

Guide for community treasurers



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Managing the money

Help from Westpac

Special offers

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Over 65 per cent of Australians belong to one or more of the 700,000 community groups that exist in this country. These organisations are absolutely vital for the development of a thriving and vibrant Australia and Our Community assists community groups to meet the challenges they face by investing its efforts in providing practical products and services. These include helping groups to find funds, members, board members and volunteers, to operate more effectively and efficiently and to source good value supplies.

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So you're the treasurer

What makes people become treasurers of community organisations? Some, like retired Victorian Dave Doyle, gravitate to the role because they're good with numbers. Others just want to 'put something back'.

Doyle's career was in financial services, so he was always the obvious candidate when a committee was looking for someone to do the books. He is currently treasurer for the Cohuna Bowling Club, but in the past helped out organisations including the East Camberwell YCW, Lions and Rotary.

One of Dave's tips is to record transactions and deal with money issues promptly. 'You think you'll remember what the money is for, but unless it's written down, you won't.'

He says that when he was given the title of Lions mint chairman - which just meant he delivered mints to doctors' rooms and businesses and collected the money left in the boxes - he was handed a bucket of money by the previous chairman, who had not recorded or banked any of the cash.

There was no way of knowing how much was collected from each place or which places weren't paying for their mints.

Of course not all treasurers have the job because they are good with numbers. Some get the role simply because no one else is willing to do the job.

This was the situation Rodney Marks faced when he took over as treasurer for the NSW branch of the National Speakers Association. A self-employed comedian, Marks was used to keeping his own

books, but he found taking on the treasurer's role daunting.

His first questions were, 'What's my job compared with the secretary's? What sort of reports do I need to prepare?'

Marks was fortunate that he could turn to the previous treasurer and the rest of the committee for help, but there aren't always skilled people available to provide the answers - which is why we've written this guide.

The guide recognises the importance that treasurers play in the lives of community groups and the influence they can have in ensuring the organisation survives and thrives. It is designed to help treasurers of community organisations of all shapes and sizes to take on the role with greater knowledge and confidence - and to help board members to understand what is required of a treasurer.

(Two example organisations are used throughout this guide. ABC is an organisation run by volunteers with no staff and XYZ has six full-time staff and one part-time.)

You're in good company

The not-for-profit sector in Australia covers over 700,000 groups, ranging from the thousands and thousands of local groups – sporting clubs, recreational associations, social welfare groups, historical societies and cultural groups through to national organisations such as the Australian Football League and Opera Australia and international organisations such as Oxfam, Greenpeace and The Salvation Army.

What they all have in common is that they don't operate to make a profit for their owners or members. This does not mean they are not financially accountable – in fact they are often accountable to more stakeholders than most businesses. Your stakeholders may include board members, staff, members, volunteers, donors and government.

Elected boards, called 'boards of management', run community organisations. They can also be called 'boards of directors', or 'committees of management', or a number of other names – but here we shall call them 'the board'. The board then appoints a chair (or president), a secretary, and a treasurer.

The treasurer is usually appointed at the annual meeting and tasked with keeping the finances healthy so the organisation can achieve its mission.

Victorian psychologist Dr John Gora says that if a group finds someone who has the ability for critical appraisal, can contribute to strategic planning and be creative about generating funds, 'then they have probably found the perfect treasurer'.

Anyone taking on the role of treasurer in a not-for-profit organisation must have – or needs to learn – a basic understanding of accounting and a working knowledge of the laws governing the organisation's operation. This may sound daunting, but most accounting is commonsense once you understand the basics – it is about money coming in, and money going out.

Some people on the board may not have well developed financial skills and you need to be able to explain your reports simply and clearly. Remember that financial terms like accrual and cash

accounting mean nothing to some people, so explain the financial jargon.

Being treasurer of a community organisation is a great honour, and a great responsibility. An active and alert treasurer can ensure their community group is able to extend its activities, resulting in greater benefits to the wider community. It's a big job – while you may be able to delegate some duties to staff and volunteers, you can't delegate the responsibility.

Role call – what’s involved in being a treasurer

The main duties of a treasurer are to oversee the financial administration of the organisation, review procedures and financial reporting, advise the board on financial strategy, and advise on fund-raising.

Let’s look at what the treasurer needs to do in each of these areas:

Financial administration

- Keep up-to-date records as well as an audit trail for all transactions (consider setting up an audit committee and appointing an external auditor)
- Protect the organisation against fraud and theft, ensuring safe custody of money, and prompt banking
- Make sure the board understands its financial obligations
- Make sure the organisation complies with tax regulations, such as GST, payroll tax and fringe benefits tax
- Review all internal processes and reporting methods at least annually

Small not-for-profit organisations don’t employ staff, so the treasurer has to do the banking, depositing cash and cheques, paying the bills and tracking income and expenditure throughout the year. You need to be on top of your finances so the organisation knows how well it is tracking against the budget and how to respond if unexpected problems arise.

In larger organisations, professional staff manage the daily transactions and record-keeping and the treasurer maintains a watching brief on the monthly accounts. Often the treasurer can share this responsibility with a finance committee which can provide a link between staff and board.

If you’re a medium-sized organisation, and either doing the books yourself or employing someone part-time, consider using an accountant once a month or every quarter to check your work. This will give you the security of knowing your procedures are working.

Whether you are using an Excel spreadsheet, software such as MYOB or Quicken or a simple paper-based book system, you will need to keep track of the money. You will need to compare actual financial performance against predicted financial performance so the board understands the state of its finances. This analysis gives the board the ability to make informed decisions about future income or expenditure.

You may have to lodge returns with authorities such as the Australian Securities and Investments Commission (ASIC), Office of Fair Trading and the Australian Tax Office (ATO). Find out what returns you have to lodge and the dates they are due.

Review procedures and financial reporting

You will need policies and procedures to protect the organisation and its people. These will include:

1. Controls on expenditure, such as who can authorise spending, upper limits before board approval is needed, and who can sign cheques.
2. Controls on income generation, including appropriate and inappropriate ways of raising money.
3. Systems for ensuring cash and chequebooks are kept securely.

You need to track:

- How much your organisation owns.
- How much money you can easily access.
- Your main sources of income.
- What you are spending money on.
- How much you owe.

You also need to be aware of any risks that may arise.

You've been elected treasurer - Now what?

Here is a checklist of all the things you need to do as soon as you get the job:

- n Check details of all bank accounts and all signatories.
- n Swap signatories straight away. Get the forms from the bank and take them to the annual meeting.
- n Check details of credit card or spending authorisations and organise for the return of outstanding chequebooks or cards.
- n Check who has the financial files and get all documents and budget information, including special events budgets and details of purchases.
- n Make sure you have a master copy of your financial procedures manual.
- n Organise for a detailed briefing from the outgoing treasurer detailing any spending commitments or incomings not included in budget papers.
- n Prepare a timeline of upcoming payments and dates when bills (insurance/rent/car) are due.
- n Once you have done your first budget statement, see if you can check with the outgoing treasurer that nothing is missing.

Advising the board on financial strategy

There is more to managing the finances than just good bookkeeping. You need to prepare reports for members, management and sponsors outlining the current financial situation, looking at possibilities for the future and drawing people's attention to tax implications, and potential risks or opportunities.

Financial accountability includes planning and budgeting. The budget will fall out of the strategic plan, so ideally a treasurer would work with the board to develop strategy and help set goals.

On the basis of the treasurer's reports, the board may have to modify the budget. Unfortunately, a blow-out in expenses is more common than an unexpected expansion in income.

If you have made an unexpected profit, you may wish to put it aside as a reserve to protect yourself against potential cash-flow problems or use the money to strengthen your current operations or programs.

Advising on fund-raising

As treasurer you may be asked to prepare funding proposals for one-off grants, grants for special projects and sponsorship.

The treasurer's duties will vary according to the organisation's size and culture, but financial management is a team responsibility. The treasurer, the chair, other members of the governing body and staff must work together to develop a budget, and monitor and evaluate financial progress.

Many organisations appoint finance committees, or sub-committees, to help the treasurer. The advantage of having a finance committee is that a group of interested and financially knowledgeable people can share the load. Another advantage is that you can co-opt experts on to the finance committee and so bring new people into your organisation. Don't spread the team too thin – people may not feel the same sense of commitment or responsibility.

Some boards also appoint an audit committee whose role is to liaise with external auditors, ensure the control systems are adequate, and examine any financial irregularities (if there's no audit committee, these duties fall on the treasurer).

The terms 'bookkeeping' and 'accounting' are often used interchangeably, but they have different meanings, and these differences are significant.

Accounting refers to the whole process of financial recording and reporting, while bookkeeping, as its name suggests, is about keeping the books – recording your income and expenditure.

Organisations have different accounting and financial reporting needs, depending on their size and the volume of their transactions. But every organisation needs some kind of bookkeeping system.

You must be able to show how much was spent and received, what it was for and who authorised it. This should be recorded using invoices, receipts, bills, cheques and other financial records. Then you need to classify your records into meaningful categories so the information can be sorted and analysed.

The chart of accounts is a list of the different type of expenses and revenue. For example, you might have an account for program fees and another for fund-raising income and expenses.

Many people find the terms 'accrual' and 'cash' accounting confusing when they first start dealing with finances.

