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**Corporate Plan 2023-24, 2024-25, 2025-2026**

**Message from the Chair**

I am excited to present the 2024–25 and future years Australian Naval Association of Australia, Victorian Section Corporate Plan.

This corporate plan, for the period 2023-24 through to 2026, is an important document that will assist the Section with continually monitoring finances and liabilities, to identify opportunities, and control our internal systems and structures. Corporate planning is important for other reasons, and these are: long-term goal setting, provides a focus, delivers better decisions, can be a measure of success, saves money, sets a strategy, delivers planning the operations and provides importantly a monitoring and control mechanism. The Plan sets out our purposes, activities, and vision. Importantly, it details how we will measure our performance.

Measures are set to ensure the Naval Association of Australia (NAA) National Council, and our Sub-sections understand our purpose, our functions, our strategic priorities, and role.

The performance measures have been updated to better reflect what we do. New measures have been added to capture the breadth of the work we undertake to achieve our purposes, and for existing measures, we have been more specific about how we will hold ourselves accountable.

Clearly defined measures are critical to demonstrate our impact and worth to the NAA National Council and the results we expect to achieve. The rationale for the changes is explained in the plan – essentially, these changes will enable us to track our performance with more clarity, nuance (a subtle difference in or shade of meaning, expression, or sound), and detail.

Expenditure have also increased, and volunteer numbers have continued to grow at a frustratingly slow rate across the Sub-sections. Advice from the ACNC indicates that the operating environment for NFP has changed and has become increasingly volatile. The Victorian Section’s work, and that of the Victorian Sub-sections, is affected by local and global events – including cost-of-living pressures that affect demand and the business-as-usual costs to meet NAA objectives.

Global challenges, now recognised, include attacks that test cybersecurity capability. Why is cybersecurity important? Answer, we use, hold, and share sensitive personal information about our members to achieve results. There is the cumulative impact of regulatory reform, by Federal Government, on NFP such as the Victorian Section and two Victorian incorporated Sub-sections. These include changes to privacy obligations and financial reporting obligations, as well as the new requirement for NFP to report to the Australian Charities Not-for-profit Commission (ACNC) on transactions with related parties. [[1]](#endnote-1)

The Victorian Section and Sub-sections have many of the same obligations as other organisations and businesses but often fewer resources. We operate on minimal revenue raised traditionally from membership annual membership fees, fundraising, Grants both Federal and State, and donations. Like many NFP we operate without paid staff.

This corporate plan covers the reporting periods of 2023–24 to 2025–26 and outlines how the Victorian Section will measure and assess our performance. The plan encapsulates our commitment to you the members to ensure confidence, to help the Executive and the Council stay on track, to enhance the collation and sharing information and data.

In late 2023 early 2023 the Victorian Section Incorporated was re-registered with the ACNC after an extended period of de-registration as a double defaulter. Why was the Victorian Section de-registered? Answer, mandatory reporting required by the ACNC for NFP was not completed. The corporate world evolves continuously, and it follows that internal processes must change to maintain currency, and to satisfy compliance and reporting requirements. No longer can we afford to operate in the manner of years passed.

This plan will address our purpose and key activities, reiterate our vision, our mission, and strategic priorities how performance is measured, the operating context, capability, governance and resource management, risk management, co-operation and engagement, stakeholders

**Yours aye**

**Graham G. Thomas**

Chair Naval Association of Australia, Victorian Section Inc

**PURPOSES AND KEY ACTIVITIES**

The Victorian Section is established under the Australian Naval Association of Australia and has ten Sub-sections. The NAA’s origin was the Ex-Naval men’s Association, and was inaugurated in May 1920, and then changed its name to the Naval Association of Australia in 1960.

