



**2015-2016
ANNUAL REPORT**

**New South Wales
SES Volunteers Association**

"Volunteers Supporting Volunteers"

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Disclaimer

This document has been prepared in good faith on the basis of information available at the date of publication without any independent verification. The NSW State Emergency Service Volunteers Association does not guarantee or warrant the accuracy, reliability, completeness or currency of the information in this publication nor its usefulness in achieving any purpose. Readers are responsible for assessing the relevance and accuracy of the content of this publication. The NSW State Emergency Service Volunteers Association will not be liable for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on information in this publication.

About Us

The NSW State Emergency Service Volunteers Association is a not-for-profit registered charity that was established in 1998 to represent and support the volunteer members of the NSW State Emergency Service.

The NSW State Emergency Service Volunteers Association became an incorporated association in 2000 and a registered charity in 2005. In recognition of the need for the NSW State Emergency Service volunteers to have a member body and a voice to Government the NSW State Emergency Service Volunteers Association was included as a consultative body in 2010 into the NSW State Emergency Service Act 1989.

The NSW State Emergency Service Volunteers Association is an organisation set up for the benefit of the thousands of volunteer members of the NSW State Emergency Service.

These are the men and women wearing orange that you see on the news and in the media. They are all volunteers that freely give their time training and responding to emergencies and advising communities about what they can do to prepare for floods and storms.

They are highly trained professional volunteers with skills in general rescue, storm damage, flood rescue, car accident rescue, alpine rescue, vertical rescue, urban search and rescue. You will see them tarping roofs, rescuing people from floodwaters, sandbagging, removing fallen trees, rescuing people from car accidents, from heights and depths or alpine areas as well as searching for lost loved ones.

The NSW State Emergency Service Volunteers Association provides representation and support services for these volunteers. It works closely with the NSW State Emergency Service to achieve common goals and represent the interests of its volunteer members, advocating for them when appropriate.

Benefits provided by the NSW State Emergency Service Volunteers Association include the provision of a NSW SES Volunteers Association Welfare Fund, Unit grants and personal scholarships, plus other support funding schemes. Various fundraising activities are required to fund these support activities including raffles, donations, sponsorships, merchandise sales and advertising commission from the publication of 'The Volunteer', the NSW State Emergency Service Volunteers Association magazine.

Funds raised through these activities are used to directly support the members of the Association through the welfare fund, the provision of scholarships, grants programs and a biennial conference.

Objectives

The NSW State Emergency Service Volunteers Association needs not only to comply with all legislative requirements but also operates in accordance with its Constitutional objectives being:

- Provide a means for the consolidation and representation of the views and concerns of NSW State Emergency Service volunteers via such mechanisms as may be appropriate.
- Provide tangible benefits to NSW State Emergency Service volunteers, plus other beneficiaries as directed by the Board, from time to time.
- Provide Public Education (Letting people know what we do and what they can do – how they can help!).

Strategic Plan

Our Strategic Plan “Building a Sustainable Future” is set on a platform of four pillars:

Volunteer Recognition

Building recognition and respect through:

- Establish and maintaining a member benefit programs to recognise volunteers for their contribution to the community.
- Leading the establishment of a National Volunteers Association.

Advocacy and Representation

Members are aware that we are here to support them:

- Communicating effectively with stakeholders in ways which suit them.
- Providing assistance and advice to NSW SES volunteers in times of need.
- Reviewing training, with a view to making it user friendly, adequate, up-to date and available.
- Contributing to the improvement of training with consideration of becoming a Registered Training Organisation.

Enhanced Reputation

We obtain positive acknowledgement and respect of who we are and what we do:

- Acknowledged, understood and respected by the community.
- Aligning ourselves and partnering with organisations that share our vision and values.
- Build our profile with organisations seeking our input on contemporary volunteer management issues.

Strong Member Base

We maximise and grow our membership base through:

- Transparency of how we operate.
- Encourage comment and continuous improvement.
- Benefits of NSW State Emergency Service Volunteers Association membership are publicised.
- Actively recruit to maximise membership.
- Research the viability of providing a volunteer recruitment service.
- Adherence to our Code of Conduct and Ethics.

The NSW State Emergency Service volunteers will always be the prime reason for the NSW State Emergency Service Volunteers Association's existence. These goals have been developed using the fundamental basis of strong values based leadership supported by solid and sustainable financial viability and growth.