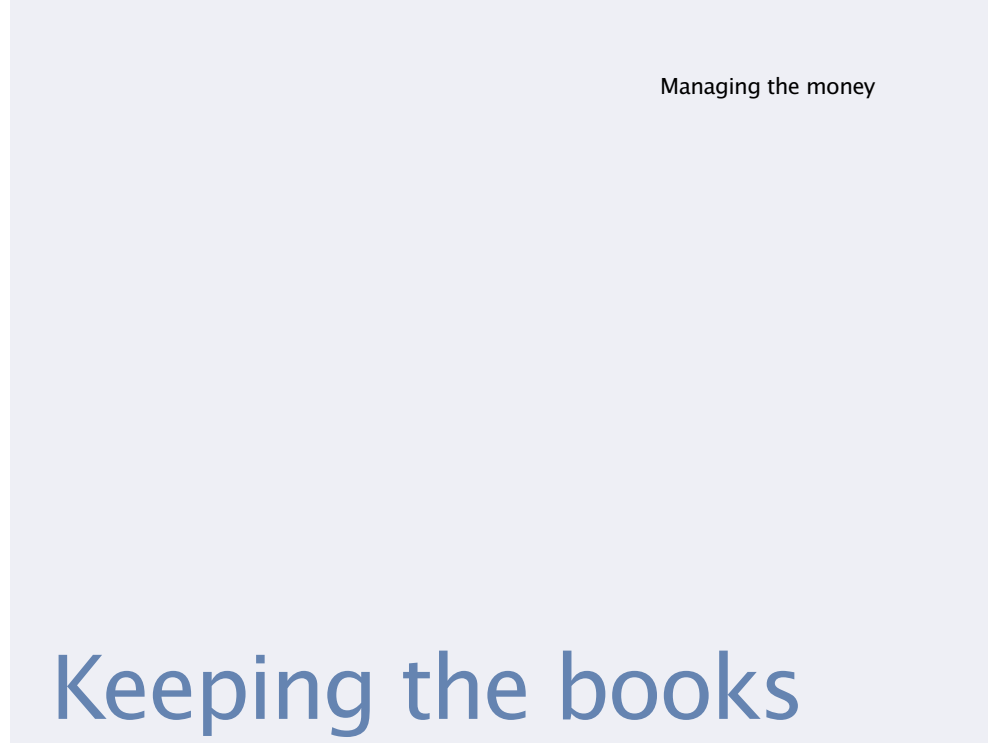
Accrual accounting

In accrual accounting, revenue is recognised when it is earned rather than when it is received, and expenses are recognised when they are incurred, rather than when they are paid. So if you buy an item using your credit card, record the date you bought the item, rather than the date you paid your credit card bill.

Cash accounting

With cash accounting, you record entries according to the date you paid someone or someone paid you. So if you invoice someone, you record the date you receive the money, rather than the date you sent the invoice. At its simplest, cash accounting uses the receipt book and bank deposit details to track income and the chequebook to track expenditure.

Cash accounting is the simplest form of bookkeeping and small organisations may find it adequate. If your organisation operates largely on short-term transactions and you don't have long-term debts or commitments, cash accounting will work as long as



Keeping the books

Sample tax invoice

ABC

ABN:

Address:

Ph:

www.websiteaddress

Email: abc@emailaddress

Date:

Tax Invoice 125

To:

Name:

Address:

Name of product or service:

Total amount payable: \$xxxx (GST Incl.)

Payment terms: within seven days

your organisation stays small. If you start growing, you will need to switch to accrual accounting.

Accrual accounting is generally preferable because it gives a better idea of your organisation's overall medium-term financial status.

If your accounts only reflect the commitment once you have met the liability, there is a risk you'll wrongly assess how much money you have available. For example, your accounts will not include outstanding bills that have not been processed.

Some financial accounts include a mixture of cash and accrual accounting, which can lead to further confusion. When preparing and reading financial statements, it is important to

understand what's included and what's not.

There is no one method of bookkeeping. Small organisations may use a paper-based system, but larger organisations will use a software package. Spreadsheet programs may not have the security of tailored packages, in that anyone can alter a figure.

Software or shoebox?

A computer system is not a substitute for paper records. Make sure you keep a hard copy audit trail of all your financial transactions, including receipts, chequebook stubs and tax invoices. You could be audited by the Australian Tax Office at any time.

Also ensure you make regular back-ups of your computer records. Hard drives do crash, and data does get lost. Keep your back-ups offsite, so they are safe in the event of a fire or burglary.

Very small organisations can get by with what's called 'shoebox' accounting with all accounts kept in a box or filing cabinet. Try to organise your material into folders, large envelopes or separate compartments of a folder for separate items such as:

- Correspondence
- Bank statements
- Outstanding bills
- Paid bills and receipts
- Asset file with instructions and guarantees
- Lease file for equipment and rental hire
- Insurance
- Cash book – record of your cash receipts and payments
- Statutory information – constitution, budget and minutes

One step up from shoebox accounts is a ledger or a journal of income and expenditure. You can use books for ledgers, develop your own spreadsheet

Sample income and expenditure ledger

Name of organisation		Opening balance		
Month				
Income				
Date	Receipt	From	Purpose	Amount
Expenses				
Date	Receipt	From	Purpose	Amount

or use commercial software. Information in ledgers will include:

- Date
- Receipt number (if appropriate)
- Who was paid
- Who paid the money
- Purpose
- Account
- Amount

Case Study 1

Numbers the key, says festival treasurer

If your community organisation is seeking corporate or government funding for a new project, you'd be wise to heed the advice of Tim Todhunter, newly appointed treasurer of the Castlemaine State Festival in Victoria.

Todhunter says it's crucial to include the value of contributed services and voluntary effort when you prepare your budget.

'If you don't recognise this, it understates the role of the local community, and the state government, local council and corporate sponsorship therefore looks way out of proportion,' he says.

For example, if a graphic designer donates time to design brochures and a local printer produces them at no cost, the contribution may well be worth \$15,000 to \$20,000.

And while the Castlemaine Festival can't put a value on the time contributed by volunteers who make sandwiches or run a sausage sizzle, it can put a firm figure on the weekly hours contributed by voluntary administration support.

Todhunter says you are likely to find that the community voluntary contribution and sponsorship together amount to around \$2 for every \$1 from government – and this should be made clear in the budget.

Otherwise, governments may feel they are being asked to give a disproportionate amount of money to support an event.

The highly-regarded biennial Castlemaine Festival has a budget of between \$500,000 and \$750,000, depending on its scope and size.

About a third comes from box office receipts, a third from State and local government and the balance from the local community and businesses.

One of Todhunter's first steps as treasurer was to dissect past monthly and annual accounts. He presented them to the committee in a format that was relevant for a biennial event, where income does not necessarily co-incide with expenditure.

He charted figures from the last three biennial years, tracking the timing of income streams from various sources, the timing of all expenditure and analysing box office receipts for each activity.

He then generated a comprehensive 2004 - 2005 budget package which gave the committee a clear picture of the economics for next year's festival.

'Even when you are a year away from the event, this gives you the comfort that you are tracking in an appropriate, manageable and controlled way,' he says.

The budget shows which events were financial successes and failures, helping the artistic director and committee to either avoid certain types of events or cross-subsidise those that are artistically important.

It also assists in producing sound financial submissions to government and other potential sponsors.

Todhunter recognises that members of voluntary committees may not have a great deal of experience with budgets and finance.

So a key element of the treasurer's role is to help committee members understand how the pattern of financial activities fits with the activities of the organisation.

Once committee members are confident they have an economic picture they understand, they can focus on being more creative about an event.

'It can be very liberating,' he says. 'The committee is freed up to do more, and therefore make an even more successful event.'

Todhunter, who has an economics degree and a strong business background, has served as honorary treasurer for a number of organisations.



Categories of income and expenditure

You will need to organise your income and expenditure by category. Let's look at the most common types of ledgers – assets, liabilities, equity, and income and expenditure.

You may also have separate ledgers for large projects and fund-raising events.

Assets – what you have

There are two types of assets – current assets and non-current or fixed assets. If the asset is expected to remain in your organisation for more than one year, treat it as a fixed or non-current asset.

Current assets are assets you use in your everyday operations or assets you intend to dispose of within the next 12 months. They include:

- Money in the bank
- Money owed to you
- Items you intend to sell or give away within 12 months
- Cash

You receive the benefits from your non-current assets over a longer period of time. These include assets you own or lease, such as cars or computers.

The wear and tear on these assets in daily use means their value declines. Your accounts need to show this depreciation, in other words, how much value your assets have lost.

Fixed assets can be further classified into tangible assets – Land and buildings, plant and machinery, fixtures, fittings and vehicles, and intangible assets – investments, goodwill, patents, trademarks and royalties.

Liabilities – what you owe

Your liabilities are what your organisation owes for goods or services. Again, there are two types – current or non-current.

Current liabilities, which need to be paid in the near future, include bank overdraft, suppliers who have provided goods or services, payments to employees, including superannuation and PAYG, taxation, finance leases and short-term loans.

Non-current or long-term liabilities are sources of finance supplied to your organisation, which are not due for repayment in the next 12 months. They include: long-term loans, finance leases payable beyond one year, and long-term loans.

Equity – your net worth

Equity is your organisation's net worth. It is what your organisation would be worth if you cashed up today. It includes accumulated funds and reserves, which you have put aside as a backstop.

Revenue – what you get

Revenue is the total income your organisation receives and includes membership fees, grants, donations, sale of products and services, special events, consulting fees and sponsorships.

Income and expenditure

You need to distinguish between operating and capital expenditure.

Operating expenditure is money you use to run your organisation and includes overheads, salaries, supplier bills and maintenance.

Capital expenditure is money you spend on items that will last longer than one year, such as computers, furniture and equipment, cars, land and buildings.

Operating and capital expenditure are treated differently as the cost of the capital expenditure is spread over the expected life of the asset. If the whole cost was put into one year's accounts, you would have a distorted view of your profit and losses. So a depreciation charge is made against the income each year.

For example, if your organisation bought equipment for \$40,000 and you expect it will last five years, you would have an annual depreciation charge of \$8,000.

Income, such as grants received for future activities, is not taken into account in your profit for the current period. Even though it is shown as cash in your bank statement, you must treat it as a liability in your balance sheet.