The functions and powers of the National Council, the State Sections and Sub-sections are set out in the Naval Association of Australia Constitution, its By-laws, Section Regulations and Sub-section Guidelines. The NAA Constitution was adopted in 2006 and available on the NAA Website: https://navalassoc.org.au

The mission of the NAA is to provide care and camaraderie to the naval community and, to commemorate those who have and are serving at sea and ashore in peace and in war while supporting the ANC and conducting activities in the community.

**The NAA Vision:** To share ‘Naval Fellowship’ with all who share our aspirations and ideals.

To achieve the purposes, the Association will:

a. assist, co-operate with and promote interest in the Royal Australian Navy

b. assist and support the Australian Naval Cadet (ANC)

e. provides for the entertainment of visiting Naval personnel

d. encourages the social, intellectual, and general well-being plus advancement of members

e. print, publish and circulate such books, magazines and papers as may be considered necessary or desirable to advance the objectives of the Association

f. encourages members to participate in commemorative activities that recognise the legacy of those who have served in the Navy at sea and ashore in both peace making and peace keeping capacities.

**VICTORIAN SECTION PURPOSE**

**Purpose 1: Provide support and care**

**Purpose 4: Commemorate**

**Service**

Purpose 2: Provide opportunities for c**amaraderie**

**Purpose 3: Community Engagement:** Unite and develop comradeship and promote and assist activities in the wider Naval community to improve the health and wellbeing of that community.

Purpose 5: Support Australian Navy Cadets Units

**VICTORIAN SECTION VISION**

An optimistic environment that inspires confidence and respect through positive change that enriches and contributes to member's health and well-being

**VICTORIAN SECTION MISSION**

Support the health of the Section and Sub-sections

Promote confidence in the Section

Help Sub-sections understand their obligations

**Victorian Section Strategic Priorities 1-4 inclusive**

The Victorian Section will measure performance against **four** strategic priorities AKA (organizational values or initiatives foremost amongst a list of other strategic tasks) that help achieve our purposes.

Priority 2.

Organisational capacity, described as using all resources

Priority 3.

Use information & resources to maximum effect

Priority 1. Supporting Sub-sections & building capability

Priority 4.

Organisational capability, described as ability, power, the condition of being capable

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| **Key Activities and How They Relate To Our Purpose** |  |  |  |
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| **Key activities and how they relate to our purposes** | **Relevant Purpose** | **Relevant strategic priorities** | **Associated performance measure** |
| Maintain the Section’s web portal information, links, and tools to meet ongoing compliance, legal requirements, and act on identified problems | 1-5 inclusive | 1 | 1.1, 1.2, 1.3, 1.4, 1.5 |
| Ensure the section has holistic resources to fulfill our purposes | 1-5 inclusive | 1-4 inclusive | 2.1, 2.2, 2.3,  |
| Manage and resource Section attendance at Commemoration services  | 2,3, and 4 | 1-4 inclusive | 4.1 |
| Maintain effective governance of section financial affairs | 1-5 inclusive | 1-4 inclusive |  |
| Co-ordinate and disseminate information and data to identify risks, insights, and trends. Provide targeted guidance. | 1,2,3,4 and 5  | 1-4 inclusive | 3.1, 3.2, 3.3 and 3.4 |
| Increase understanding, enhance trust and confidence at the National Council interface | 1-5 inclusive | 1-4 inclusive | 3.1, 3.2, 3.3 and 3.4 |
| Promote a shared purpose where people belong, are supported, are connected, and aspire to continuous improvement | 1-5 inclusive | 1-4 inclusive | 4.1 |
| Equip our people with critical knowledge, tools, systems, and processes to achieve | 2,3, 4 and 5 | 2,3, and 4 | 4.1 |

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OPERATING CONTEXT

**Environment**

The Victorian Section is responsible for conducting the day-to-day operations of the Section on behalf of its members as well as maintaining its registration as a Not-for-Profit and compliance framework.

We publish and distribute information to help the membership, and office bearers understand the Naval Association of Australia’s governance and compliance requirements, understand the Veteran sector, and legislation surrounding veteran entitlements while understanding our ACNC and CA-V reporting requirements.