Mission

To provide the necessary resources, including the impetus, opportunity and tangible benefits needed to enhance the role of NSW State Emergency Service volunteers for the betterment of the NSW State Emergency Service that will result in better prepared State Emergency Service volunteers and safer Communities across NSW.

"Supporting volunteers supporting our communities"

Vision

To enhance the role of the NSW State Emergency Service volunteers in a way that provides for the betterment of the NSW State Emergency Service and the individual.

"Volunteers supporting volunteers to improve our Service"

Values

Our values describe what we believe, how we act and our commitment to serve our members and the community.

Independent - We determine our own destiny through planning

Team Focused - We work as a team to lead our organisation making decisions based on merit

Advocacy - We are a voice for the volunteers, speaking up for and supporting their interests

Stewardship - We maintain and grow a sustainable organisation that diligently maintains its resources and invests in its people

Professionalism - We act, lead and support our people, inspiring them to achieve successful outcomes

"We are an independent organisation made up of a diverse group of professional people that work together to care for our members and to speak up on their behalf"

Our People

Board of Directors

Name	Position
Charlie Moir ESM	President – NSW SES Volunteer’s Association
Peter Lalor ESM	Functional Reporting Director - Recognition
Neville O’Malley OAM	Functional Reporting Director - Membership
Kim Davis ESM	Functional Reporting Director – Reputation
Patricia Orchard	Functional Reporting Director - Representation
Andrew Edwards	Executive Director/Secretary

Staff

Name	Position
Andrew Edwards	General Manager
Alina Tuladhar	Manager, Finance
Amee Coles	Administration Assistant

Contractors

Name	Position
Irene Vasilas	Merchandise
Shannon Crofton	Member Services
Erin Pogmore	Member Services

Structure & Management

With over 5,000 members, a small group of dedicated staff and contractors work to support the aims and objectives of the Volunteers Association. Lead by the President and Board of Directors, our volunteer representatives provide a communication and support channel to our members in over 250 locations throughout NSW.



President's Report

What a busy year – the rate of increase in the number of floods and storms we are seeing occur certainly demonstrates the strength and power of mother nature – from the tornado in Kurnell, many east coast lows and multiple floods on the coastal and inland river systems, the volunteers of the NSW SES certainly have been put to the test and I personally want to acknowledge and thank you for the services you provide to your communities.

The year has also seen change in the Volunteers Association. With the implementation of our new structure we have new members on our Board of Directors and new positions joining us in the form of District and Unit Coordinators. The changes are designed to improve communication channels and consultation processes across the organisation it will take some time for us to bed this in.

We've also seen changes in the NSW SES with the development of the strategic plan and the coming and going of a Commissioner. It was with great relief that we have seen the government announce the recruitment of a new Commissioner and I look forward to working with the successful applicant on how we can improve support for volunteers across the Service.

During the year we provided support to many of our members through our grants, scholarships and sponsorship programs. Our Welfare Fund supported many people from across the state that found themselves in need to a hand.

In addition, the Volunteers Association sponsored individual members to attend and present at conferences throughout the year and supported a number of activities including the Queanbeyan Weekend Emergency Rescue Training Exercise, Wellington Wombats, Operation Orange, the Sydney Southern Flood Rescue Training and members that assisted at the Parkes Elvis Festival.

We are a financially independent organisation that does not rely on government grants. This allows us to be independent and to speak up when we need to whether it's dealing with government or the SES on matters that impact volunteers. One of the great things that we do through our raffle fundraising is to educate communities about flood and storm safety and the great work that is done by our SES volunteers. Interacting with the donors that support us, particularly when they win a prize can be truly humbling as many times these are life changing experiences for those receiving the prize.

Over the year we have seen an increase in the support needed by our members. Our Member Services team is here to help our members through what troubles they may be facing – our team can be contacted on 1300 073 782.

And remember if you are ever travelling through Rockdale feel free to drop by the office and have a coffee.

All the best.

Charlie Moir ESM
President

General Managers Report

This reporting period saw prudent budget management transition the finances of the Volunteers Association from a loss in the previous period to a surplus of \$277,000. This was achieved through a number of initiatives including changing suppliers, contract renegotiations and implementation of a rolling reforecast that enabled better understanding and management of operating costs.

