsure	Analysis
	10	2		Ten (10) respondents supported the international summit, Two (2) respondents did not feel it was of value
13	77%	15%		

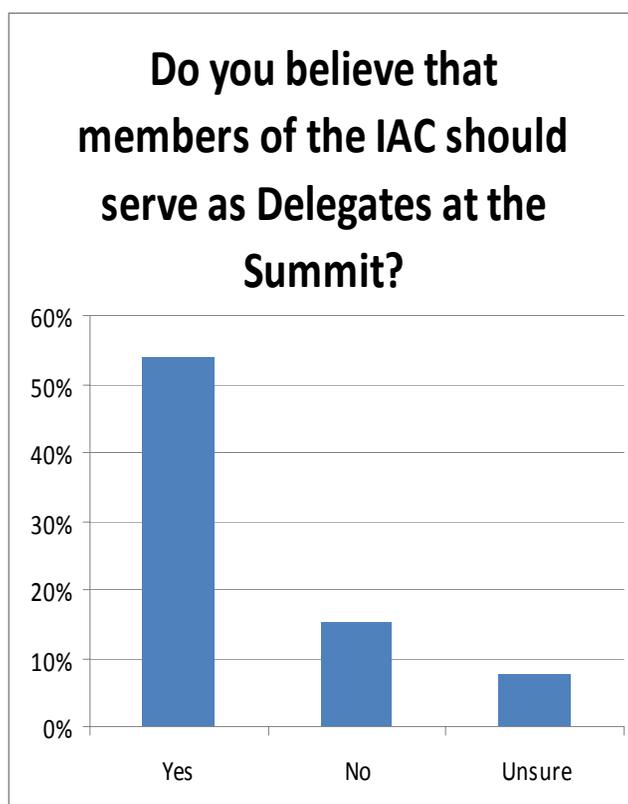


Associations	Yes	No	Unsure	Comments
AIOP		X		
OPSA				
Member of GAAP	X			Both are important: With the formal: This is the responsibility for managing the Organisation
T&CAOP				
PNGAAP	X			IAC should be a Formal Structure, where all Associations affiliate to IAC and also report direct to IAC. All information should be kept by IAC and disseminated from IAC to its members. Only ONE Association to affiliate to IAC and not two... eg: PNGAAP will affiliate for ALL her members (Chapter Associations, Corporate Members etc.)
IAAP				
Grenada				
SLAAPS	X			in order to develop the profession and be recognised internationally
Uganda				
T&T				
IASAP		X		Each country has different rules for formal structure. Which countries will you adopt?
IPA		X		
AAPNZ	X			Because representation on this body is the global collective.
Associations	Yes	No	Unsure	
	4	3		Four (4) respondents believed the IAC should be a formal structure, Three (3) of these responded that IAC should not be informal in the next question. 1 respondent indicated that both aspects were important, the other Two (2) respondents believed it was a way of ensuring we were taken as a serious profession. 6 respondents only answered the following question.
13	31%	23%		