We will work with Sub-sections that fail to comply with their obligations in line with our NAA Constitution as we know many want or are trying to do the right thing. The Section will act swiftly, firmly and with sensitivity, where vulnerable people or significant assets are at risk, where there is evidence of serious mismanagement or misappropriation, or if there is a serious or deliberate breach of the NAA Constitution, its By-laws, and Guidelines or the ACNC Act.

There are issues that can affect the Victorian Section’s ability to achieve its purposes. Some of these issues include:

* **Implementation of government reforms and initiatives:** The Victorian Section will be affected by a range of Australian Government initiatives set by the ACNC. This includes planned reforms to secrecy provisions and the requirement to report related party transaction information from the 2023 Annual Information Statement onward. Reforms may have different impacts on the Victorian Section based on our size, our subtype, our beneficiaries, and activities.

The Section is committed to implementing necessary mandated changes in a way that promotes trust and minimises unnecessary burden.

The Section is committed to having an organisation that is agile, dynamic, and resilient – we will achieve this by maintaining accurate and fit-for-purpose plans.

To achieve our purposes and support for the Victorian Section Sub-sections, what is important is to consider current issues facing the Section as a whole. Some of these issues include:

* **Cost-of-living pressures:** We are not immune to increases in the costs of goods and services, which place strains on our income, expenses, and operations. These pressures may also make it more challenging for people to volunteer with Sub-sections and the Section. Donations may decrease due to donors experiencing their own financial pressures and can coincide with Not-for-profits themselves experiencing increased costs to deliver their services. These challenges can be exacerbated by a simultaneous increase in demand among veterans experiencing vulnerability, who turn to us for help when impacted by cost-of-living pressures.
* **Global issues:** Societal and economic issues will impact the Section’s capacity to deliver on our purposes, for example, **cybersecurity and privacy risks** – as well as the cost of protecting data and information – can present challenges, particularly for the small volunteer‑run organisations like the Victorian Section.
* **The cumulative impact of regulatory reform and initiatives on NFP:**

The NFP sector is impacted by concurrent regulatory reforms that occur across state, territory, and federal governments, for example, the introduction of Director Identification required for Board members of Incorporated organisations, reforms by the Australian Accounting Standards Board, changes to the privacy and cybersecurity legislation and changes to incorporated association and fundraising legislation.

**Capability (enabling functions)**

To support achievement of our purposes, these key areas of capability apply:

**Information Technology (IT) and data analysis**

The NAA is not a digital-by-default organisation with systems that enable us to manage interactions online via a sophisticated the portal. We share NAA data via unsecure processes.

The Section is committed to ensuring that our future IT architecture is current, modern and fit-for-purpose. This supports strategic decision making through governance of information and data analytics.

**Governance and resource management**

Our governance and resource management deliver corporate governance, finance and people and culture functions. We prioritise maximising the use of our resources when planning key activities and projects.

We are committed to our working from home arrangements - WHS, our diversity, and inclusion as well as other strategic initiatives, with a key focus on investing in our office bearer’s capability and volunteer wellbeing.

**Policy**

The NAA Victorian Section Sub-sections provide advice to support our strategic decision making on a range of matters. The Victorian Council may also manipulate the Section’s response to NAA Constitutional proposed changes, policy submissions and Federal and State legislative proposals.

**Risk management**

Understanding and managing risk ensures that we achieve our purposes and strategic priorities. We use a risk management framework to effectively manage our risk in areas such as, IT, home office, event management, finance, security, membership, welfare, and compliance. This supports a safe workplace, good corporate governance and helps decision making.

The Section is:

* willing to accept higher levels of risk where there is a clear opportunity to realise benefits and where risks can be controlled to acceptable levels
* less willing to accept risk where it is not clear that benefits will be realised or where risks are unable to be controlled to acceptable levels.

