

# **scoaaustralia**

*Advocating for a secure retirement*

## **SCOA Australia Incorporated 2017/18 Annual Report**

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## Contents

	Page
Executive summary	3
General management and administration	4
Annual General Meeting	4
Special General Meeting – new set of Rules	5
Local Committees	6
Government liaison program	6
ACPSRO	7
Members	7
Recruitment campaign	9
Member benefits	10
Financial arrangements	11
Financial statements	11
How to contact SCOA Australia	12
Summary	13

## Attachments

- A. President's report to 2017 Annual General Meeting
- B. National Committee register
- C. SCOA Australia Rules as Amended 10 April 2018
- D. Local committees register
- E. 2018 Audit report and financial statements

## **EXECUTIVE SUMMARY**

This report details the operations and activities of SCOA Australia during the 2017/18 financial year.

Key highlights during the period:

- 1) Resignation of the President
- 2) Appointment of new President and Vice President
- 3) Further amendments to the Rules
- 4) Implementation of government liaison strategy and program
- 5) Recruitment campaign
- 6) Engagement of additional staff in National Office
- 7) SCOA Australia continues to face the challenges of ever diminishing memberships.

SCOA Australia Incorporated  
Canberra  
12 September 2018

## **1) General management and administration**

### **a) National Committee**

SCOA Australia is managed by a National Committee.

A new National Committee was elected at the association's Annual General Meeting held in Canberra on 26 September 2017.

During the relevant period, the National Committee met five times.

Due to the resignation of the President in early January 2018, there were a number of changes to the composition of the National Committees. See item 2) Annual General Meeting.

### **b) National Executive**

National Executive was established in May 2017, mirroring the role and administrative structure of the former Federal Executive. The National Executive consists of the President, Vice President, Treasurer and Ex Officio Secretary (Executive Officer) as well as National Committee member Bob Steins.

Due to the resignation of the President in early January 2018 and the need for additional meetings of the National Committee, National Executive has only met twice during the relevant period. There are no maximum or minimum number of meetings required for National Executive.

### **c) General administration**

SCOA Australia is administered by the three part-time staff in National Office.

Anne Willenborg's (Executive Officer) contract was renewed for another twelve months on 1 April 2018.

In October 2017, Arlene Wilkinson (Office Manager/Finance Officer) was granted a salary increase and her contract was renewed for another twelve months on 27 February 2018.

At its meeting on 27 September 2017, National Committee agreed to the engagement of an administration officer. Shelley O'Neill was recruited to fulfil that position on 23 October 2017 for a twelve months period. National Committee, at its meeting on 15 May 2018, agreed to increase Shelley O'Neill's hourly rate effective immediately.

## **2) Annual General Meeting**

### **a) Annual General Meeting**

The 2017 Annual General Meeting (AGM) was held in Canberra on 26 September 2017. All current members of the National Committee attended in person.

The AGM received reports from the President (at Attachment A) and from the Treasurer who also tabled the 2016/2017 audited financial statements and the 2017 Annual Report. Copies of the reports were made available to members attending the meeting.

A new Committee was elected. Nominations were received from all existing National Committee members as well as James Vandenberg (who also attended the meeting in person) and the new National Committee was elected as follows:

- Annette Barbetti, President
- Peter Illidge, Vice President
- Tom Dent, Treasurer
- Anne Willenborg, Secretary
- Barry Schafer, Member
- Bob Steins, Member
- George Szykarski, Member
- James Vandenberg, Member
- John Blount, Member

On 3 January 2018, Annette Barbetti resigned from the role of President of SCOA Australia citing ill health. At an extraordinary meeting of National Committee on 10 January 2018, Peter Illidge was appointed as the new President and John Blount as the new Vice President. As at 10 January 2018 the National Committee comprised the following:

- Peter Illidge, President
- John Blount, Vice President
- Tom Dent, Treasurer
- Anne Willenborg, Secretary
- Barry Schafer, Member
- Bob Steins, Member
- George Szykarski, Member
- James Vandenberg, Member

The National Committee will serve until the 2018 Annual General Meeting.

No further appointments have been made to the National Committee.

The National Committee register is at Attachment B.