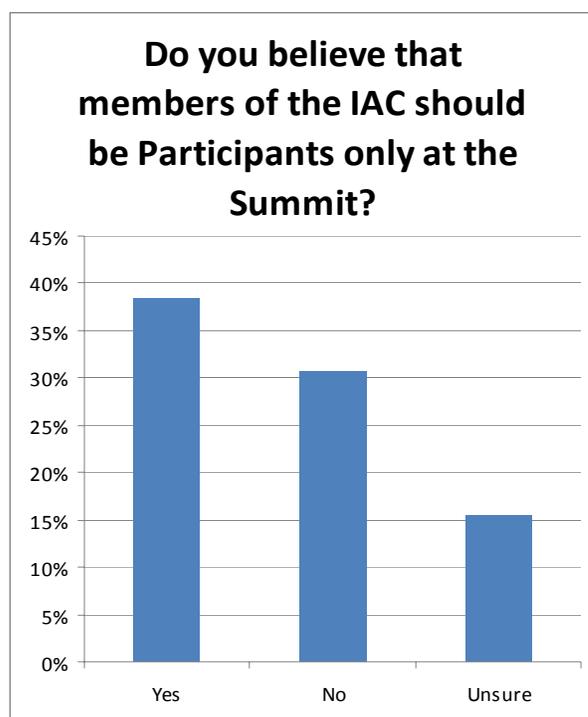


Associations	Yes	No	Unsure	Comments
AIOP	X			It should be an informal structure. Presidents around the world are constantly changing and a variety of issues often prevents them from attending meetings or teleconferences.
OPSA	X			
Member of GAAP	X			Both are important: the informal: the reality of the day to day interactions between members of the Organisation.
T&CAOP	X			We believe that the IAC should be an informal structure since IOPS is already a formal structure.
PNGAAP		X		
IAAP	X			The IAC should remain a neutral advisory body. Under Terms of Reference for IAC (1) (5) should be deleted. (1) To formulate a standard Disciplinary Procedure/Code of Conduct for Office Professionals and its dissemination to countries. (5) To assist in the World Strategic Plan, which was developed at the 2006 International Office Professionals Summit
Grenada	X			Since the Formal Structure would involve a considerable amount of money (probably through subscriptions/fees) and potentially a huge amount of work and at present this is done voluntary, I believe that the informal structure is working well.
SLAAPS		X		
Uganda	X			The IAC should remain an information structure, given the magnitude of the recourses required to set and maintain it.
T&T	X			This was passed at the last summit meeting
IASAP	X			
IPA	X			The current informal arrangement allows maximum input for minimal cost from those Associations who are committed to attending Summits. At the same time it provides an opportunity for those Associations who cannot attend to express their views and be part of the international community. A formal body would involve considerable expense which would need to be raised from membership fees, at a time when Associations are struggling to keep fees at current levels. IPA would need to see a very strong business case for any alteration to the current practice.
AAPNZ				
Associations	Yes	No	Unsure	
	9	2		Nine (9) respondents believe that the informal structure is the best option largely due to the potential for high costs at a time when associations are struggling financially anyway.

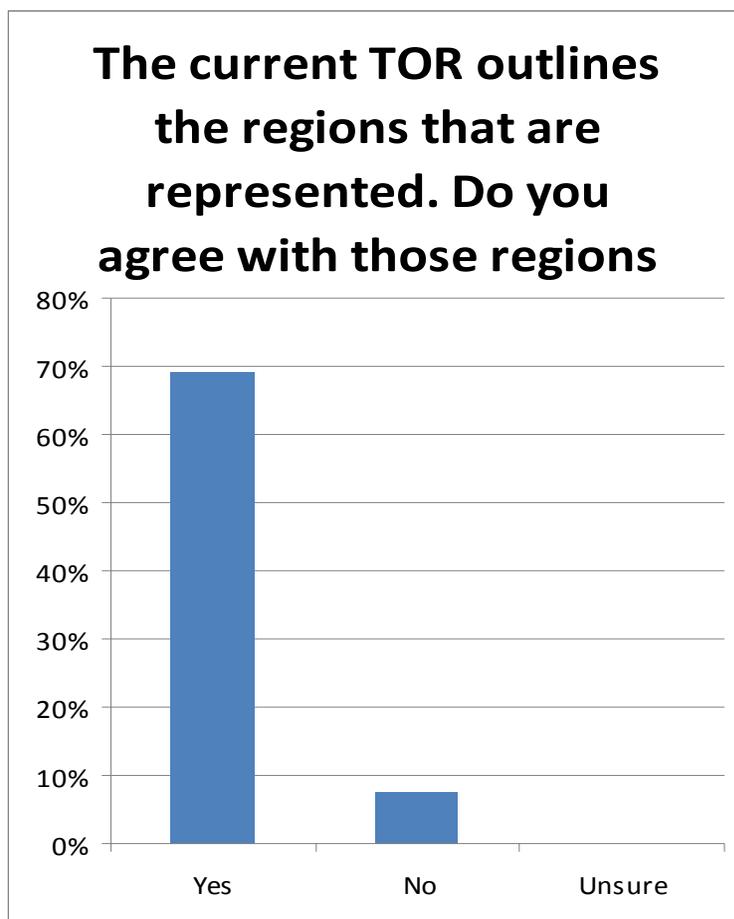
				<p>One (1) felt both aspects were important. This 9 in support of an informal structure plus 3 who did not want a formal structure from the previous question. Total of 12 respondents preferring the informal current structure noting that one of those respondents provided a 'yes' answer to both questions.</p>
13	69%	15%		