During the year the Board formed a Compliance Committee that engaged a consultant to undertake a Compliance Review. This was followed by an organisation-wide risk review. Both Reports, although positively identifying a few areas where the Volunteers Association could strengthen its policies and processes, have assisted in developing strategies to implement these recommendations.

A highlight during the year was presenting the story of the Volunteers Association at the National Volunteering Conference in Canberra. The presentation noted the tough times we have been through over the last few years and highlighted our commitment to listen to feedback and change as a result.

With the implementation of the new Constitution commencing in November 2015, the Volunteers Association has been busy conducting elections to fill vacancies that exist for District and Unit Coordinators. Although still a work in progress, much has been done to fill these roles that aim to provide our members with improved channels for communication.

During the year support has been provided to assist in the establishment of the National State Emergency Service Volunteers Association. This has included administration, research and development of strategies, plans and governance documentation.

A group of Sydney University students worked for two semesters to update a study into the economic contribution made by State Emergency Service volunteers. The findings were similar to previous studies and identified that the economic contribution by the volunteers was \$86 million annually using an eight year rolling average.

Our member recognition program provided a surprise for all our members in the lead up to Christmas 2015 by delivering a benefits card administered by the Member Advantage program that provides members with discounts on many goods and services.

The Volunteers Association was invited to have input into and participated in the development of the second NSW Volunteering Strategy. During National Volunteering Week the Volunteers Association was invited to attend the launch Strategy which provides a set of guiding principles which aims to make it easy to volunteer in a fair, respectful and productive environment.

I look forward to a productive time during 2016-17.

Andrew Edwards
General Manager

Our Achievements – Highlights from 2015/16

60th Anniversary of the NSW State Emergency Service

2015 was the 60th Anniversary of the formation of the NSW State Emergency Service as we know it today. To recognise and celebrate this achievement the Volunteers Association sponsored the development of a commemorative pin that was distributed to all members. At the NSW SES Controller's Conference that was held to commemorate this milestone, the Volunteers Association launched the first in a series of videos that highlight the great work of our members.

New Structure

In November 2015 the new Constitution was unanimously passed by the members of the Volunteers Association came into effect. Establishing the Volunteers Council, Area Representatives, District and Unit Coordinators, the implementation of this structure is ongoing and aims to improve communication and representation of volunteers.

Member Benefits Card

To recognise the support our members provide their communities before during and after emergencies the Volunteers Association launched a member benefits card providing a range of discounts just in time for Christmas 2015.

Operation Orange

Held in March 2016 at Woronora Dam, south of Sydney, the Volunteers Association sponsored this activity that provided members of the public an opportunity to observe the diverse range of rescue skills utilised by NSW State Emergency Service volunteers.

Conferences and Symposiums

The Volunteers Association delivered a presentation in April 2016 at the National Volunteering Conference in Canberra titled 'Taming the Turmoil' which described how leadership and feedback has provided input into changing the structure of the organisation. This was followed up by a presentation at the NSW Volunteering Symposium with a presentation on supporting volunteers.

Flood Rescue Challenge

In May 2016 the Volunteers Association sponsored the Sydney Southern Flood Rescue Challenge where teams from across Sydney and further afield were able to test and learn new flood rescue skills, just in time for the storms that impacted across the State in early June.

Consultation, Surveys and Volunteers Impact Statements

During the year the Volunteers Association worked with the NSW State Emergency Service to make improvements to consultative process, provided feedback on many Volunteer Impact Statements and undertook surveys enabling feedback to be provided on different issues.

Leadership Training

Volunteers Association sponsored youth leadership training by working in partnership with the NSW State Emergency Service to sponsor young people to sail on the Young Endeavour and attend the Rotary Youth Leadership Award. In addition, in May 2016 the Volunteers Association commenced its own Emerging Leaders Development Program.

Future Activities

2016 Conference

A significant amount of work has gone into planning and preparing what will be an outstanding conference. With nearly 300 participants attending throughout the day, with presentations by volunteers for volunteers followed by a gala dinner in the evening this will be a unique experience for all involved.

Values Based Leadership

A priority for the year will be to embed values based leadership into the decision making processes of the Volunteers Association. Significant work has been done by the Board, Volunteers Council and the Emerging Leaders Development Program to identify the values required by the Volunteers Association to move it into the future. We will look at running a number of workshops and training sessions during the year to talk about our expectations of how we uphold our values.