If you are not registered for the goods and service tax (GST), you do not need to record GST separately in your accounts. If you are registered for GST, when you record your income it should not include GST. Likewise, your expenditure will not include the tax input credits you are entitled to.

The GST components should be recorded separately as amounts you will pay and receive from the Australian Taxation Office.

Tracking the cash

When receiving cash, you will often provide people with receipts (standard receipts books are available from newsagents or stationery shops). While receipts are not always appropriate, you should count the money at the end of each event (or at regular intervals), and record how much you have collected and what it was for.

Here are some keys for tracking cash:

- Count and bank cash promptly (many ATMs take deposits after hours).
- Never pay wages or expenses from cash waiting to be deposited.
- Keep a petty cash box for small items such as stamps and parking (keep an upper limit on how much can be spent on any one item – above that figure, pay by cheque or online banking transfer so you have a record). Petty cash should last a month and needs to have enough so you don't run out, and not too much that it becomes a security risk. Document all petty cash spending through vouchers or a book, and get receipts if possible.

Your bank statements are important financial records. Ask your bank for statements that finish at the end of a month as this will make it easier for you to reconcile your accounts. It sounds obvious, but unless you request it, you may find your bank statement starts according to the date you opened the account.

A bank reconciliation is a schedule that explains the differences between the bank statement balance and the company's cash balance. Your bank statement may not equal your cash records because of timing differences, un-presented cheques, and other information not in your cash records, such as interest paid or received.

Strategy makes the budget work, not vice versa

Strategic planning comes before budgeting. The treasurer should be involved in the overall business planning, which involves defining or clarifying future directions and setting medium and long-term goals.

Not-for-profit organisations need to be clear about why they exist and what they want to achieve. This may sound obvious, but it is easy to become driven by your budget, rather than your budget serving your organisation's mission. Your business plan – and your budget – should be living documents, frequently reviewed and updated if necessary.

Your planning could include a SWOT (strengths, weaknesses, opportunities and threats) analysis, which is a review of where you stand and what you face as an organisation.

This evaluation may identify issues of concern or highlight new areas for growth.

Once you have examined your own organisation, take a look at the environment in which your organisation operates. Are there any factors, such as interest rates, new legislation or changing demographics that will impact on your organisation, either positively or negatively? If your environment has changed, what can you do to adapt to these changes?

Now you have set your goals and objectives for the year, translate them into an action plan. This process includes:

- Determining priorities
- Working out all the tasks necessary to achieve each goal
- Allocating responsibilities for each task
- Setting a timeframe and deadline for each task

Deadlines need to be realistic or they will be ignored. Some organisations set an end date for a desired goal and plan backwards. Others work forward, assigning dates for the completion of a task, culminating in the end goal.

Questions to aid planning

- Does your organisation have a defined organisation structure - and do your members, volunteers and staff understand it?
- Are your controls and procedures communicated and understood?
- What are your greatest internal and external threats?
- Have you undertaken a risk analysis?
- Do you have written procedures for all key areas?
- Do you circulate audits and reviews?
- What procedures do you have for reporting discrepancies?

Adapted from National Council of Volunteer Organisations, UK

Where the money comes from, where it goes

To prepare for your first budget planning session, you will need to study all your income sources and look at where your money goes.

Income sources may include:

Donations: Money from well-wishers will probably be among your top income sources. Your contact list of past donors and future prospects will become a valuable resource.

Special events: A significant proportion of many budgets comes from fund-raising. Many organisations run the same fund-raising events year-after-year, but you also need to watch for new opportunities as the success of your traditional fund-raising activities may vary from year to year.

Membership: Many not-for-profit organisations get a high proportion of their income from membership fees, so it is important to keep a close eye on when memberships fall due, so you can remind your members to renew promptly.

Grants: Many not-for-profit organisations receive grants from philanthropic bodies or from federal, state or local governments. These grants are usually in the form of a contract with agreed outcomes.

A key responsibility in managing contracts is to be aware of the milestones and the reporting and delivery conditions under the contract. Also read the fine print and be aware of the legal and financial implications if you do not meet the contract's specifications.

Be sure to factor into the project budget your own contributions – your administrative costs, the time of your volunteers, the management required from your staff.

It's human nature not to factor in all the little costs, such the time it takes to answer the phone, postage costs, and parking costs.

Remember when you are preparing a project budget for a grant, that unless you are careful your total costs may be larger than the grant request!

Bequests and investments: If your organisation has large bequests – money that needs to be invested, rather than just used in your annual budget – you will probably need to get advice on an investment strategy.

Other income which may need to be invested includes money from events, selling products or services, and sponsorship.

Expenditure sources are either fixed or variable:

- Fixed costs remain fairly constant and include items like rent, electricity, leases and wages.
- Variable costs may change from year to year and include items like publicity and advertising, and wages for special events.

Eight simple steps to a budget

Budgeting is simply the process of planning your organisation's finances for a specified period, usually 12 months. It is made up of all the activities you plan to undertake in the next 12 months expressed in terms of money.

In other words, it is a statement of anticipated sales turnover, expenditure, profits and cash flows.

A budget is a key management tool, as many not-for-profits operate without capital or reserves, so operating losses can have a devastating impact. Your budgeting will tell you whether your income is likely to exceed your expenditure, and if so by how much.

The treasurer does not usually write the budget alone. It is prepared in consultation with the board and staff. It may be tempting to hand over the budget to your accountant, but unless they are on your management team, they may not be close enough to your organisation's goals and objectives to do a thorough job.

A common way of determining the budget is to refer to the past period as a baseline – then adjust the revenues and costs by applying a percentage increase for inflation or making alterations for expected changes in prices and volume. Budgets prepared this way are called incremental budgets.

This method has its disadvantages as it does not consider whether activities and costs are still appropriate and if a mistake is made one year, it is likely to be repeated the following year.

With zero-based budgeting, you start from scratch each year and justify spending on a cost-benefit basis. It is not usually practical to use zero-based budgeting for all your activities as it would be too time-consuming, but you should review your activities regularly to see if the costs are still relevant.

A practical approach is to use the incremental approach for fixed costs and a zero-based approach for special projects.

Do some 'what if?' scenarios. What if you need another staff member? What if

a crucial board member resigns? What if you lose a grant?

Imagine the worst and the best that could happen financially, then look at how you would cope with it. It may seem odd to worry about the best case scenarios, but a sudden upsurge in demand for your services could place your organisation under financial stress.

Some budgets will be drawn up for the financial year of June to June and others will operate on a calendar year. Here are the eight steps that Organisation XYZ took to prepare its annual June to June budget:

1. Looked at last year's income
2. Looked at the timing of last year's income
3. Asked, 'What will happen this year?'
4. Worked out this year's overall figures
5. Drew up the income side of the budget month by month
6. Followed the same steps for expenditure
7. Discussed the options
8. Presented the budget for sign-off

The organisation reviewed past records of revenue and income (membership, sales, grants, fund-raising, consultancy, interest), looked at past records of expenditure (room hire, wages and telephone), assessed income and expenditure, predicted increases or decreases in the year ahead, studied timing, noticed when most income flowed in and when regular bills were paid, and lastly, looked at likely variations in the year ahead.

Last year's income

Government annual funding

	Last year
Federal government	20,000
State government	40,000
Local government	2,000
Other grants	3,000
Total grants income	65,000

Other income

Community events/festivals	20,000
Sponsorship	22,000
Consultancy	48,000
Donations	57,000
Fundraising	29,500
Interest	500
Investment	0
Sales	0
Total other income	177,000
Total income	242,000

Step 1. Last year's income

Timing of last year's income

Government annual funding

Federal government	20,000	5,000 a quarter
State government	40,000	Lump sum in January
Local government	2,000	1,000 upfront, 1,000 on finish
Other grants	3,000	1,000 three times a year
Total grants income	65,000	

Other income

Community events/festivals	20,000	Festival in March
Consultancy	48,000	8,000 every two months
Donations	57,000	10,000 annual Christmas campaign; 47,000 from six large donors
Fundraising	29,500	June car raffle, \$25,000; chocolates/ wine bottling/ stall through year, \$4,500
Interest	500	Paid quarterly
Investments	0	
Sales	0	
Sponsorship	22,000	2,000 in July, 10,000 in January, 10,000 in March
Total other income	177,000	
Total income	242,000	

Step 2. Timing of last year's income

XYZ looked at when it received various income in the previous year.

Step 3.**What will happen this year?**

XYZ reviewed the organisation's plans for the year and factored in any changes in the pattern of activities from the previous year. It then estimated the effect of any likely changes in income sources or expenditure demands for the coming year.

What will happen this year**Government annual funding**

Federal government	20,000	Lost
State government	40,000	Same
Local government	2,000	Same
Other grants	3,000	Raised to 5,000
Total grants income	65,000	

Other income

Community events/festivals	20,000	Expect extra 5,000
Consultancy	48,000	Same
Donations	57,000	Add 5,000 for midyear campaign
Fundraising	29,500	Same
Interest	500	Same
Investments	0	
Sales	0	
Sponsorship	22,000	Down to 18,000
Total other income	177,000	
Total income	242,000	

Step 4.**This year's figures**

XYZ looked at the likely figures for the year ahead. The most significant factor was that XYZ will no longer receive a Federal government grant (\$20,000). Even with increased fund-raising and raising more money from community events, XYZ will still have \$12,000 less money this year.

XYZ's board will have to look at ways of dealing with this impact.