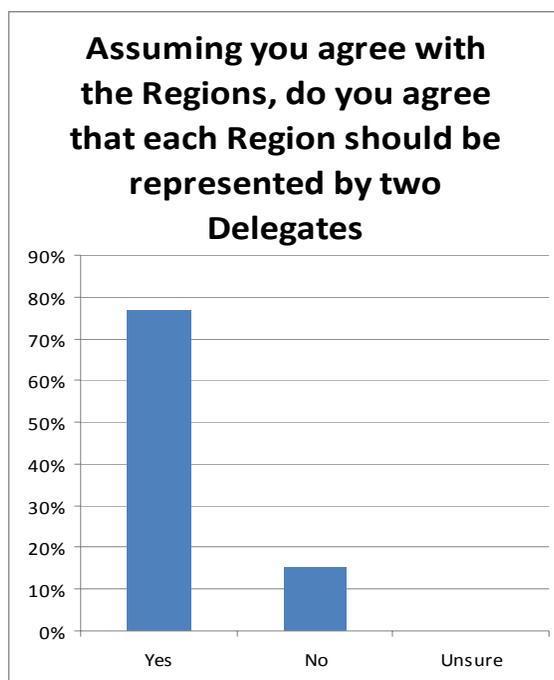
Associations	Yes	No	Unsure	Comments
AIOP				I believe Presidents and one other should serve as delegates. If answers to questions are to be sought from participants this can easily be address when participants meet.
OPSA	X			
Member of GAAP			X	
T&CAOP	X			We suggest that members of the IAC should serve as delegates and participants
PNGAAP	X			The members of the IAC should serve as Delegates at the Summit to disseminate information and also collate correct information for the Summit.
IAAP		X		
Grenada	X			I believe that IAC should serve as delegates for continuity, this would help them to share their knowledge and experience and to help with the carrying forward of systems and processes which they have learnt from pass events.
SLAAPS	X			
Uganda				
T&T		X		
IASAP				
IPA	X			
AAPNZ	X			Those on the IAC represent their Associations/Regions and therefore should do so with a global perspective. I also believe they should be given the choice of attending either the delegate or participant sections of the Summit. Their knowledge could be beneficial for both areas.
Associations	Yes	No	Unsure	Analysis
	7	2	1	Seven (7) respondents believed that IAC members should be delegates as well, Two (2) felt they shouldn't and 1 was unsure as felt didn't know enough.
13	54%	15%	8%	



Associations	Yes	No	Unsure	Comments
AIOP		X		I believe Presidents and one other should serve as delegates. If answers to questions are to be sought from participants this can easily be address when participants meet.
OPSA	X			
Member of GAAP			X	
T&CAOP	X			We suggest that members of the IAC should serve as delegates and participants
PNGAAP		X		
IAAP	X			Members of the IAC should remain neutral and not serve as delegates. As members of the IAC there would be potential for conflict of interest if they were also serving as delegates. Neutrality is key to the ongoing success of the IAC role.
Grenada				
SLAAPS		X		
Uganda	X			By virtue of their responsibilities as IAC members, serving as delegates may compromise some of their decisions especially with regard to their parent associations.
T&T	X			The head of the IAC should be a delegate and their members participants
IASAP			X	I do not know the advantages/ disadvantages of either category
IPA		X		Given their level of experience and knowledge, IPA feels strongly that IAC members should serve as delegates if they are personally able to attend the Summit. This also provides continuity.
AAPNZ				
Associations	Yes	No	Unsure	Analysis
	5	4	2	Five (5) respondents felt IAC members should be participants only at the summit, Two (2) were unsure however Two (2) respondents had indicated yes to both being delegates and participants. Four (4) respondents indicated that they felt IAC members should not be participants - these corresponded directly with those who felt that IAC members should be Delegates. Two (2) responded did not provide a response to this question, they only responded to the next question. Seven (7) respondents answered both question but quite appropriately.
13	38%	31%	15%	