Enterprise risks (defined as, a methodology that looks at risk management from an entire organisational perspective) that affect our ability to achieve our vision and purposes are listed below, along with the strategies to control through mitigation(s) these risks within acceptable levels.

**Hazard Risk**

**Governance – Purpose** Operational turmoil, Unintended adverse consequences, to members and Fraud. **End**.

**Governance – Accountability** Reputational damage, Loss of NFP status, Loss of member empowerment. **End**.

**Governance – Compliance** Non-compliance with Regulators, Loss of NFP status. **End**.

**Governance – Suitability** Loss of NFP status, Reputational damage. **End**

**Governance – Duties** Loss of NFP status, Reputational damage, Non-compliance with Regulators. **End**.

**Governance – Confidence** Loss of NFP status, Reputational damage. **End**

**Governance – Record Keeping** Loss of NFP status, Reputational damage. **End**.

**Governance - Reporting** Loss of NFP status, Reputational damage. **End**.

**Hazard Risk**

**Governance – Notification** Loss of NFP status**,** Reputational damage. **End**.

**IT -** Lack of physical measures Failure of NAA website/internet

Delayed key information exchange

Corruption/infiltration of IT systems

Non-compliance to constitution

Non-cohesive Management Team

Resignation of Management team members

Data spill

Administrative errors Data spill of member data

Hardware and software failure

Human error

Spam

Viruses

Ransomware

natural disasters - fire, flood

Weak Passwords

Insider threats

Phishing attacks

Bring your own device Malicious attacks

Lack of security monitoring,

control and remediation

Work from home Musculoskeletal disorders

 Poor mental health

Event Management

No awareness of emergency Injury and or death

Procedures

Inadequate response Illness or injury that may require medical intervention

No adherence to food safety plan Cross contamination of food

 Allergic reaction or anaphylaxis

Injury during outdoor pursuits Injury or death

Inadequate risk management Injury

Unsafe manual handling Injury

Unsafe areas of work Injury. **End.**

**Finance**

Poor financial management Non-compliance with the NAA Constitution, by-laws, and Sub-section Guidelines

Ineffective control of funds

Fraud

Insolvency

Reputational damage

Loss of monetary assets

Deviation from approved annual budget <5%

Deviation from approved annual budget 5%-10%

Deviation from approved annual budget 10%-15%

Deviation from approved annual budget 15%-20%

Deviation from approved annual budget >20%

Corruption of NAA banking system by a third party - Scam

Loss of Access to Govt. Grants. **End.**

**Security**

Non-compliance with the NAA

Constitution, By-laws and

Sub-section Guidelines Inconsistency of approach

Adverse media coverage Reputational damage

Unauthorised access to member's

personal information Fraud resulting from a spill of member personal information

Lack of appropriate security

containers C, and B Class containers Fraud resulting from a spill of member personal information

Lack of appropriate cash safe Loss of monetary assets

Lack of appropriate key press Loss of assets

Failure of the NAA webpage Delayed and or no access to the NAA Dashboard

Corruption of the NAA webpage Delayed and or no access to the NAA Dashboard

Infiltration of the NAA webpage Delayed and or no access to the NAA Dashboard

Access by unauthorised personnel Loss of physical assets

 Loss of monetary assets

 Loss of memorabilia

 Damage

Business as usual interruption Lack of timely reporting to National Council, State Council, State and Federal Regulators

Regulatory non-compliance Warning/Suspension/Sanction. **End.**

**Membership**

Lack of recruitment Sub-sections fall below the mandated number of eight members per Sub-section to remain viable

A reduced influence at ESORT

Reduction in services provided to provide care and support to the veteran and family

Low ratio of financial members Reduced income to Sub-section, Section and National Council

Retention of members Sub-sections fall below the mandated number of eight members per Sub-section to remain viable as a Sub-section - closure

Transfer of members to another Sub-section

Insolvency

Reputational damage. **End**.