This year's figures

Government annual funding	Last year	This year
Federal government	20,000	0
State government	40,000	40,000
Local government	2,000	2,000
Other grants	3,000	5,000
Total grants income	65,000	47,000
Other income		
Community events/festivals	20,000	25,000
Consultancy	48,000	48,000
Donations	57,000	62,000
Fundraising	29,500	29,500
Interest	500	500
Investments	0	0
Sales	0	0
Sponsorship	22,000	18,000
Total other income	177,000	183,000
Total income	242,000	230,000

Month-by-month income budget

Sample annual budget

Budget for XYZ Community group 2003/4

Income	July 03	Aug 03	Sept 03	Oct 03
Government annual funding				
Federal government				
State government				
Local government				
Other grants				
Total grants income				
Other income				
Community events/festivals				
Consultancy				
Donations				
Fundraising				
Interest				
Investments				
Sales				

Step 5.

Month-by-month income budget

XYZ drew up the income side of its budget by predicting the timing of each income stream.

Step 6.

Month-by-month expenditure budget

XYZ followed the same steps for its predicted expenditure, analysing previous expenditure and asking themselves if future costs are likely to remain the same.

Step 7.

Discuss options

If your revenue declines or costs increase, options may be:

- Reduce programs or activities
- Reduce costs (you must be realistic)
- Run a deficit (can you do it? Is this sustainable?)
- Raise alternative funds

By having a realistic budget you will have a rational base to make decisions and to ensure you meet your obligations.

Sample Budget

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Government annual funding													
Federal government grants	0			0			0			0			0
State government grants							40,000						40,000
Local government	1,000										1,000		2,000
Other grants	1,500				1,500				2,000				5,000
Total grants income	2,500	0	0	0	1,500	0	40,000	0	2,000	0	1,000	0	47,000
Other income													
Community events/festivals									25,000				25,000
Consultancy		8,000		8,000		8,000		8,000		8,000		8,000	48,000
Donations					10,000						5,000	47,000	62,000
Fundraising							2,500		2,000			25,000	29,500
Interest			125			125			125			125	500
Investments	0	0											
Sales	0	0											
Sponsorship							9,000		9,000				18,000
Total other income	0	8,000	125	8,000	0	18,125	11,500	8,000	36,125	8,000	5,000	80,125	183,000
Total income	2,500	8,000	125	8,000	1,500	18,125	51,500	8,000	38,125	8,000	6,000	80,125	230,000
Expenditure													
Salaries & Wages (inc. Super)	16583	16583	16583	19083	19083	19083	19083	19083	19083	19083	19083	19083	221,496
Rent	0	0	0	0	0	0	0	0	0	0	0	0	0
Equipment						4000							4,000
Other expenses				700	700	700	700	700	700	700	700	700	6,300
Total expenses	16583	16583	16583	19783	19783	23783	19783	19783	19783	19783	19783	19783	231,796
Profit/loss	-14,083	-8,583	-16,458	-11,783	-18,283	-5,658	31,717	-11,783	18,342	-11,783	-13,783	60,342	-1,796

Last year's income

Agenda Item 8 . Board approval for XYZ's budget

XYZ's budget for 2004/5 was tabled and discussed on 4 May 2004. Areas of concern included the loss of our state grant. We hope to make up some of this deficit by increased fundraising and will also decrease spending on one of our programs, which is now receiving more support from the local community. XXX as treasurer moved that the budget be accepted. YYY seconded the motion and the budget was accepted unanimously.

Step 8.

Get budget sign-off

Once you have prepared your budget, present it to the board for discussion and sign-off.

Record the discussion and ask someone to move that the budget be accepted. Once it has been seconded, the board can vote to accept the budget. Once the board approves the budget, the treasurer is responsible for keeping track of how closely the actual figures match budget expectations.

Case Study 2

The man on a mission

The first time Keith Irvine went to visit people with Huntington's Disease at Wesley Mission, Melbourne's Arthur Preston Residential Services, was glad he had walked instead of driving his car.

'I was quite emotional. I wouldn't have been able to drive home. You see these 25 to 30 year olds with a body that's absolutely gone, but their mind is trapped in it, and it just breaks your heart.'

The experience made Irvine, who was for two years the voluntary chairman of Wesley Mission's finance committee, even more determined to ensure the mission was run on a 'proper business-like basis'. The charity's dollar should work as hard as it possibly could.

Irvine, a former company secretary for Coles Myer, joined a new Wesley board of nine voluntary directors in 2001. The Mission had been very poorly managed, received a lot of bad press and needed a major financial overhaul.

The organisation was incorporated (a structure Irvine says is essential to protect even the committees of local cricket clubs), then the finance committee members set about applying business disciplines to a charity whose annual revenue was more than \$34 million.

'You've got to be very hard-nosed in a church welfare organisation, because even if you are treasurer of a local parish, which I was some years back, people would give everything away,' Irvine says.

'You have to be careful that you have strong budgetary constraints. If you don't, you'll find that there is always a worthy cause coming through the door. The biggest problem is that you must learn how to say no, and mean it. If you don't, the money can just flow out.'

The committee reviewed three businesses owned by Wesley Mission - second-hand clothing outlets, a printing and stationery business and a label manufacturing business - and decided to get out of its loss-making clothing outlets.

Strong KPIs and budgetary processes were imposed on the two remaining businesses, which were trading relatively well but needed to reign in debtors.

Enhanced financial reporting, including KPIs and financial ratios, was implemented for the Mission services around Melbourne, which receive funding from the state government, charitable donations and profits from Wesley businesses.

Some property owned by the Mission was sold as the organisation divested itself of assets that weren't core to its business.

'We treated Wesley Mission Melbourne like it was a public company,' says Irvine, who gained board approval for a set of corporate governance principles that would 'stand up against any public company in Melbourne'.

The Mission, which was identified in a KPMG audit as one of the best-run charitable organisations it had seen, continues to perform strongly under CEO Judy Leitch and her management team.

Irvine says it's essential for voluntary executives to work with the right structure, the right board and the right management if they want to fix an ailing organisation.

He recommends a three-year term: the first year to understand the organisation and introduce business disciplines; the second to implement a new strategic plan; and the third to fine-tune the organisation and introduce additional committees such as corporate fund-raising.



Crucial importance of cash flow

All not-for-profit organisations need to manage their cash flow so they have enough money to pay the bills. These bills include day-to-day running expenses and large sums predicted and planned for in your annual budget.

In cash-flow management, timing is critical. You must have money available to pay the bills when they come in. If you run out of cash you can't pay your bills on time and unless arrangements are made to cover shortfalls, you may end up in financial difficulty. This could be as trivial as paying the phone bill late.

But if you are not in control of your cash flow, minor problems can escalate and you could have to lay off staff or, in the worst-case scenario, wind up your organisation.

Even profitable organisations have gone under because of cash-flow problems.

It is the responsibility of every board member (and especially the treasurer) to ensure that systems are in place that will prevent the organisation from trading while insolvent. Any breach of this requirement can create financial risks for individual board members.

What exactly is a cash flow forecast (sometimes called a cash budget)?

A cash flow forecast has the following crucial characteristics:

- It is a numerical picture of your predicted flow of funds for a particular period, usually month-by-month for the year ahead. Some organisations find it helpful to look at shorter periods, such as weeks or fortnights, but although useful this is more time consuming.
- It allows you to predict what cash you think will come in and how much will go out over that period.
- It is an extension of your budget and you should do it at the same time as you prepare your budget for the year ahead.
- It is also an extension of your overall budgeting, but income and

expenditure are allocated against a timeframe and the forecast does not follow accrual accounting. This means cash is recorded as it comes in and as it goes on, not when the financial commitment was made (e.g. invoices sent or supplies ordered).

Creating a cash-flow forecast is not difficult once you've got the figures, but getting accurate figures is the challenge. The easier way to do it is to start with previous budgets, cash-flow statements or cash-flow forecasts to see if there are clear patterns of income and expenditure – then consult your current strategy and budget to see if any major income or expenditure is expected and when this is likely to occur.

If you have staff or sub-committees responsible for their own budgets, ask them to contribute or your forecast risks will bear little resemblance to reality.

Draft the forecast so that the actual figures can be inserted next to the forecasted figures. This will allow you to analyse the data quickly to identify any significant variations.

If you don't do this, there's a risk you won't notice minor discrepancies and lose the management value of the forecast. There's an added danger that the forecast will be used as the basis for the following year, so you'll perpetuate your errors. The point of the exercise is to make sure that you know at any time exactly where you stand.

Your cash-flow forecast must also include estimated bank balances for easy comparison with your actual bank balances. The closing balance for each period is the opening balance for the next period.

Common elements of a cash-flow forecast are:

How to improve your cash-flow management

You can improve your cash-flow management by:

- Developing an accurate cash-flow forecast linked to your budget and strategic plan
- Separating the recording and handling of cash
- Banking cash promptly
- Paying most expenses by cheque so you have a record
- Having all cheques countersigned
- Keeping cash in a safe place
- Reconciling bank statements regularly
- Collecting money from debtors as quickly as possible
- Centralising payment procedures
- Developing close relationships with suppliers to negotiate mutually beneficial payment policies
- Reviewing your cash situation regularly and analysing significant discrepancies from your budget.
- Having appropriate authorisation and risk management policies.

Cash in – Grants, sale of goods and services, subscriptions, return on investments, donations, fund-raising activities, sale of assets, tax refunds.

Cash out – Operating activities, such as staff, telephone bills, power bills, rental, travel, stationery, printing and copying, postage, as well as servicing finance, tax, cash used to buy assets, equipment purchases and special project costs.

Sample cash flow forecast for one month

Estimated income	Total budget	January		
		Forecast	Actual	Variance
Grants	40,000			
Subscriptions	16,000	2,000	1,300	-700
Interest on investments	6,000	500	515	15
Sales	12,000	500	700	300
Donations	22,000	2,000	1200	-800
	96,000	5000	3715	-1185
Estimated expenditure				
Rent	12,000	1,000	1,000	0
Supplies	11,000	1,200	1,200	0
Telephone	4,000	400	650	-250
Computer equipment	3,000	3,000	2,750	250
Staff	50,000	4,166	4,166	
Postage	2,500	200	150	50
	82,500	9,966	9,916	50
Net income/loss	13,500			
Cash at start of month	1,200			
Cash at the end of month				

Auditors and assets – who watches the watchers?