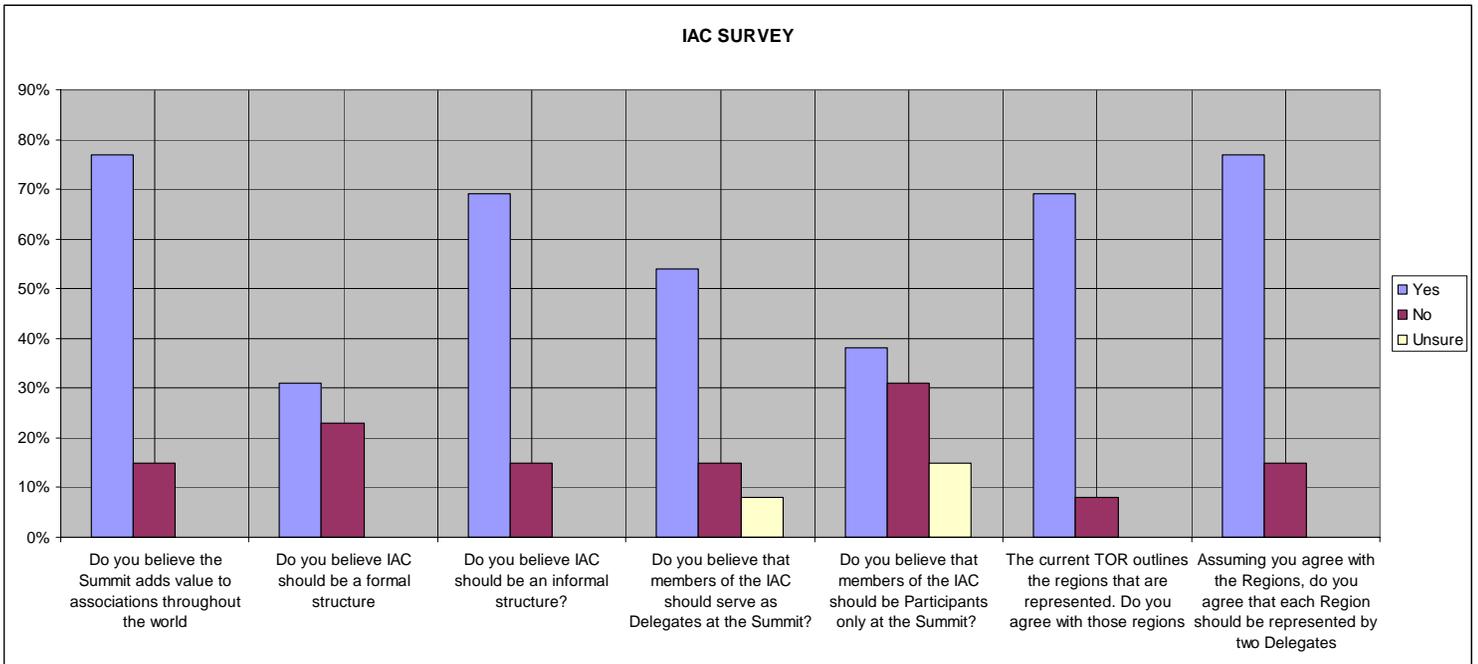


Associations	Yes	No	Unsure	Comments
AIOP	X			
OPSA	X			
Member of GAAP	X			
T&CAOP	X			
PNGAAP	X			
IAAP		X		The groups are inconsistent. Why is Papua New Guinea, Australia and New Zealand and the Pacific not one Region? Europe is many countries but only one Region. Recommend that these four countries be combined as one Region
Grenada	X			
SLAAPS				
Uganda	X			
T&T				
IASAP				
IPA	X			It provides clear points of contact and should facilitate clear dissemination of information. Each region is able to select their own representative and decide when it is the right time for successors to be appointed.
AAPNZ	X			I agree to the regions for New Zealand and the Pacific.
Associations	Yes	No	Unsure	Analysis
	9	1		Nine (9) respondents felt that the regions outlined in the TOR were acceptable, One (1) respondent did not support them and 2 respondents didn't provide an answer.
13	69%	8%		