### **3) Special General Meeting – A new set of Rules**

A Special General Meeting was held on 10 April 2018 in Adelaide to make further amendments to the SCOA Australia Rules. The meeting was held in conjunction with a SA members' general meeting with the President, Peter Illidge, and Executive Officer, Anne Willenborg, in attendance.

The amendments introduced a procedure for conducting election of office bearers and/or members of the National Committee by postal ballot if required. They also gave certain powers to the National Committee and formalised the process for making decisions out of session.

The amendments were approved unanimously by members who attended the meeting in Adelaide. The new Rules are at Attachment C.

#### **4) Local Committees**

It has still not been possible to identify any members who are able or willing to take on the role of local convener in the Northern Territory. However, in April 2018, former President of the former Tasmanian Branch, and Federal Councillor, Colin van den Hoff, agreed to take on the role of local convener in Tasmania initially for a period of 6 months, and subject to a survey of members in Tasmania regarding their wishes and preferences. The survey is currently in preparation.

In April 2018, Chris Baulch stepped down from his role as local convener in Victoria. He was replaced by SCOA VIC member John Barrett who was properly authorised by National Committee at its meeting on 15 May 2018.

As a result, by the end of financial year 2017/18, local committees were established in all jurisdictions, except the Northern Territory. All local committees have been properly delegated to exercise certain powers under SCOA Australia Rule 23. They attend National Committee meetings as observers via video link-up.

Members' meetings were arranged by the ACT, NSW, QLD, VIC, SA and WA local committees. The Tasmanian local committee has not yet had an opportunity to arrange any events, the nature of which will depend to some extent on the outcome of the above mentioned members' survey.

With the exception of ACT and VIC, and to a smaller extent SA, it is proving increasingly difficult to attract a reasonable number of members to general meetings with a keynote speaker to warrant the continuation of this format. As a result, a new format has been trialed successfully in South Australia where members now meet once a month for an informal buy-your-own-beer-and-sandwich lunch. The event is an opportunity for members to get together and discuss issues pertaining to SCOA, or anything else, thus helping to keep the members connected and engaged. The format will soon be trialed in Queensland and Western Australia.

The local committee register is at Attachment D.

#### **5) Government liaison**

In September 2017, work got underway to develop a government liaison program to identify a number of priority issues for SCOA to focus on and a strategy to approach government and other relevant stakeholders to advocate on behalf of members and achieve positive outcomes. The top issues identified were the indexation and taxation of defined benefit pensions as well as providing useful and timely information to members.

The implementation of the program began in early 2018. In the period from late February to the end of June 2018, SCOA had arranged meetings with the following:

- Office of Dan Tehan, Minister for Social Services
- Office of Michael Keenan, Minister for Human Services
- Office of Kelly O'Dwyer, Minister for Revenue and Financial Services
- Office of Mathias Cormann, Minister for Finance
- Senator Jim Molan (Liberal)
- Tim Hammond, MP (Labor)

- ACT Regional Secretary, CPSU
- Chief Executive Officer, Commonwealth Superannuation Corporation

To help inform the strategy and program, in March 2018 SCOA Australia extended the role of current superannuation/taxation specialist Trevor Nock and engaged the services of Daniel Blackman as a superannuation consultant. They both assist with member inquiries and provide items for SuperTime and each receive an honorarium in the amount of \$4,000.

In addition, SCOA Australia also entered into a contract with CCH Parliament (part of the global Wolters Kluwer CCH), an information monitoring service based at Parliament House, to provide SCOA Australia with news about legislation and parliamentary committee inquiries, submissions, government initiatives and announcements and any other relevant material in the areas of retirement, health and ageing, superannuation and taxation.

The information is provided by email.

## 6) ACPSRO

SCOA Australia is a member of the Australian Council of Public Sector Retiree Organisations. SCOA is generally represented on the ACPSRO Board by the President. Following the resignation of Annette Barbetti in January 2018, with the new President residing in Western Australia, it became apparent that alternative arrangements had to be made for SCOA to continue to have a presence at ACPSRO.

In March 2018, former President of the former Superannuated Commonwealth Officers' Association (Federal Council), John Coleman, who is also the Vice President of ACPSRO, was engaged by SCOA to represent SCOA at ACPSRO's regular Board meetings and report to SCOA Australia on a quarterly basis.