In most Australian states, incorporated associations are required to have their accounts audited once a year if their turnover is above a certain level.

Even if your organisation doesn't have to be audited, it is a good idea to have an audit to provide some reassurance that your accounts are complete and accurate. This is especially important if you're fund-raising or receiving government grants

The auditor must be a member of the Institute of Chartered Accountants, CPA or another prescribed body, must hold a recognised tertiary qualification majoring in accounting, with an auditing component, and must be registered with the Australian Securities and Investments Commission.

When preparing your material for the auditor, review the previous year's accounts and ask yourself the following questions with which to brief your auditor:

- Have there been any significant changes in your activities or management?
- Have you made any significant changes in your accounting procedures?
- Has any new legislation affected your accounting procedures?
- Are there any matters arising out of the previous year's audit?

The auditor will perform tests on your accounting systems, review your internal accounting controls, examine corroborating documents, analyse your procedures, and check your cash accounts and other balances.

The auditor may want to see petty cash records and receipts, chequebooks, financial statements, asset register, bank statements and reconciliations and GST records.

Once the auditor has reviewed your accounting principles and financial statements, you will receive a report which will include a statement of financial position, a statement of activities, a statement of cash flows, and footnotes. The footnotes include information such as the nature of your organisation's operations, a summary of significant policies or events, and information on your organisation's commitments and risks.

The auditor may also discover weaknesses in your internal financial systems and in their report or covering letter recommend changes to your

processes and procedures.

The chart below shows the types of records you should have available.

The subsidiary records and audit trails on the following page may also be appropriate.

Asset register

An asset register allows you to keep track of your assets and provides a fair estimate of their worth. It meets your taxation, statutory and sale-of-business obligations. It is also an appropriate place to record serial numbers, make, model, etc.

You need an asset register to:

- Process the purchase of fixed assets in accordance with your organisation's authorisation and record keeping procedures

Principal accounting records

Computers have virtually taken over manual bookkeeping records, but the underlying components are worth mentioning here:

- Cash books to record all cash receipts and payments. All transactions in the cash book should be reconciled monthly with bank statements. Today, internet banking allows speedy and accurate reconciliations.
- A general ledger to record all assets and liabilities, income and expenditure. It contains summaries of all transactions for a given period, and keeps a running total of all assets and liabilities.
- A general journal to record one-off transactions, especially at balance date. This is used mostly at year end when many adjustments may have to be made.
- A register of members to record names, addresses and other information about members. This is required under constitutions and various laws.
- A petty cash book to record small payments from petty cash, such as for pens, pencils and taxi fares.
- Payroll records are required under taxation and various employment legislation.
- Statutory records, including minutes of all meetings. Various laws stipulate the records that must be maintained.
- Asset register – depending on the size and complexity of the organisation-to record specific details of major assets.

Source: *The Institute of Chartered Accountants of Australia, Voluntary Treasurer's Handbook, 2000.*

- Maintain adequate accounting records of assets – cost, description, and where they are kept in the organisation
- Maintain accurate records for depreciation
- Provide management with information to help plan future asset investments
- Record the retirement and disposal of assets

You can start your asset register by recording all physical assets, regardless of the funding source.

The types of physical assets that need to be recorded include:

- Office equipment
- Motor vehicles
- Furniture
- Computers
- Communications systems
- Equipment

After that, check each asset item at least once a year.

As a general rule, record each asset separately. The exception is multiple assets that combine to perform one function if the value of the individual components is less than \$3,000 but the total value of the asset is more than \$3,000. Examples are personal computers consisting of a monitor, keyboard and central processing unit, or a set of books and periodicals.

You should treat assets needing replacement as a maintenance cost.

When the purchase cost is not known, record the asset at the cost of a comparable item at current prices.

Record assets in the register in the month they are bought. The cost should include installation costs, computer cabling, transportation and other associated costs incurred to make the asset usable. Use purchase orders, invoices and delivery dockets to provide the detail.

You also need to record leased assets. There are two types of leasing arrangements: operating lease and finance lease. A finance lease finances the cost of a leased asset. These finance leases must be recorded in the assets register. An operating lease is when the leased item is 'given back' at the end of the lease period.

Subsidiary records and audit trails

- Receipt books for collecting all money. Tax deductible funds should always issue receipts showing their Deductible Gift Recipient (DGR) number. Duplicate copies of receipt books provide a sound audit trail.
- Bank deposit books. Used to record details of cash and cheques deposited in banks, deposit books provide a necessary audit trail for both manual and computer-based systems.
- Cheque books. One of the most frequently used documents in any enterprise, since nearly all payments are made by cheque.
- Documentary evidence (vouchers etc) to support payments, including any petty cash disbursements. This is a necessary audit trail that must be retained for several years.
- Tax invoices. Vital if the entity is registered for GST and wishes to claim input tax credits. May be examined by a tax inspector one day.
- Stock sheets. Usually prepared at the end of accounting periods to record all stock on hand, such as books held for resale.
- Supplementary daily or weekly cash or sales journals. Used by small organisations with no staff. Usually participants do the record keeping. Can be an important audit trail.
- Working papers to support amounts shown in financial statements circulated to board and committee members. These are important, since they explain how figures have been compiled and assumptions used in their compilation. Vital audit trail, and may be used in any legal processes.
- Budget papers for all income and expenditure and other activities. These papers show how figures have been compiled, and are useful when comparing actual results against budget. Important planning documents which help estimating in future years.
- Treasurer's report. A crucial document, since it deals with the organisation's detailed financial report. Attempts to give a clear and concise overview of the organisation's financial health and likely outcomes for the year.

The Institute of Chartered Accountants of Australia, Voluntary Treasurer's Handbook, 2000.

Disposal of assets

When you dispose of an asset – sell, give away or throw away – update your asset register to include the date of disposal, the disposal amount and the method of disposal. Cease depreciation at the end of the month you disposed of the asset.

Treat trading in an asset as a disposal. When you sell an asset, record the proceeds in your financial records as well as your assets register.

Do not delete assets from your assets register until after the end of the financial year as the information needs to be incorporated into the annual statement of your financial position. At the beginning of the next financial year, record disposed of assets separately.

Basic asset register

ID No	Description	Brand	Model No.	Serial No.	Purchase \$	Current \$	Location
1.	2.4Ghz, Intel2.66 DDR memory 80Gb HDD	Dell	Dimension 2400	Xyz1234-d	\$2400	\$1200	Patrick
2.	2.2Ghz, Intel2.66 DDR Memory 80Gb HDD	Dell	Dimension 2000	Xyz1234-d	\$2000	\$1000	Peter

Watch your weakest links

A risk is any event or action that harms your organisation's reputation or your ability to achieve your objectives and carry out your operations.

The risk of anything going wrong is usually small, but it can have disastrous consequences. If you do have a financial crisis, face facts immediately, be honest, and keep the information flowing.

Your people are your greatest strength – and your weakest link. The risks include:

- **Lack of financial skills.** People often volunteer or work for not-for-profit organisations because they feel strongly about the organisation's mission and want to be of service. They may not have strong financial skills. You can overcome this weakness by having clear processes and procedures for all financial transactions and training staff and volunteers to follow them.
- **Introducing too much change too quickly.** Some treasurers come in with a new broom approach and want to make major changes. While often these changes will be for the better, you need to remember that volunteers and staff who have been with the organisation for many years may resent these changes. Consulting with staff and providing training will go a long way.
- **The power of thank you.** It is important to recognise the contribution that staff, volunteers and members make to your organisation. Sometimes a 'thank you' phone call or letter is all it takes. Occasional social gatherings also help.

- **Theft and fraud.** While theft and fraud only happens occasionally, there are plenty of cautionary tales about employees or volunteers who've stolen money or taken the laptop when they've left. If you suspect fraud, notify your chairperson and board, contact a lawyer, involve police if necessary, evaluate and change your procedures, ask the person to leave your organisation and consider legal action.

- **Conflicts of interest.** Conflicts of interest can occur when people stand to gain financially or they (or their families) are involved in an organisation with competing or contradicting objectives. Consider asking directors to sign a statement stating they have no conflicts of interest. Use 'the tabloid test' – how would the situation look if it was reported in a tabloid newspaper?

Have a brainstorming session to identify any potential risks. Questions to ask are:

- What risks would prevent us meeting our objectives or carrying out our operations?
- What controls could we adopt to minimise risks to an acceptable level?
- Is your strategy realistic and achievable?
- Could a failure in operations prevent you achieving your objectives?
- Are you losing money or not maximising your financial returns?
- Are you failing to meet your regulatory or taxation obligations?
- Are your people failing to perform?

Once you have identified the risks, analyse and rank them in terms of their likelihood, potential impact and priority.

Develop strategies and methods to prevent or minimise risk. Proactive risk management involves identifying risks

and taking action to prevent or minimise the risk.

One way of managing your risks is through internal systems and checks and balances. For example, ideally no financial transaction should be handled by the same person from beginning to the end.

You need to decide who can authorise spending, and how much each person can spend before they need to have the spending agreed to by their manager or the committee. This information must be recorded in your procedures manual and included in training programs.

Even if people have spending limits, it is common practice and common sense to have all cheques counter-signed by one or two office bearers. Often one of these people will be the treasurer.

This can be inconvenient, but it is important to have someone responsible for monitoring expenditure to keep a watchful eye on cash flow and prevent any opportunity for fraudulent behaviour.

Some organisations allow any two out of three or four people to sign cheques. While this is a practical and flexible arrangement, it does weaken the monitoring function.