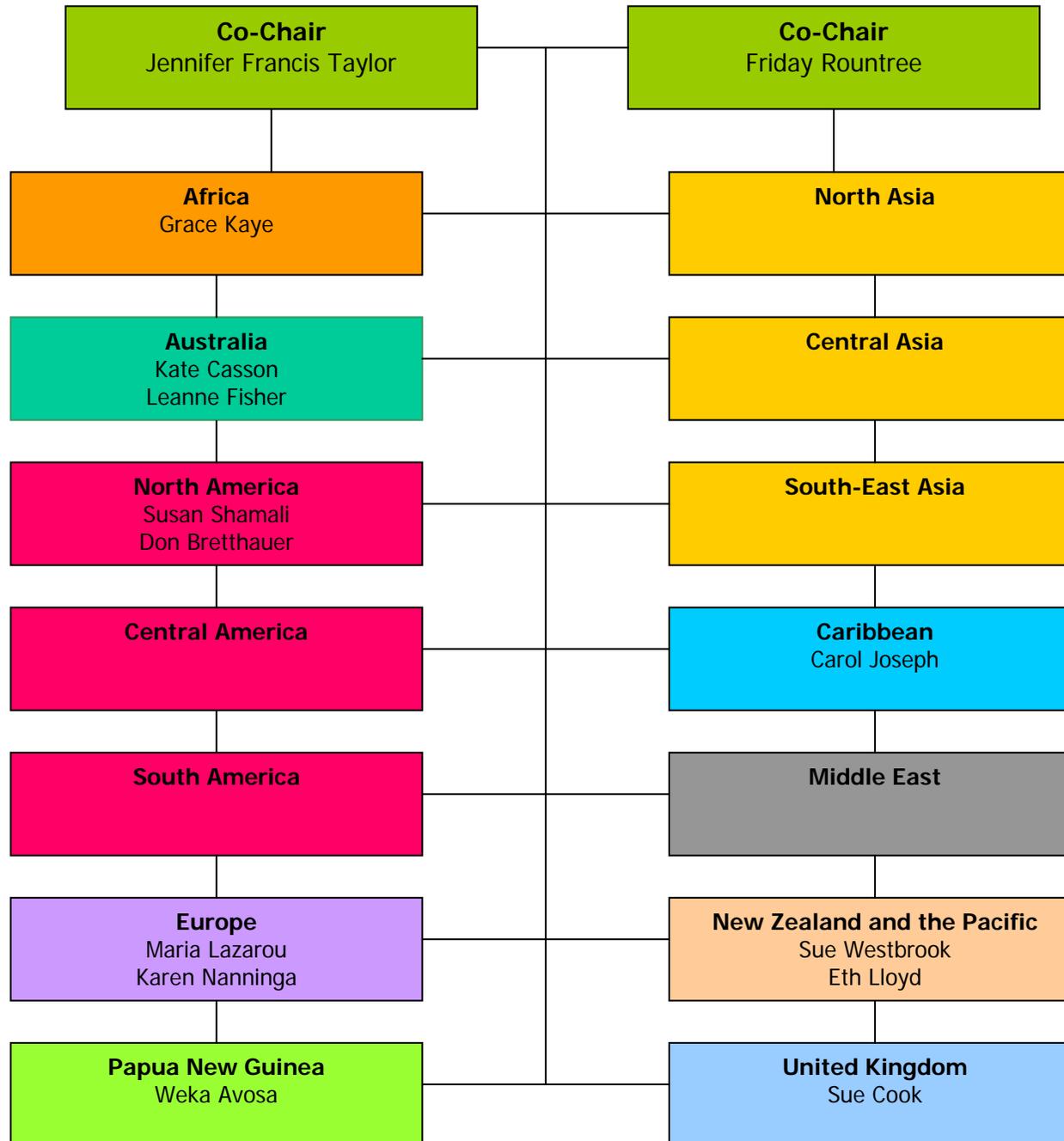


Associations	Yes	No	Unsure	Comments
AIOP	X			Two heads are better than one. Also brings back to the country a backup for information received and a different viewpoint and perspective.
OPSA	X			
Member of GAAP	X			
T&CAOP		X		We feel that there should be more than two delegates, but this depends on the membership of each region
PNGAAP	X			
IAAP	X			For succession planning, knowledge building and understanding it's important that a current leader and future leader attend
Grenada	X			This helps with the flow of information, which is paramount in the whole process
SLAAPS				
Uganda	X			Regions in their current groupings are very big and there would be division of labour if there were 2 representatives.
T&T				
IASAP	X			Two heads always better than one - moreover, if one is unable to attend, the other can be there for continuity
IPA	X			It allows for two points of view to be put forward, whilst keeping it a workable number.
AAPNZ	X	X		However, I think it may be appropriate for some of the larger regions to be able to choose up to three representatives. This would ensure better coverage as some Associations within the Regions may not all practice the same.
Associations	Yes	No	Unsure	Analysis
	10	2		Ten (10) respondents supported 2 Delegates from each region, Two (2) respondents did not support that number of Delegates. One (1) of those who did not support the number recommended 4 Delegates, and One (1) recommended the option of 3 Delegates where the size of the region was large and perhaps an additional Delegate would be of benefit to that region due to differing ways of working.
13	77%	15%		

Summary Graph



INTERNATIONAL ADVISORY COMMITTEE