**Welfare**

No quality assessment Reputational damage: loss of confidence

Unintended adverse consequences to the member

and reporting

Low numbers of trained advocates Unintended adverse consequences to the member

Reputational damage: loss of confidence

Greater waiting periods for DVA intervention

No structure to encourage advocacy Unintended adverse consequences to the member

Reputational damage: loss of confidence. **End.**

**Mitigation.** All mitigations are recorded in the Victorian Section Risk Register[**here**](https://navalassoc.org.au/sites/default/files/NAA%20WHS_Handy%20Billy%20V2.00%20as%20at%2016%20March%202023_0.doc)**.**

**COOPERATION AND ENGAGEMENT**

The Victorian Section delivers on its vision and purposes with the cooperation of key stakeholders. Cooperation with these organisations helps us ensure we are a better practice organisation.

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| Icon of a government building | Icon of a hand using a tablet | Icon of speech bubbles | Icon of a computer |
| **Government** | **Users of NAA data** | **Consultation and advisory forums** | **Other regulators for Not-for-profits** |
| Includes:Australian Taxation OfficeState government agencies | Includes:* NMR
* Section Executive
* Section Council and Victorian Sub-section authorised people.
* ACNC
* VA-Vic
 | * Section Council
* National Council
* DVA – Vic
* ESO
 | * ACCC
* Ministerial Council of Consumer Affairs
 |
| **Key stakeholder** | **How we work together** |
| **Government** | We collaborate with government, through the NAA National Council, to provide advice of reform in the veteran space. We have a relationship with the Australian Taxation Office (ATO).  |
| **Users of NAA data/information** | The NAA webpage and Dashboard are key means of promoting trust and confidence. We publish guidance and Section data to help Sub-sections and Responsible Persons to understand the business of the Section.  |
| **Consultation and advisory forums** | We collaborate with the National Council and Sub-sections to support continuous improvement.As part of this commitment, we have our own Performance, Audit and Risk Committee: The Section Executive! |
| **Other regulators for Not-for-profits** | We share data with other regulators as a mechanism to reduce the risk of deregistration. We also consult with those regulators, which helps us to better understand the environment in which Not-for-profits operate.  |

**GOVERNANCE AND ACCOUNTABILITY**

**Accountable Authority**

The Victorian Executive, and Council sets the direction and priorities of the Victorian Section, determines how resources will be allocated and produces the Corporate Plan and Annual Report to members at the Annual General Meeting.

**NAA Victorian Section Board**

The NAA Victorian Section Board consists of members elected by Council delegates and Sub-section members. The Board advises the National Council and provides valuable insights into the veteran sector.

The Victorian Section has four strategic priorities:

* **Strategic Priority 1:** Supporting Sub-sections and building capability
* **Strategic Priority 2:** Organisational capacity
* **Strategic Priority 3:** Using information and data to maximum effect
* **Strategic Priority 4:** Organisational capability

**Strategic Priority 1:** **Supporting Sub-sections and building capability.**

Supporting Sub-sections and their members, and building capability, in support of the Section’s purpose, is what we do. Supporting Sub-sections and building capability helps the Victorian Section to meet each of our two purposes:

1. The Section’s information, tools and administrative resources are available on our website. The Section’s webpage includes links to the ACNC webpage for details of NFP. To stay on the ACNC Register, the Section needs to meet ongoing obligations. The ACNC emblem (used to identify registered NFPs) helps to **protect and enhance trust and confidence in the Section**.
2. The public can use the ACNCs Charity Register to find the Victorian Section, NFP to donate to or volunteer with. The ACNC Charity Register can be used to find aligned or NFP to work with.
3. The ACNC makes it easy for NFP to provide information via the ACNC Charity Portal and for government agencies to receive charity information from the ACNC. This helps to **reduce unnecessary regulatory burden** in the Section.