Seeking Partnerships

To expand its revenue base, the Volunteers Association will begin actively seeking partnerships with like-minded organisations. Initially this will involve re-examining the current office support structure so that the appropriate skills and experience are available to expand into this area.

Review of Funding Schemes

With the implementation of the new structure across the organisation, it has been decided to look for new and innovative ways that the Volunteers Association can support its members. A working group will be formed to review the entire funding scheme process and to make recommendation to the Board on changes that may be required.

Merchandising

The signing of a merchandising agreement with the NSW SES, will see a new range of branded clothing and gear being launched.

Website

With this new range of merchandise changes are required to the back end operation of our online store. In conjunction with this change the Volunteers Association will consider updating the look and feel of the website to a more contemporary design, making it easier for members and the public to find information.

Support for the National SES Volunteers Association

The NSW Volunteers Association will continue to support the establishment of the National SES Volunteers Association. With a financial analysis and business case presented on funding options during the year, it is anticipated that the National SES Volunteer Association will commence fundraising activities in the not to distant future.

Members Services

Our Member Services team continues to support our people through a range of issues. If you need help please give our office a call on 1300 073 782.



Independent audit report to the members of New South Wales State Emergency Service Volunteers Association Ltd

Report on the financial report

We have audited the accompanying financial report, being a special purpose financial report, of the New South Wales State Emergency Service Volunteers Association Ltd (the Company), which comprises the statement of financial position as at 30 June 2016, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes 1 to 17 comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration of the Company.

This audit report has also been prepared for the members of the Company pursuant to *Australian Charities and Not-for-profits Commission Act 2012* (ACNC) and Section 24(2) of the *Charitable Fundraising Act (NSW) 1991* and Regulations (collectively the Acts and Regulations).

Directors' responsibility for the financial report

The Directors of the Company are responsible for the preparation of the special purpose financial report that gives a true and fair view in accordance with the ACNC and have determined that the basis of preparation described in Note 1 to the financial statements is appropriate to meet the requirements of the ACNC and is appropriate to meet the needs of the members. The Directors' responsibility also includes such internal control as the Directors determine necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report, being a special purpose financial report, based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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Jason Maher & Associates Pty Ltd ABN 28 152 271 191



We performed procedures to assess whether in all material respects the financial report gives a true and fair view, in accordance with Australian Accounting Standards and the ACNC, which is consistent with our understanding of the Company's financial position and of its performance.

In addition, our audit report has also been prepared for the members of the Company to meet the requirements of the Acts and Regulations. Accordingly, we have performed additional work beyond that which is performed in our capacity as auditors pursuant to the ACNC. These additional procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising appeal activities pursuant to the Acts and Regulations.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Auditor's opinion

In our opinion, the financial report of New South Wales State Emergency Service Volunteers Association Ltd is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis of accounting

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the ACNC. As a result, the financial report may not be suitable for another purpose.



Audit opinion pursuant to the Charitable Fundraising Act (NSW) 1991

In our opinion:

- (a) the financial report gives a true and fair view of the New South Wales State Emergency Service Volunteers Association Ltd's financial result of fundraising appeal activities for the financial year ended 30 June 2016;
- (b) the financial report has been properly drawn up, and the associated records have been properly kept for the period from 1 July 2015 to 30 June 2016, in accordance with the *Charitable Fundraising Act (NSW) 1991* and Regulations;
- (c) money received as a result of fundraising appeal activities conducted during the period from 1 July 2015 to 30 June 2016 has been properly accounted for and applied in accordance with the *Charitable Fundraising Act (NSW) 1991* and Regulations; and
- (d) there are reasonable grounds to believe that the New South Wales State Emergency Service Volunteers Association Ltd will be able to pay its debts as and when they fall due.

Maher Partners Assurance Pty Limited

Jason Maher
Director

Taren Point

Dated this 9th day of September 2016

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Jason Maher & Associates Pty Ltd ABRN 28152 271 791