(At August 2009)



INTERNATIONAL ADVISORY COMMITTEE

**LIST OF REGIONS
(At October 2009)**
AFRICA

INCLUDES Algeria, **Angola**, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central Africa, Chad, Comoros Islands, Republic of Congo, Democratic Republic of Congo, Cote D'Ivoire, Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, **Ghana**, Guinea, Guinea-Bissau, Ivory Coast, Kenya, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mayotte, Morocco, Mozambique, Namibia, Niger, Nigeria, Reunion Island, Rwanda, Saotome and Princip, Senegal, Seychelles, Sierra Leone, Somalia, **South Africa**, Sudan, Swaziland, Tanzania, Togo, Tunisia, **Uganda**, Western Sahara, Zaire, Zambia, Zanzibar, Zimbabwe.

Associations in Africa

ANGOLA	Associatiacao Das Secretaries De Angola (ASSECA)
GHANA	Administrative Professionals Association of Ghana
SOUTH AFRICA	Association for Office Professionals of South Africa (OPSA)
UGANDA	National Association of Secretaries and Administrative Professionals (NASAP)

NORTH AMERICA

INCLUDES **Canada**, **United States**, Mexico.

Associations in North America

CANADA	International Association of Administrative Professionals (IAAP)
UNITED STATES	International Association of Administrative Professionals (IAAP)

CENTRAL AMERICA

INCLUDES Belize, **Costa Rica**, El Salvador, Guatemala, Honduras, Nicaragua, Panama

Associations in Central America

COSTA RICA	Federação Interamericana de Associaçõ de Secretarias (FIAS)
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SOUTH AMERICA

INCLUDES Argentina, **Brazil**, Bolivia, Chile, **Colombia**, **Ecuador**, French Guiana, Guyana, **Paraguay**, Peru, Suriname, **Uruguay**, Venezuela.

