

## Summary of Questions submitted to 2020 AGM by Members & Responses Given

1. Last year's minutes reflect the comment that the 2019-20 year was forecast to produce a surplus of \$1million. The financial statements show an \$8,000 surplus, before the impact of the other comprehensive income/(loss). It seems evident that the change in the reporting standards relating to accounting for leases may have impacted to the tune of about \$500,000, so could you please indicate what has caused the remaining variance to the expected \$1million result?  
The \$1m was in reference to Cash and NSA recorded 1.1m increase for FY20. For the net surplus this result is lower with the majority of the difference due to:
  - a. 335k franking credit received in FY20 was income for FY19
  - b. Amortisation of the OFI customer list 440k is a non-cash expense. (this stems from the purchase of OFI and will finish amortising September 2024)
  - c. Grant received for Covid19 Wellness Check hotline 321k was only recognised as income 119k difference 202k carried forward as grant term was until 31 October 2020.

2. Could you please indicate the amount of budgeted surplus for 2020-21?  
Full year 2021 budget surplus is 884k.

3. Could you please confirm the quantum of directors' fees paid to directors during the year, and also confirm where they are reflected in the financial statements?  
Directors Fees for FY20 were 85,800. They are reflected in professional fees.

4. NT branches are unable to comply with the requirement to give all members notice of general meetings because they do not know who their current members are. We have no means of direct communication with our members.

Typically, as National Seniors Australia branches are separate incorporated entities, each is responsible for maintaining records that relate to the members that are the attendees of meetings, and or connected specifically to their branch whether it be from the Northern Territory or the other branches located across the country.

The process of recording information that relates to branch members is set-out in the National Seniors Australia Branch Manual under section 2.3.3 Secretary duties Item 5 which states – The main duties of the secretary are to: keep a register of all NSA members currently affiliated with the branch (members must be current financial members of NSA).

This process ensures that matters like the Corporate Insurance policy provided to the branches is managed appropriately and attendees of meetings are covered.

Outside the various communications that are forwarded directly to members as part of the general membership communications e.g. Our Generation magazine or electronic direct mail correspondence, each branch has been provided with numerous tools that allow the branch to individually communicate with both members that belong to the branch and or, folk in the region where the branch is located.

All National Seniors Australia branches have available to them branch tools including a website template (together with supporting manual on how to set it up and use it), newsletter templates and other communication tools in order to permit the branch to be able to connect with their members' and others from around their community.

Lastly, when all new members are signed up, the question is asked as to whether they would like to join a branch and where there is an affirmative response to the question, the new member is connected to the members of the branch so they can attend meetings etc..

5. It is our understanding that NSA has provided contact details of NSA members to commercial interests associated with NSA and therefore its policy is inconsistent.

No – this understanding is incorrect as all marketing activities with 3<sup>rd</sup> parties are controlled directly by National Seniors Australia and as such, sensitive information is not provided (i.e. all mail-outs are controlled by NSA) unless expressly agreed by the member. We do this as we see it as an important way to maintain compliance with the National Privacy Principles.

6. It is also our understanding that the NSA member database has been outsourced, presumably to a commercial contractor, which also makes nonsense of this policy.

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No – this understanding is incorrect. Whilst National Seniors Australia does have employees on-staff that deal with members and all functions that go with that, there is a small team of staff that are employed by a separate organisation called Imperatif. Imperatif have been contracted to support National Seniors Australia members as if they were our own staff and this relationship is tightly managed with direct oversight and importantly, there is a detailed contract in-place that tightly controls processes, behaviours and the non-distribution of data in-line with the National Privacy Principles.