Your bank may ask for a list of office bearers who have signing authority and request that they fill out a form for security purposes so their signature can be checked against future cheques. Remember to advise the bank when your office bearers change.

10-point risk management plan

Risk assessment

1. Develop/review your strategy
2. Highlight the potential risks
3. Research the evidence

Risk analysis

4. Categorise the risk
5. Score and prioritise the risks

Risk management

6. Devise a risk management strategy
7. Agree on a plan of action
8. Communicate about the risk
9. Monitor and evaluate the risk
10. Review policies and procedures

Source: National Council of Volunteer Organisations, UK

Your financial recording systems should ensure that all expenditure is accurately recorded and directly linked to an item in your budget.

Your organisation needs a minimum level of reserves to fund working capital and provide a safety net for cash-flow fluctuations.

Many small organisations find it hard to build reserves, but it is worth doing. You can ask your funders and supporters for more money specifically to establish reserves, or budget to put aside an amount each year so reserves accumulate slowly over time.

Insurance

Certain insurances are mandatory, such as worker's compensation if you employ staff, and third party insurance if you have vehicles.

In addition to mandatory insurances, you may want to consider:

- Public liability insurance
- Professional indemnity insurance for directors
- Property insurance if you own properties
- Contents insurance

Look at what payment options are available. Can you pay monthly or quarterly rather than a year in advance? Could you get a better deal with a long-term agreement?

Common causes of failure of community organisations

- **Growing programs too fast.** A larger organisation can mean that management and supervision resources are spread too thinly.
- **Income erosion.** Fewer paying clients, fewer customers, and fewer consultancies can all lead to revenue being below expectations.
- **The big project.** Tendering for a large project in an area where your expertise is limited can expose your organisation to new risks.
- **Borrowing.** It is possible to borrow money to relieve cash flow problems and then find that expected income does not eventuate.
- **Organisation inertia.** An organisation can become so rigid its ability to react to new demands is too slow for proper functioning.
- **Decline in service standards.** Unless an organisation can continue to meet the needs of its clients, customers and stakeholders more efficiently than its competitors it may find itself sidelined.
- **Decline in employee development.** Unless the organisation provides its staff with the opportunity to extend themselves the organisation will stagnate and fall behind.
- **Poor cost control.** If you are optimistic about your projections of income and conservative on your forecast of expenses, rather than vice versa, disaster is always near.
- **Neglecting appropriate ratios.** In financial matters gross figures are not everything - the ratios are also important. What is your assets-to-liabilities ratio? Income-to-debt? Cost per client? Marginal cost per client?
- **Poor cash-flow forecasting.** If your debts become due before your revenues come in, you're in trouble. People will sometimes wait for their money, but don't count on it.
- **Insufficient information.** If your system of reporting is either too slow or too scrappy, people will not know what they need to know. As treasurer, it is your responsibility to amass the necessary information and pass it on to the board.
- **Fraud.** Fraud in not-for-profit groups does happen - and unfortunately it's not that uncommon. Without being paranoid, don't leave yourself open. Have two people sign cheques, and don't give one person total authority over both spending and bookkeeping.
- **Decline in membership.** If you can't keep your members engaged either by the cause you're pushing or the fun you provide, they'll go elsewhere. The loss of membership dues is the least of your worries; you lose volunteer labour until the work falls on fewer and fewer shoulders, so they resign, and you're into a vicious circle.
- **Reliance on a single form of funding.** An organisation that has most of its funding from one source (Government grant, one donor, special event etc) is particularly vulnerable to decisions taken elsewhere. Unless you have a fallback funding source you could be taken out completely.

Matrix of risk probability against impact

Impact	Very low probability 1	Low probability 2	Medium probability 3	High probability 4	Very high probability 5
Very high 5	Low score	Low score	Medium score	High score	High score
High 4	Low score	Low score	Medium score	Medium score	High score
Medium 3	Low score	Low score	Low score	Medium score	Medium score
Low 2	Low score	Low score	Low score	Low score	Medium score
Very low 1	Low score	Low score	Low score	Low score	Low score

Reporting to the board

Here's an example of a typical report, which has been adapted from a case study in the Chartered Accountants of Australia Voluntary Treasurer's Handbook. It consists of a summary, a statement of budget differences for the year, a cash report, personnel record, and capital expenditure and approvals.

1. Summary

The summary should provide a brief overview of the accounts and your interpretation of the organisation's current financial position. You need to highlight any significant matters to draw the board's attention to these issues.

2. Statement of budget differences of the year

ABC's treasurer's monthly report for March 2004

We would have had a pleasing result for March if we hadn't had to buy a new computer and a printer, costing \$4000. This was an unpredicted, but necessary expense, as the old computer died and wasn't worth repairing. This unbudgeted expense will place considerable pressure on our cash flow over the next few months.

However, we are planning to sell some of our paintings in June and they should realise in excess of \$4,000. This sale was not anticipated in our budget.

If we hadn't had that unexpected expense, our net surplus of \$200, on an accrual basis of accounting, would've been \$575 ahead of budget. Our gala came out ahead of budget in spite of the bad weather on the day.

ABC August Budget

	Budget this month	Actual this month	Budget Variance this month	Budget YTD	Actual YTD	Budget Variance YTD	Revised Budget for year	Official Budget for year
Income								
Sales	\$0	\$0	\$0	\$0	\$0	\$0	\$4,500	\$0
Earned	\$2,100	\$2,550	\$450	\$2,100	\$2,550	\$450	\$5,450	\$5,000
Donations	\$250	\$375	\$125	\$750	\$875	\$125	\$4,625	\$4,500
Sponsorship	\$120	\$120	\$0	\$360	\$360	\$0	\$1,440	\$1,440
Grants	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total income	\$2,470	\$3,045	\$575	\$3,210	\$3,785	\$575	\$16,015	\$10,940
Expenditure								
Wages (inc. tax, super, etc)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Equipment	\$0	\$4,000	\$4,000	\$0	\$4,000	\$4,000	\$4,000	\$0
Other	\$2,845	\$2,845	\$0	\$3,100	\$3,100	\$0	\$9,940	\$9,940
Total expenditure	\$2,845	\$6,845	\$4,000	\$3,100	\$7,100	\$4,000	\$13,940	\$9,940
Net surplus	-\$375	-\$3,800	-\$3,425	\$110	-\$3,315	-\$3,425	\$2,075	\$1,000

3. Cash report

Carry out a bank reconciliation each month and look ahead to make sure there are no cash flow problems likely to arise. If you know in advance about cash-flow shortfalls, you can act to counter them.

4. Personnel report

Where there are staff, the treasurer or administrator should provide a staff update.

5. Capital expenditure

Include a statement on capital expenditure requiring board approval.

6. Name and date

Your report should always show your name and the date the report was prepared. The report should be circulated to board members before the board meeting and within 10 to 14 days after the end of each month.

If you are receiving grants from state or federal government, you will have to make regular (milestone) reports to the granting bodies – often quarterly – and an end-of-project report.

The milestone reports will probably include client statistics and a financial statement. The end of term report will include:

- ▢ An audited financial statement
- ▢ A copy of your annual report
- ▢ A report on your performance against each agreed measure
- ▢ Client service statistics

The key reporting tool for annual meeting time is a balance sheet of assets, liabilities and equity. It is structured around the accounting equation:

- ▢ $\text{Assets} = \text{liabilities} + \text{equity}$, or
- $\text{Equity} = \text{assets} - \text{liabilities}$

ABC's cash report

At the end of March, ABC had \$4,500 in the bank – after the payment of \$4,000 for the new equipment. A bank reconciliation confirms this figure.

ABC's capital expenditure

As already reported, we have bought a new computer. We discussed this matter last meeting and as directed, we sought advice from one of our members, Greg Jones, who runs an IT department. His opinion confirmed our suspicion that it wasn't worth fixing the computer as it was eight years old.

The board approved capital expenditure of up to \$5,000, providing funds could be found to meet the cash shortfall. To meet the shortfall, the board proposed that we sell some paintings which were donated to us five years ago.

Board member Jo Prince has agreed to arrange for the sale of the paintings by placing them into a local auction. The paintings should fetch in excess of \$4,000.

Neither the purchase of the computers nor the sale of paintings was in our budget, which we now need to amend.

Balance sheet (as at 30 June 2004)

Assets

Cash	5,000
Accounts receivable	1,000
Inventory	5,000
Property, plant and equipment	100,000
Total assets	111,000

Liabilities

Accounts payable	14,000
Wages payable	2,000
Provision for employee entitlements	3,000
Long-term debt	25,000
Total liabilities	44,000

Source: *Our Community*

ABC's report

Prepared by:
Fiona Day (Honorary treasurer) Date:
2 April 2004

Profit & Loss

DEF Limited

Profit and Loss

	This year	Last year
	Jan-Dec 2003 \$	Jan-Dec 2002 \$
Sales	500,000	425,000
Cost of sales		
Opening stock	75,000	57,000
Purchases	235,000	215,000
	310,000	272,000
Closing stock	(65,000)	(75,000)
Cost of goods sold	245,000	197,000
Gross profit	255,000	228,000
	51%	53.6%
Expenses		
Wages and salaries	101,230	95,000
Rent	13,740	13,740
Rates	6,400	6,400
Heat and light	2,350	2,420
Communications	4,400	3,980
Insurance	1,200	1,100
Depreciation	4,100	3,500
Legal & professional fees	2,500	2,300
Accounting & auditing fees	5,000	4,500
Travel expenses	12,000	11,800
Advertising and PR	24,350	24,220
Repairs	3,720	2,790
Printing & stationery	6,240	5,950
Sundry expenses	940	800
Bank interest & charges	1,110	1,200
Total operation expenses	189,280	179,700
	37.9%	42.3%
Net profit	65,720	48,300
	131.1%	11.4%

Profit and loss statement

The profit and loss statement (P&L) is a financial measure of your organisation's performance over a given period (often a year). It is a summary of the expenses and income in that period and shows the level of profit or loss from the activities of your organisation during that period.