Associations in South America

BRAZIL	Brazil's National Federation of Secretaries (FENASSEC)
PARAGUAY	Asociacion de Secretarias de Paraguay (ASP)
URUGUAY	Asociacion de Secretarias del Uruguay (ADESU)

NORTH ASIA

INCLUDES Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Mongolia and Russia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan.

Associations in North Asia

There are none at this time.

ASIA

INCLUDES China, **Hong Kong, Japan, Macau, North Korea, South Korea, Taiwan.**

Associations in Asia

HONG KONG	Hong Kong Association of Secretaries & Administrative Professionals Ltd (HKASAP)
JAPAN	Japan Secretaries Association (JSA)
SOUTH KOREA	Korea Association of Administrative Professionals (KAAP) BISCO International Co Ltd
TAIWAN	The Professional Secretaries Association of the Republic of China (PSAROC)

SOUTH-EAST ASIA

INCLUDES **Bangladesh, Bhutan, Brunei Darussalam, Cambodia, India, Indonesia, Laos, Malaysia, Maldives, Myanmar (Burma), Nepal, Palau, Philippines, Singapore, Sri Lanka, Thailand, Vietnam.**

Associations in South Asia

BANGLADESH	Professional Secretaries' Welfare Association (PSWA)
BRUNEI DARUSSALAM	Association of Secretaries and Administrative Professionals, Brunei (ASAPB)
INDIA	Indian Association of Secretaries and Administrative Professionals (IASAP)
INDONESIA	Ikatan Sekretaris Indonesia (ISI)
MALAYSIA	Malaysian Association of Professional Secretaries & Administrators (MAPSA)
PHILIPPINES	Philippine Association of Secretaries and Administrative Professionals Inc (PASAP)
SINGAPORE	Singapore Association of Administrative Professionals (SAAP)
SRI LANKA	Sri Lanka Association of Administrative & Professional Secretaries (SLAAPS)
THAILAND	Women's Secretaries' Association of Thailand (WSAT)

ASIA

Association of Secretaries and Administrative Professionals (ASAP)
Member Countries:

<i>Philippines</i>	<i>Taiwan</i>
<i>Thailand</i>	<i>Pakistan</i>
<i>Indonesia</i>	<i>Japan</i>
<i>Hong Kong</i>	<i>Sri Lanka</i>
<i>Singapore</i>	<i>Brunei Darussalam</i>
<i>India</i>	<i>Papua New Guinea</i>
<i>Malaysia</i>	<i>(West New Britain</i>
	<i>Bangladesh</i>

AUSTRALIA

INCLUDES **Australia, New Caledonia, Norfolk Island, Vanuatu.**

Associations in Australia

AUSTRALIA	Australian Institute of Office Professionals (AIOP)
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CARIBBEAN

INCLUDES **Anguilla**, Antigua and Barbuda, **Aruba**, Bahamas, **Barbados**, Berlice, Bermuda, Cuba, Curacao, **Commonwealth of Dominica**, Dominican Republic, **Grenada**, Guadeloupe, **Guyana**, Haiti, **Jamaica**, Puerto Rico, **St Kitts and Nevis**, **St Lucia**, St Maarten, St Vincent and The Grenadines, **Trinidad and Tobago**, **Turks and Caicos**.

Associations in the Caribbean

BAHAMAS	International Association of Office Professionals Bahamas Chapter <i>(Bahamas is not an Association, it is a Chapter of IAAP)</i>
ANGUILLA	Anguilla Association of Office Professionals (AAOP)
ARUBA	Aruba Secretaries Association (ASA)
BARBADOS	Barbados Association of Office Professionals (BAOP)
COMMONWEALTH OF DOMINICA	Dominica Association of Administrative Professionals (DAAP)
GRENADA	Grenada Association of Administrative Professionals (GranAAP) <i>(Currently re-building)</i>
GUYANA	Guyana Association of Administrative Professionals (GAAP)
JAMAICA	Jamaica Association of Secretaries & Administrative Professionals (JASAP)
ST KITTS AND NEVIS	National Association of Administrative Professionals of St Kitts and Nevis (NAAP)
ST LUCIA	National Secretaries Association of St Lucia (NSASL) <i>(Currently re-building)</i>
TRINIDAD AND TOBAGO	National Association of Administrative Professionals of Trinidad & Tobago (NAAPTT)
TURKS AND CAICOS	Turks and Caicos Association of Office Professionals (TCAOP)