Our performance measures are focused on having a Section and Sub-sections that are building capability.

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|  | **Target** |
| **Performance measure** | **2023-24** | **2024-25** | **2025-26** |  |
| **1.1** Number of new eligible full members and Club members registered by each Sub-section.  | Establish baseline | At or above previous year’s result | At or above previous year’s result |  |
| **1.2** Annual Regulator Reporting submitted by the due date | 100% | 100% | 100% |  |
| **1.3** Number of Section self-assessments that result in regulatory advice | Establish baseline | At or above previous year’s result | At or above previous year’s result |  |
| **1.4 Number** of Donor Gift Recipients (DGR) endorsed | 1 recipient of DGR endorsed  | 1 recipient of DGR endorsed  | 1 recipient of DGR endorsed  |  |
| **1.5** Percentage of time the Section webpage is available (excluding scheduled maintenance) | 100% | 100% | 100% |  |

**Strategic Priority 2: Organisational capacity**

We support Victorian Sub-sections to understand their obligations. We publish guidance to help Victorian Sub-sections and their members better understand the work of Section.

Supporting Victorian Sub-sections and building capability helps the Victorian Section to meet each of our three purposes:

1. We offer multi-channel support, (verbal, written and email, forum) to Victorian Sub-sections, and other stakeholders which helps to **enhance trust and confidence in the Section**.
2. We provide support to build capability in the Sub-sections and improve governance. This will help to **sustain and support a robust, innovative, vibrant, and independent Section**.
3. We **minimise unnecessary administrative burden** by publishing clear guidance and designing forms that are easy to complete and submit.

Our performance measures are focused on supporting Victorian Sub-sections and ensuring that our forms are easy to use.

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|  | **Target** |
| **Performance measure** | **2023–24** | **2024–25** | **2025–26** |  |
| **2.1** Percentage of users that find our guidance useful | Establish baseline | At or above previous year’s results | At or above previous year’s results |  |
| **2.2** Percentage of correspondence responded to within seven business days of receiving all information necessary to respond | At or above 95% | At or above 95% | At or above 95% |  |
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| **2.3** Percentage of Section Executive and Council delegates that gained new knowledge or skills after completing a Governing Not-for-profits online learning program module | Establish baseline | At or above previous year’s results | At or above previous year’s results |  |
| **2.4** Percentage of users that find the online NAA Dashboard information easy to use | NA | Establish baseline | At or above previous year’s results |  |
| **2.5** Percentage of applicants that find the online membership form easy to use | NA | Establish baseline | At or above previous year’s results |  |

**Strategic Priority 3: Using our data to maximum effect**

We hold a large amount of data on NAA members. We are committed to securely sharing NAA data and insights with the ACNC, the CA-Vic.

We use our data to meet each of these purposes:

1. We aim to increase understanding of the Section through our dashboard, **enhancing trust and confidence in the National Council.**
2. We use our data to identify risks, insights, and trends. Our data helps develop targeted guidance for the Section and shape our responses about changes to legislation. This contributes to **supporting and sustaining a robust, independent, vibrant, and innovative Section**.

Performance measures are focused on how we share our data, how often we share our data and whether our data helps to shape government policy.

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|  | **Target** |
| **Performance measure** | **2023–24** | **2024–25** | **2025–26** |  |
| **3.1** Percentage of regulatory reports delivered on-time | Establish baseline | At or above previous year’s result | At or above previous year’s result |  |
| **3.2** Visits to the Sections webpage | Establish baseline | At or above previous year’s result | At or above previous year’s result |  |
| **3.3** Percentage of Section datasets (Section finance reports, Auditor’s report, Sub-section reports, Membership reports, WHS report) that are updated quarterly | 100% | 100% | 100% |  |
| **3.4** Effectiveness of the Section in influencing the National Council.  | Endorsement received from all Sub-sections | Endorsement received from all Sub-sections | Endorsement received from all Sub-sections |  |

**Strategic Priority 4:** Organisational capability

To achieve our purposes, we need an engaged and capable volunteer workforce that comes together as ‘One Section’. We promote a shared purpose where people belong, are supported, and connected, and aspire to continuously evolve and improve.