The profit or loss figure is calculated by offsetting income against expenses in this period. The difference between the income and expenses is the profit or loss.

Income/revenue – (costs of sales + expenses) = profit or loss

Income includes sales, fees earned, rent paid and interest earned.

Expenses include wages, interest, costs of goods sold and advertising.

Cash versus profit

Unless all your transactions are cash, it is most unlikely that the profit or loss shown in this period will equal the 'cash received' minus the 'cash paid' in the same period.

Reasons for the differences include:

- Some of your debtors may not yet have paid your invoices.
- You may have paid for some goods and services with credit, rather than cash.
- It is not appropriate to charge the entire cost of a capital expenditure in one year. The cost is depreciated (or written off) over the life-span of the item, rather than treated as a one-off charge at the time of purchase.

Constructing a profit and loss statement

Construct the profit and loss statement using the accounting-matching principle – in other words, match profit

and loss items against each other in categories. Include the figures from the end of the previous year as a comparison.

How to write good reports

Minutes and agenda are usually the responsibility of the chairperson and secretary in consultation with the treasurer.

The treasurer needs to provide monthly and often quarterly reports to the board. If your organisation has staff, they can prepare much of the detail of the reports well in advance of the meeting. It is good practice to circulate these reports before the meeting so people have time to read and understand them.

At each meeting, you should give an updated estimate of the year-end result, after taking actual results to date into account. As well as providing an overview of your organisation's finances, you need to separate the accounts for specific programs and projects.

It is your responsibility to make sure your fellow board members understand the budget and your monthly reports. Your reports must communicate complex financial information to people who don't necessarily understand figures. You must be able to explain in everyday language, the meaning behind the figures. If people don't understand, they will either switch off or you will have unnecessary discussions at each meeting about the same information.

Effective reports

- Are comprehensive and concise
- Are easy to understand
- Are up-to-date
- Are broken down into programs and projects

- Compare actual figures to date with budgeted figures
- Highlight discrepancies

Your reports should be as detailed as possible so you can answer questions such as:

- How much money goes into particular aspects of a program (for example, how much goes into advertising and how much into administration?)
- Are there any unbudgeted or unusual revenue or expenses?
- What is the cash balance and are there any cash-flow problems?
- Are we meeting our financial commitments on time, for example, payroll taxes, GST returns and superannuation?
- Are we having to dip into reserves or restricted funds?
- Are we relying on credit too much?
- Is board approval needed for any major purchases?
- Do we have many unpaid bills? Who is chasing them up?

Hot tips from a fire brigade treasurer

It's not the size of the budget – it's what you do with it. And, after 13 years as treasurer of the Heathcote/Headquarters Rural Fire Brigade, Keith White sometimes still has to remind members that money in the bank doesn't necessarily mean there's money to spend.

White manages an annual budget of around \$5,000, and says the brigade can only spend income according to strict legal and financial obligations.

'We're required by federal law to use the money for the purpose it was donated,' he says.

So if a donor hands over a cheque for \$1,000 but doesn't specify how it should be spent, members could not rush out and buy a new stereo for the fire station.

'We would have to spend it on the objectives of the organisation,' says White, who might then write out a cheque for a new chainsaw, a GPS or equipment to train volunteer fire fighters.

When he took over the books from the previous treasurer, White computerised them using a small business software package.

It was a smooth transition, as the organisation was very structured in its management of funds and keeps a well-documented paper trail.

'You've got to keep your books up to a certain standard,' says White. 'If you don't, you end up getting so far behind that you don't know where you are.'

He spends about four hours a month writing cheques, reconciling bank balances, processing paper work, completing business activity statements and keeping the brigade's books up to the standards required for charitable organisations under NSW legislation.

Here's his advice for new treasurers:

- n The constitution of your organisation should set out your responsibilities. If there is no constitution consult an accountant, as many do not charge non-profit organisations. Most auditors will also do the required annual audit on a voluntary basis.
- n Research the best way to set up and maintain your records. Talk to your state or federal MP, as they can direct you to relevant legislation and information. If your organisation is a national one, ask treasurers of other branches how they manage financial records.
- n Update your books every month, entering cheques in your register and writing the cheque number, date and amount on the top of each receipt. If donations are received, file the letter from the donor with your response outlining how you will spend the funds.
- n Stay up to date with legislative changes via the websites of government departments. Last year's raffle might not have required a permit for a prize valued at \$1000, but this year a permit may be needed for a prize of \$500.
- n Keep authorities up to date with your bank. If there's a change in signatories after annual elections, obtain the necessary forms and have them completed promptly. Otherwise you may find you don't have two signatories for your cheque account.
- n A back-up copy of financial records is essential. Don't just keep records in your clubhouse or home - if there's a fire or break-in you could lose the lot.



Tax facts and legal structures

The not-for-profit sector is organised along diverse structures. Some are incorporated, many of the largest have their own acts of parliament, some are mutual societies, and others are branches of church organisations.

If you don't have a legal structure, your organisation is a group of individuals with no independent legal identity. Your members, and in particular, the committee members, are personally liable for your organisation and any debts it might incur.

Incorporation is one possible structure for your organisation. If your organisation is incorporated, it is recognised as a separate body by law and exists separately from its members.

Incorporation offers some protection for those in decision-making roles from debts or liabilities incurred by the organisation, but if an individual member acts illegally or negligently they can still be personally sued for losses and damages.

An incorporated organisation can hold property, enter into contracts, sue or be sued, and be left property in a will.

To become incorporated, a not-for-profit organisation must observe the requirements for the State in which you operate. For the details, see www.ourcommunity.com.au/management/

Not-for-profit organisations may have to pay income tax, Goods and Services Tax (GST), fringe benefits tax, and

payroll tax. This will have implications for the way you keep your accounts and your transaction records.

You have to make decisions about how you want to approach the GST and may need to consult an accountant.

Tax concessions

Many community organisations are exempt from paying income tax, but this is not an automatic right.

If you are a charity, you can apply to the Australian Taxation Office (ATO) to become income tax exempt.

Not-for-profit organisations that are not charities can self-assess their income tax status and exemption.

Ask the ATO for their requirements if you're not certain whether your organisation is tax exempt. Material for not-for-profits is also available on-line at www.ato.gov.au/nonprofit/

To qualify for a tax exemption your activities must not be carried out for the profit or gain of individual members. Organisations, such as professional associations which operate for the common benefit of members, can qualify as not-for-profit organisations.

Your not-for-profit organisation can still make a profit, but these profits must be used to carry out your organisation's objectives, not distributed for personal gain to members, owners or other individuals.

Although not-for-profits can't operate for the financial gain of individual members, they can pay their members for their services or compensate them for expenses they incur on behalf of the organisation.

Are you tax-exempt?

Organisations that can be exempt from income tax include:

- Community service organisations
- Cultural organisations
- Educational organisations
- Employment organisations
- Friendly societies
- Health organisations
- Religious organisations
- Resource development organisations
- Scientific organisations
- Sporting organisations

www.ato.gov.au

Not-for-profit organisations are generally treated as companies for income tax purposes, but some organisations are more correctly treated as partnerships. An organisation that is exempt from income tax will be exempt whether it is a company or a partnership.

Taxable threshold

Not-for-profit organisations with taxable income of \$416 or less a year do not have to lodge an income tax return. If your organisation's taxable income is more than \$416 a year, you have to lodge an income tax return.

Concessions

Two concessions available to many not-for-profit organisations are:

- The exclusion from income tax of the effect of mutual dealings with members.
- Exemption from charging GST if your organisation qualifies.

Allowable and non-allowable deductions

It is usually easy to identify allowable and non-allowable deductions. For example, buying bags for members is not an allowable deduction, but buying bags to sell to the public as part of a fund-raising drive is an allowable deduction.

Sometimes separating expenses is not possible and in these instances, the ATO will usually accept the most practical and appropriate method of apportioning expenses.

Salary-packaging your committed staff

If you are classified as a charity, your staff can salary-package up to \$30,000 worth of benefits before triggering the Fringe Benefits Tax (FBT).

Charities survive on a shoestring budget which can prevent them from matching the salaries offered by commercial employees. But the FBT breaks allow them to attract good quality staff by offering packages. Effectively, the staff get more for their salary dollar.

For example, Melissa George, an administration manager with Community Health and Tuberculosis Australia (CHATA), has mortgage and credit card repayments paid out of her gross (before-tax) salary.

The payments Ms George packages would normally attract a 48.5 per cent FBT bill if she worked for a run-of-the-mill business. The ability to re-package her mortgage and credit card bills was a significant drawcard.

This example is given to us courtesy of Money magazine, whose March 2004 edition contained an analysis of salary sacrifice.

The cap of \$30,000 of grossed-up taxable value per employee does not apply in some instances, such as housing provided to a minister of religion.

Fringe benefits tax (FBT) is tax payable by employers which provide fringe benefits to employees.

Fringe benefits include:

- Allowing the employee to use the work car for private use.
- Providing a cheap loan.
- Paying an employee's private health insurance.

You need to distinguish between volunteers and employees. Volunteers are not paid in either cash or fringe benefits, though they may be reimbursed for out of pocket expenses. When you provide more than reimbursement, the person is generally regarded as an employee.

When the total taxable value of an employee's fringe benefit exceeds \$1,000 in a financial year, it must be reported on the employee's annual payment summary. The employee doesn't have to pay income tax on the reportable fringe benefits.

Fringe benefits exempt from FBT include some minor benefits less than \$100, some taxi travel, certain work-related items, such as mobile phones and work-related preventive health care.