Financial Statements

**NEW SOUTH WALES STATE EMERGENCY SERVICE
VOLUNTEERS ASSOCIATION LTD
ABN: 21 688 925 780**

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2016**

	Note	2016 \$	2015 \$
Income			
Fundraising Revenue		5,457,108.49	5,169,968.83
Other Income		151,033.95	168,819.35
Expenditure			
Administration Expenses		(660,099.38)	(970,828.67)
Depreciation and Amortisation Expenses		(42,477.00)	(47,216.00)
Employee Benefits Expense		(413,152.03)	(260,798.14)
Executive Committee Costs		(99,740.81)	(157,981.16)
Fundraising Expenses		(3,289,851.26)	(3,227,744.28)
Loss on Sale of Fixed Assets		0.00	(423.00)
Member Service Costs		(375,966.49)	(415,569.33)
Merchandise Costs		(44,240.03)	(46,743.83)
Other Expenses		(27,767.43)	(28,590.96)
Council Costs		(26,487.45)	(59,655.45)
Unit Grants & Volunteer Sponsorship		(350,732.30)	(294,136.23)
Net Surplus / (Deficit) for the year	2	<u>277,628.26</u>	<u>(170,898.87)</u>
Total Comprehensive Income / (Loss) for the year		<u>277,628.26</u>	<u>(170,898.87)</u>

The accompanying notes form part of these financial statements.

**NEW SOUTH WALES STATE EMERGENCY SERVICE
VOLUNTEERS ASSOCIATION LTD
ABN: 21 688 925 780**

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2016**

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	1,860,152.70	1,790,663.81
Loans	4	25,000.00	25,000.00
Trade and other receivables	5	200,053.26	234,530.11
Prepaid Expenses	6	583,443.81	806,057.67
Inventories	7	71,436.06	47,611.36
TOTAL CURRENT ASSETS		<u>2,740,085.83</u>	<u>2,903,862.95</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	1,254,771.10	1,297,248.10
TOTAL NON-CURRENT ASSETS		<u>1,254,771.10</u>	<u>1,297,248.10</u>
TOTAL ASSETS		<u>3,994,856.93</u>	<u>4,201,111.05</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	9	278,447.58	366,599.01
Employee Benefits	10	26,739.64	15,482.37
Unearned Income	11	993,308.10	1,400,296.32
TOTAL CURRENT LIABILITIES		<u>1,298,495.32</u>	<u>1,782,377.70</u>
TOTAL LIABILITIES		<u>1,298,495.32</u>	<u>1,782,377.70</u>
NET ASSETS		<u>2,696,361.61</u>	<u>2,418,733.35</u>
EQUITY			
Retained earnings	12	2,696,361.61	2,418,733.35
TOTAL EQUITY		<u>2,696,361.61</u>	<u>2,418,733.35</u>

The accompanying notes form part of these financial statements.

**NEW SOUTH WALES STATE EMERGENCY SERVICE
VOLUNTEERS ASSOCIATION LTD
ABN: 21 688 925 780**

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2016**

	<u>Retained earnings</u>	<u>Total</u>
	<u>\$</u>	<u>\$</u>
2016		
Balance at 1 July 2015	2,418,733.35	2,418,733.35
Net Surplus for the Year	<u>277,628.26</u>	<u>277,628.26</u>
Balance at 30 June 2016	<u>2,696,361.61</u>	<u>2,696,361.61</u>
2015		
Balance at 1 July 2014	2,589,632.22	2,589,632.22
Net Deficit for the Year	<u>(170,898.87)</u>	<u>(170,898.87)</u>
Balance at 30 June 2015	<u>2,418,733.35</u>	<u>2,418,733.35</u>

The accompanying notes form part of these financial statements.

**NEW SOUTH WALES STATE EMERGENCY SERVICE
VOLUNTEERS ASSOCIATION LTD
ABN: 21 688 925 780**

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2016**

	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	5,138,341.03	5,830,225.66
Payments to suppliers and employees	(5,129,922.04)	(5,723,968.50)
Interest received	36,769.90	30,127.25
Net cash provided by / (used in) operating activities	13 45,188.89	136,384.41
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for property, plant and equipment	-	(492,069.04)
Loans to state associations	-	(25,000.00)
Rental Income	24,300.00	-
Net cash provided by / (used in) investing activities	24,300.00	(517,069.04)
Net increase in cash and cash equivalents held	69,488.89	(380,684.63)
Cash and cash equivalents at beginning of financial year	1,790,663.81	2,171,348.44
Cash and cash equivalents at end of financial year	3 1,860,152.70	1,790,663.81

The accompanying notes form part of these financial statements.

Further detailed financial information is available at the Australian Charities and Not-for-profits Commission:

<http://www.acnc.gov.au/RN52B75Q?ID=49AEC9F4-22C2-4C1A-BD00-1B7E75282E7D&noleft=1>