## 7) Members

The decline in membership has continued at a level which was expected.

The annual renewal invoice was sent to all members with the November 2017 issue of SuperTime. As usual, SCOA saw a large number of renewals flowing in before Christmas, tapering off in early January 2018. A reminder letter was sent to some 1,500 members in early April 2018, followed up during May and June by personal phone calls to those who still had not renewed their membership.

At the end of June, total membership stood at 6,971, a reduction of 678 members, or 8.9%, during the period<sup>1</sup>.

The following charts show the total membership, members by category, and members by State and Territory as at 30 June 2018.

All jurisdictions experienced drops in memberships, except in Western Australia which increased by one member.

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<sup>1</sup> The figures exclude members who have not renewed their membership since 2016 but nevertheless are still listed as "active" in the database, some 300. The figure also include 371 members who have not yet renewed their membership; some are still expected to.

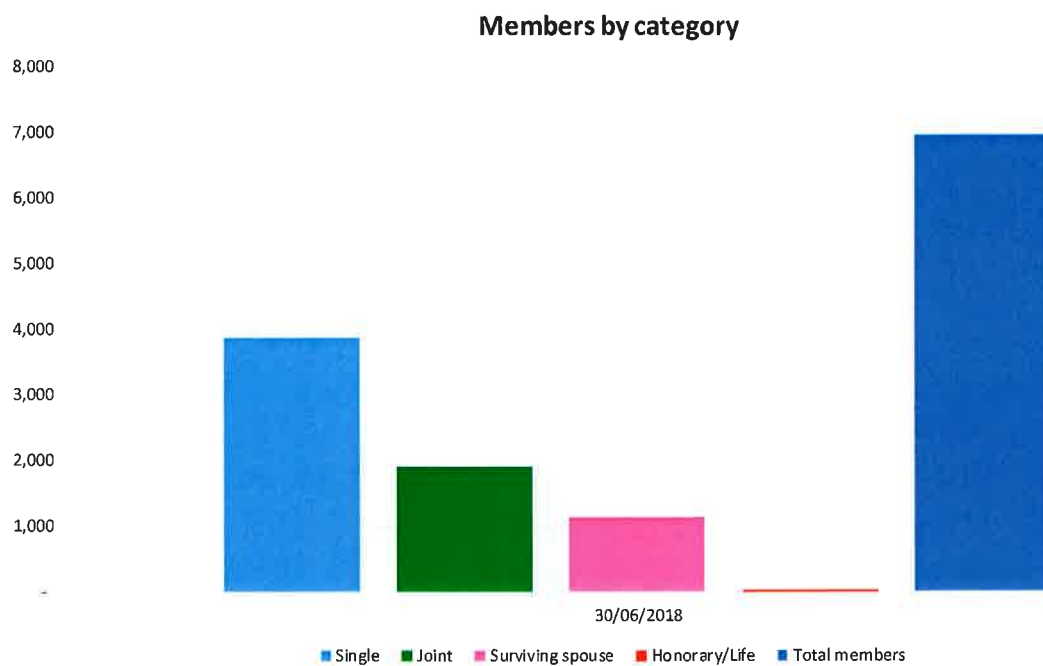


There are no significant changes in the distribution across categories and geographical jurisdictions.