The Section will strive to equip our volunteers with the critical underpinning knowledge, tools, systems and processes they need to achieve our strategic priorities effectively and efficiently.

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|  | **Target** |
| **Performance measure** | **2023–24** | **2024–25** | **2025–26** |  |
| **4.1** Level of volunteer engagement | Establish baseline | At or above previous year’s result | At or above previous year’s result |  |

As a contemporary organisation, we are committed to ongoing improvement. To ensure we continue to achieve our purposes, three principles are embedded to better practice in our key activities, performance measures and engagement.

* **Principle 1 – Continuous improvement and building trust:** The Section adopts a whole-of-system perspective, continuously improving performance, capability, and culture to build trust and confidence throughout the NAA.
* **Principle 2 – Risk based, and data driven:** The Section manage risk proportionately and maintain essential safeguards while minimising regulatory burden and leveraging data and digital technology to support those Sub-sections to comply and grow.
* **Principle 3 – Collaboration and engagement:** The Section is transparent and responsive communicators, implementing regulations in a modern and collaborative way.

| This table collates the NAA Victorian Section key activities. Operating principles that apply to each key activity are marked with a tick in the table. |  |  |  |
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| **Performance Measure** | **Continuous Improvement & building Trust** | **Risk Based and data driven** | **Collaboration & Engagement** |
| Maintaining the NAA Dashboard registering new members | ✓ | ✓ | ✓ |
| Providing advice and guidance to Sub-sections and the National Council  | ✓ | ✓ | ✓ |
| Disseminating resourcesto build capability and good governance. | ✓ | ✓ | ✓ |
| Sharing our data with the ACNC, and government | ✓ | ✓ | ✓ |
| Monitoring ourselves for compliance with legal requirements, and acting on identified concerns | ✓ | ✓ | ✓ |
| 1.1 Percentage of new eligible members registered within 14 business days of the MNR receiving all information.  | ✓ | ✓ | ✓ |
| **1.2** Percentage of reports submitted by the due date | ✓ | ✓ | ✓ |
| **1.3** In the event of an ACNC investigation, the investigation is finalised within 90 business days of ACNC receiving all information necessary to decide | ✓ | ✓ | ✓ |
| **1.7** Percentage of time the NAA Victorian Section web portal is available (excluding scheduled maintenance) | ✓ | ✓ | ✓ |
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| **2.1** Percentage of users that find our guidance useful |  |

 | ✓ | ✓ | ✓ |
| **2.2** Percentage of emails answered within four days and percentage of written correspondence responded to within seven business days of receiving all information necessary to respond | ✓ | ✓ | ✓ |
| **2.4** Percentage of Section Executives that gained new knowledge or skills after completing a Governing Not-for-profits online learning program module | ✓ | ✓ | ✓ |
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| **2.6** Percentage of new applicants that find the online registration form easy to use |  |

 | ✓ | ✓ | ✓ |
| **3.1** Percentage of datasets/reports delivered to other regulators (as part of data sharing arrangements) on‑time | ✓ | ✓ | ✓ |
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| **3.4** Effectiveness of the Victorian Section in influencing red tape reduction.  |  |

 | ✓ | ✓ | ✓ |
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| **3.2** Visits to the Victorian Section web portal  |  |

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| **4.1** Level of volunteer engagement |  |

 | ✓ | ✓ | ✓ |

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1. The term related party [transaction](https://www.investopedia.com/terms/t/transaction.asp) refers to a deal or arrangement made between two parties who are joined by a preexisting business relationship or common interest. Companies often seek business deals with parties with whom they are familiar or have a common interest. [↑](#endnote-ref-1)