CARIBBEAN

Caribbean Association of Administrative Professionals (CAAP)
Member Countries:

<i>Anguilla</i>	<i>Jamaica</i>
<i>Aruba</i>	<i>St Kitts and Nevis</i>
<i>Barbados</i>	<i>St Lucia</i>
<i>Commonwealth of Dominica</i>	<i>Trinidad and Tobago</i>
<i>Grenada</i>	<i>Turks and Caicos</i>
<i>Guyana</i>	

EUROPE

INCLUDES Albania, Andorra, Austria, **Belgium**, Bosnia and Herzegovina, Bulgaria, Croatia, **Cyprus**, Czech Republic, **Denmark**, Estonia, **Finland**, **France**, **Germany**, **Greece**, Greenland, **Hungary**, **Iceland**, **Italy**, Kosovo, Latvia, Lichtenstein, Lithuania, **Luxembourg**, Macedonia, Malta, Monaco, Montenegro, **The Netherlands** (Holland), **Norway**, **Poland**, **Portugal**, Romania, Serbia, Slovakia, **Slovenia**, **Spain**, **Sweden**, **Switzerland**.

Associations in Europe

EUROPE

European Management Assistants (EUMA)

NOTE: Member countries listed below are all part of EUMA.

Member Countries:

<i>Austria</i>	<i>Italy</i>
<i>Belgium</i>	<i>Luxembourg</i>
<i>Cyprus</i>	<i>The Netherlands</i>

<i>Denmark</i>	<i>Norway</i>
<i>Finland</i>	<i>Poland</i>
<i>France</i>	<i>Slovenia</i>
<i>Germany</i>	<i>Spain</i>
<i>Greece</i>	<i>Sweden</i>
<i>Hungary</i>	<i>Switzerland</i>
<i>Iceland</i>	<i>United Kingdom</i>

FRANCE	Association des Secretaries et Assistantes due Sud Alsace (ASAS)
ITALY	Secretary.IT — Manager Assistant Network
PORTUGAL	Associaçã de Secretarias Profissionais Portuguesas (ASP)
SPAIN	Federacion Nacional de Secretarias de Espanha (FNSE)

MIDDLE EAST

INCLUDES Afghanistan, Bahrain, Iraq, Iran, Israel, Jordan, Kuwait, Lebanon, Oman, **Pakistan**, Qatar, Saudi Arabia, Syria, Turkey, United Arab Emirates, Yemen.

Associations in the Middle East

PAKISTAN	Distinguished Secretaries' Society of Pakistan (DSSP)
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NEW ZEALAND AND THE PACIFIC

INCLUDES American Samoa, Cook Islands, Fiji, French Polynesia, Kiribati, **New Zealand**, Niue, Samoa, Tokelau, Tuvalu, Tonga.

Associations in New Zealand and the Pacific

NEW ZEALAND	Association of Administrative Professionals, New Zealand Inc (AAPNZ)
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PAPUA NEW GUINEA

INCLUDES **New Britain**, Bougainville, Marshall Islands, Micronesia, Nauru, Solomon Islands.

Associations in Papua New Guinea

PAPUA NEW GUINEA	(National Capital District)
	Papua New Guinea Association of Administrative Professionals (PNGAP)
	(West New Britain)
	West New Britain Association of Secretaries (WNBAS)

UNITED KINGDOM

INCLUDES England, Ireland, Scotland, Wales.

Associations in the United Kingdom

UNITED KINGDOM	Institute of Professional Administrators (IPSA)
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(Compiled by Leanne Fisher
Australia — Updated October 2009)