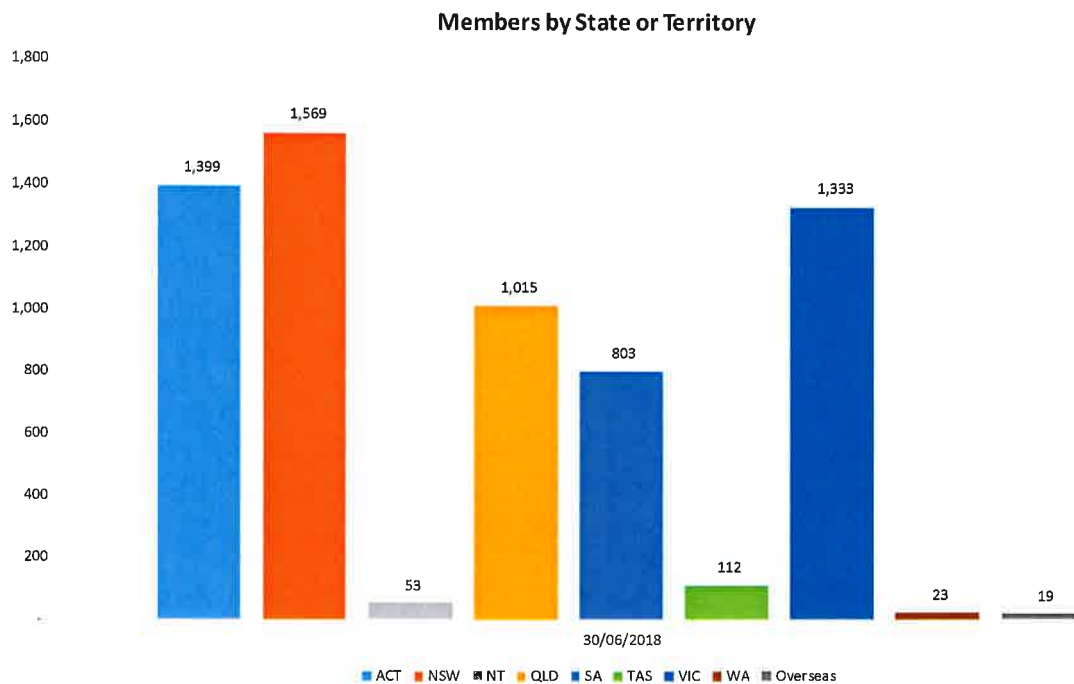
**Chart 1 – Total membership**



**Chart 2 – Members by category (number of records in each category)**



**Chart 3 – Members by State and Territory (number of records)**



## 8) Recruitment campaign

The ACT local committee is the only jurisdiction that continues to be actively engaged in member recruitment events. A formal program has been developed which sees members of the local ACT committee attending stalls at shopping centres across ACT every fortnight (except during the winter months) as well as at Seniors Expo and other special exhibitions. The results are not overwhelming although a few members have joined SCOA as a result.

At the national level, in February 2018, National Committee agreed to conduct a recruitment campaign by email through the PS News Online platform. An email was sent to nearly 50,000 current federal and state government employees in Northern Territory, Queensland, Tasmania and Western Australia with information about SCOA Australia and a link to SCOA's website for more information.

The cost of the campaign was some \$5,000 after a 50% discount. It was a spectacular failure with an estimated 3 new members joining SCOA as a result.

A follow up email was sent to a further 15,000 potential members in South Australia and the Northern Territory in early June 2018. At the time of preparing this report, no new members had joined as a result of that campaign.<sup>2</sup>

<sup>2</sup> National Committee has subsequently decided not to engage in similar costly recruitment campaigns in future.

## **9) Member benefits**

### **a) SuperTime**

The quarterly newsletter, in conjunction with the website, is the face of SCOA Australia.

Following the creation of SCOA Australia and the introduction of the blue/green name and logo, as well as the revamp of the website, the newsletter and all other publication material has also been given a facelift so that the logo and colour scheme now run through all material.

SCOA regularly receives very positive feedback from members who express their appreciation for the work that goes into producing the newsletter and the quality of the information.

### **b) The Bereavement Book**

The sale of the Bereavement Book has continued during the relevant period. SCOA Australia members can receive the publication free of charge although they are asked to contribute \$5 towards postage. Non-members can purchase the booklet at the cost of \$15 including postage.

The continued demand for the publication is attributed foremost to the effect of the ongoing promotion by the Commonwealth Superannuation Corporation of the publication and SCOA.

### **c) Union Shopper**

SCOA Australia continues to offer members access to the Union Shopper discounts. It is not known how much business SCOA members generate, however it is believed to be a modest amount.

### **d) SCOA Qantas Club corporate scheme**

SCOA Australia continues to offer members access to significantly reduced cost of joining the Qantas Club or renew their membership via the SCOA Qantas Club corporate scheme. The scheme is administered by Alan Raftery.

### **e) SCOA Australia on Facebook**

SCOA Australia has a page on Facebook. The page is monitored continuously to ensure that any discussion is conducted at a civilised level and that only relevant (i.e. non-political) material is posted.

A member of the former ACT Branch, Bruce Pittard, is assisting in this task, and in collaboration with the Executive Officer, is constantly scouring feeds and posts from other groups and pages to identify relevant material, and inviting people to Like the page and to promote or boost posts.

Its effect, if any, will be reviewed by SCOA Australia's National Committee at its meeting in September 2018.

The page is at <https://www.facebook.com/scoaaustralia/>.

## **10) Financial arrangements**

### **a) General arrangements**

SCOA Australia's main source of income is annual membership fees.

The association has two bank accounts with the St George Bank; an Everyday Account and a Business Saver Account. The latter holds funds in reserve. Funds are transferred to the Everyday Account as needed.

Following the resignation of the President, new arrangements were made regarding access to and authority to operate the bank accounts. For practical reasons, with the new President residing in Western Australia, the Treasurer, Tom Dent, the Office Manager, Arlene Wilkinson and the Executive Officer (ex officio Committee Secretary), Anne Willenborg, are authorised to operate both accounts.

Tom Dent and Anne Willenborg and new Vice President John Blount (who resides in Canberra) are authorized to approve expenses. A procedure is in place requiring two separate signatures to approve the expense and make the payment.

SCOA Australia also has a contract with St George Merchant Bank to allow members to make payments by credit card (MasterCard and VISA only). Approximately one third of members use this form of payment, although this is on the rise. The remainder use BPAY, cheques or direct deposit.

## **11) Financial statements 2017/18**

The 2017/18 financial year was the first full operational accounting year of SCOA Australia representing a unified Australia-wide national organisation, following the closure of all the state branches over a period of several years. However, no meaningful comparisons of the 2017/18 results can be made with those of previous years due to different organisational structures, large scale transfers of funds from former branches, closure of Federal Council etc.

### **a) Revenue**

Total revenue for 2017/18 was \$266,815, of which annual membership fees were \$252,609 (94.6%); the level of annual membership fees received was disappointing but not unexpected due to recent historical trends. The balance of income of \$14,206 was represented mainly by member donations (\$9,380) and interest (\$2,041).

### **b) Expenditure**

Total expenses for 2017/18 totaled \$277,954; the major expense items recorded a total of \$255,612 (salaries and honoraria, newsletter and national and interstate meetings, National Office operations and accounting expenses), leaving sundry items covering the balance of expenditure of \$22,342.

### **c) Summary**

It was always going to be challenging to predict revenue and expenses for 2017/18 as it was a completely different organisation from the previous years.

In summary, the trading loss of \$11,139 after adjusting for the “one off” items and new initiatives added during the year of around \$14,000, would have, in my opinion, possibly produced a small surplus, which I consider an accurate representation of trading activity for the 2017/18 financial year. It is a good result considering the many significant financial issues that arose during the year.

The perennial problem is the significant continuing annual membership loss, which adversely affects annual income earned by SCOA Australia each year. It is quite possible that this problem will come to a head in 2018/19 and could lead to SCOA Australia ceasing as an organisation in that year.

#### **d) Auditor’s report**

A full audit of all financial information was conducted on 20 August 2018.

The audited financial statements and auditor’s report are attached (Attachment E).

### **12) Contact SCOA Australia**

#### **a) Postal address**

SCOA Australia Incorporated  
PO Box 107  
MAWSON ACT 2607

#### **b) Phone contact**

SCOA Australia National Office can be contacted by phone 02 6286 7977. In February 2018, the existing telephone arrangements were upgraded and all phones and email communications now run via the National Broadband Network.

#### **c) SCOA Australia emails**

The following emails are currently in use:

##### **National Office**

Anne Willenborg, Executive Officer  
Arlene Wilkinson, Office Manager  
Shelley O’Neill, Admin Officer  
SCOA Australia member inquiries

[executive@scoa.asn.au](mailto:executive@scoa.asn.au)  
[nationaloffice@scoa.asn.au](mailto:nationaloffice@scoa.asn.au)  
[scoadmin@scoa.asn.au](mailto:scoadmin@scoa.asn.au)  
[scoaustralia@scoa.asn.au](mailto:scoaustralia@scoa.asn.au)

##### **National Committee**

Members of the National Committee have been given unique email addresses as follows:

Peter Illidge, President	<a href="mailto:president@scoa.asn.au">president@scoa.asn.au</a>
John Blount, Vice President	<a href="mailto:vicepresident@scoa.asn.au">vicepresident@scoa.asn.au</a>
Tom Dent, Treasurer	<a href="mailto:treasurer@scoa.asn.au">treasurer@scoa.asn.au</a>
Anne Willenborg, Ex Officio Secretary	<a href="mailto:executive@scoa.asn.au">executive@scoa.asn.au</a>
Barry Schafer, Member	<a href="mailto:barry.schafer@scoa.asn.au">barry.schafer@scoa.asn.au</a>

Bob Steins, Member	<a href="mailto:bob.steins@scoa.asn.au">bob.steins@scoa.asn.au</a>
George Szylkarski, Member	<a href="mailto:george.szylkarski@scoa.asn.au">george.szylkarski@scoa.asn.au</a>
James Vandenberg, Member	<a href="mailto:James.vandenberg@scoa.asn.au">James.vandenberg@scoa.asn.au</a>
John Blount, Member	<a href="mailto:john.blount@scoa.asn.au">john.blount@scoa.asn.au</a>

### Local committees

Unique email accounts have also been created for SCOA Australia local committees as follows:

ACT local committee (John Blount)	<a href="mailto:scoa.act@scoa.asn.au">scoa.act@scoa.asn.au</a>
NSW local committee (Terry Fawl)	<a href="mailto:scoa.nsw@scoa.asn.au">scoa.nsw@scoa.asn.au</a>
QLD local committee (George Szylkarski)	<a href="mailto:scoa.qld@scoa.asn.au">scoa.qld@scoa.asn.au</a>
SA local committee (James Vandenberg)	<a href="mailto:scoa.sa@scoa.asn.au">scoa.sa@scoa.asn.au</a>
TAS local committee (Colin van den Hoff)	<a href="mailto:scoa.tas@scoa.asn.au">scoa.tas@scoa.asn.au</a>
VIC local committee (John Barrett)	<a href="mailto:scoa.vic@scoa.asn.au">scoa.vic@scoa.asn.au</a>
WA local committee (Peter Illidge)	<a href="mailto:scoa.wa@scoa.asn.au">scoa.wa@scoa.asn.au</a>

### Additional SCOA specific emails

National Committee member, Bob Steins, is responsible for all Comcare matters. A dedicated Comcare email account has been created for this purpose at [comcare@scoa.asn.au](mailto:comcare@scoa.asn.au)

Alan Raftery is responsible for all Qantas Club matters. A dedicated Qantas Club email account has been created for this purpose at [qantas@scoa.asn.au](mailto:qantas@scoa.asn.au)

### Lync accounts

SCOA Australia has implemented the use of the Lync video conferencing platform when holding National Committee or National Executive meetings. Each member of the National Committee and all local committee representatives use their own unique email accounts (as shown above) to log into the Lync platform.

## 13) Website

SCOA website is at [www.scoa.asn.au/scoa/australia](http://www.scoa.asn.au/scoa/australia)

It is maintained by the Executive Officer.

The Australian Council of Public Sector Retiree Organisations (ACPSRO) has a page on SCOA's website at <http://www.scoa.asn.au/acpsro/>. It is also maintained by the Executive Officer at the direction of the National President of ACPSRO.

## 14) Summary

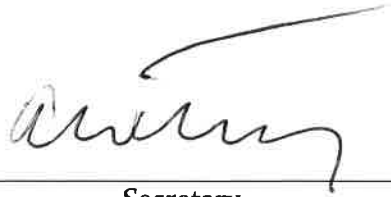
This was the first full financial year of SCOA Australia operating as a national body. Through the government liaison program, as well as the engagement of professional service providers, SCOA is on the path to enhance its profile and be recognised as a professional organisation operating at the national level. Feedback from members suggest that they support SCOA's direction and renewed push to achieve better retirement outcomes for CSS and PSS pensioners.

The question remains, however, how much longer the organisation can remain viable. It is expected that the drop in membership will increase as members get older and many die. With a basic amount of funds is required to keep the organisation operating (even at the existing level), it may be only a question of time before a decision must be made to wind up the organisation.



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Acting President  
12 September 2018



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Secretary  
12 September 2018