The following organisations can also provide some exempt benefits. They are:

- Public benevolent institutions
- Religious institutions for certain employees
- Not-for-profit institutions whose activities include caring for elderly or disadvantaged people and who provide benefits to live-in carers

You need to keep employment records about employees, including personal details and tax file numbers. These records must be kept in a secure place. Records should include:

- Full name
- Contact details – address, phone and email address
- Emergency contacts
- Tax file number
- Date employment started
- Holiday leave
- Sick leave
- Superannuation fund

Australian Business Number

Even if your organisation is tax exempt, you need an Australian Business Number (ABN) for other tax obligations.

These tax obligations stipulate that your organisation must:

- Register for GST and claim tax input credits
- Register for Pay As You Go (PAYG)
- Have an ABN to deal with investment bodies
- Apply to the ATO for endorsement as a deductible gift recipient (DGR) if you operate a gift deductible fund or institution
- Avoid having tax withheld from your income
- Deal with the ATO on other taxes

If your organisation has independent branches or units, these can be treated as separate entities for GST purposes. If the sub-entity applies for an ABN, it can only be used for GST.

Goods and Services Tax

Goods and Services Tax (GST) is a broad-based tax of 10 per cent on most goods and services. It is a transaction-based tax, so no organisation is exempt.

Not-for-profit organisations must register for GST if their annual turnover is \$100,000 or more and they may choose to register if it is lower. Other organisations must register for GST if their annual turnover is \$50,000 or more and they may choose to register if it is lower.

If your organisation is not registered for GST, you cannot charge GST on your supplies or claim a GST refund on goods and services you've bought.

If you are registered for GST, you must add 10 per cent to the price of your taxable goods and services and pay the ATO 1/11th of the price you charge for them.

GST is included in the purchase price of many things you buy for your organisation. If you're registered for GST, you can claim a credit for the GST you've paid – this is called an input tax credit. You must have a tax invoice for your purchase in order to claim input tax credits.

Some goods and services are GST-free, for example, basic food, exports and some health services. However, if you make GST-free supplies, you can claim an input tax credit for the GST component of the goods and services you bought to make the GST-free supplies.

Some goods and services, such as financial services, are input taxed and so do not include GST in the price. You can't claim input tax credits for GST for anything you acquired to make an input taxed supply.

The ATO gives the example of a bank buying a calculator to calculate interest on its housing loans. GST is included in the price of the calculator, but the bank can't claim an input tax credit for this GST.

Another example is charity fund-raising events such as fetes, balls, galas and dinners. These can be input taxed, which means that no GST is charged on the fund-raising revenue and you can't claim any input tax credits for the expenses of running the events.

Pay As You Go system

The Pay As You Go (PAYG) tax system covers taxes payable to the ATO. For not-for-profit organisations, this will probably include:

- Income tax
- Tax withheld from employees' remuneration

PAYG consists of PAYG instalments and PAYG withholding. PAYG instalments allow you to pay tax instalments throughout the year.

PAYG withholding

With the PAYG system you withhold tax from payments you make. Even if you are a tax-exempt organisation, you are not exempt from PAYG withholding.

Under PAYG withholding, if you make certain listed payments you must

withhold an amount from the payment and send it to the ATO.

Your organisation has PAYG withholding obligations if you make any of the following types of payment:

- Salary, wages, commissions, bonuses or allowances to an employee
- Remuneration to a director or member of a committee of management
- Salary, wages, commission, bonuses or allowances to an office holder
- Eligible termination payments, pensions and annuities
- Social security and compensation payments
- Payments for work or services under labour hire arrangements
- Payments for work or services where your organisation and an individual have a voluntary agreement to withhold payments for a supply (services or goods) to another business which does not have an ABN.

As an employer, you must withhold the correct amount from your employees' salary or wages and send this to the ATO. Tax tables show you how much to withhold. At the end of the financial year, you must give employees a payment summary to include in their tax returns.

Other common circumstances requiring PAYG withholding obligations are:

- Payment for work under voluntary withholding agreements (rates are in the ATO tax tables)
- Payments to a business which does not quote an ABN (highest marginal tax rate).

Exemptions

You do not need to withhold an amount if:

- The whole of the payment is exempt income of the supplier
- The payer is an individual paying for a supply of a private or domestic nature
- The payment does not exceed \$50
- The supply is made by a member of a local governing body under a State or Territory law
- The payee has made a written, signed statement that the supply is private or domestic in nature, or relates to a hobby
- The supplier is a non-resident carrying on an enterprise in Australia
- The supplier has no reasonable expectation of profit or gain from the activity

Business Activity Statements

You will need to lodge a Business Activity Statement (BAS) monthly if your annual turnover is greater than \$20 million. Otherwise, you have the option of lodging your BAS monthly or quarterly.

You use your activity statement to report and pay PAYG (instalments and withholding), FBT instalments, GST and related tax obligations, and deferred company instalments.

The ATO will send you a personalised activity statement for you to lodge, with some parts already filled in. Your activity statement will generally only show the obligations that relate to you. For example, if you do not have a PAYG withholding obligation, this section will not appear on your activity statement.

You must complete an activity statement at the end of each reporting period (month or quarter) if you have any PAYG, fringe benefits tax or GST and related obligations, even if the amount for that period is nil.

Deductible gift recipients

Some organisations, called deductible gift recipients (DGR), are entitled to receive income tax deductible gifts. You can become a DGR if you are:

- Listed by name in the income tax law as a DGR, or
 - Endorsed as a DGR by the ATO
- To apply to the ATO for endorsement, your organisation must:
- Have an ABN
 - Be covered by one of the categories of DGR set out in the tax law
 - Maintain a special fund to receive gifts

Superannuation Guarantee Levy

If your organisation employs staff, you are subject to the Superannuation Guarantee Levy (SGL).

Under this law, employers are required to pay a prescribed minimum level of superannuation support for most employees even if you are exempt from income tax. If your organisation does not provide enough superannuation support, you must pay a Superannuation Guarantee Charge, which is not a tax-deductible expense.

Most employees, whether full-time, part-time or casual, are covered by this legislation.

Your organisation does not need to pay SGL for employees who are:

- Paid less than \$450 in any calendar month
- Aged 70 or over
- Non-resident employees paid solely for work outside Australia
- Under 18 and employed part-time (i.e. no more than 30 hours a week)
- Employed no more than 30 hours a week for work primarily of a private or domestic nature

Taxes you may avoid

You may be able to claim exemptions, concessions and rebates for some of the following taxes. As requirements vary between states and territories, you will need to seek clarification for your local State or Territory revenue office.

Stamp duty

Stamp duty is a tax on written documents and certain transactions including motor vehicle registrations and transfers, insurance policies, leases, mortgages, hire purchase agreements and transfers of property, such as real estate or shares.

Payroll tax

Payroll tax is the tax on wages paid by employers. Your organisation is liable for payroll tax when your total Australian wages exceed a certain level. This level varies from State to State.

Land tax

Land tax is a tax imposed everywhere except the Northern Territory. It is a tax levied on landowners, except in ACT, where it is levied on lessees under a Crown lease. Landowners are generally liable for land tax when the unimproved value of taxable land exceeds certain thresholds.

Capital gains tax

If your not-for-profit organisation is exempt from income tax, it is also exempt from capital gains tax.

Capital gains tax applies to not-for-profit clubs, societies and associations that are treated as companies for income tax purposes. It is the tax an organisation pays on any capital gain it makes and includes in its annual income tax return.

Case Study 4

Fine-tuning their investments

When the Youth Music Foundation of Australia Inc. set financial goals in 1990, it believed the return on an investment of \$200,000 would service awards for promising young Australian musicians to study overseas.

The interest rate was then 17 per cent and, as interest rates went down, the YMFA had to lift its fund-raising target to \$400,000.

But as YMFA treasurer Lino Bresciani says, setting goals within realistic financial parameters is a major challenge for voluntary organisations.

'Never over-reach what can be afforded, always be conservative with revenue targets, and allow a margin for cost over-runs on budgeted expenditure,' he says.

Bresciani became treasurer of the foundation when it was set up in 1988. A civil engineer who holds a graduate diploma in business administration, he had 10 years experience as the honorary secretary of the Victorian branch of the Association of Professional Engineers, and also served on the federal council.

'It's of vital importance for the treasurer to really understand the aims and operations of the organisation,' he says. 'You must also recognise the organisation's strengths and weaknesses, particularly with regard to its ability to raise funds and control its expenses.'

The YMFA became a corporate body in 1990, and donations became tax deductible when it was listed on the federal government's register of cultural organisations.

Its main method of raising funds is through music events and recitals, with performers often drawn from the ranks of those who have been assisted by YMFA. They include internationally renowned London-based pianist Piers Lane, operatic soprano Leanne Kenneally and Eddie Muliaumasaelli'i, who is lead bass with the State Opera Innsbruck in Austria.

More than 150 events have been organised, and Bresciani says his role has become easier as a history of loyal support and financially successful events has been established.

'We treat every event as an independent financial project, which is expected to show a profit. We estimate costs, forecast attendance and set admission prices to produce a small profit which then augments the YMFA fund.'

The YMFA intends remaining a small organisation with few fixed costs that can be run by its volunteer council members.

It has also managed to avoid the conflict between creative directors and finance directors that is so common in arts organisations.

'The finance people have to understand the creative people and their operations,' Bresciani says. 'It is essential to agree on realistic budget projections and on ways to keep within those budgets.'

'Risk areas should be identified and managed jointly. New ventures always require some market research, but even quite informal enquiry can be of benefit and help with the decision making process.'



Write it up – it's a manual process

All community organisations large and small need sound systems for regulating and recording financial transactions. There should be an audit trail for every financial event.

Your job will be easier with written policies and guidelines that everyone understands and follows. Staff, board members and volunteers will then operate safely within your specifications.

Your systems must be appropriate for your organisation and are more likely to be followed if you've written – or updated them – yourself with input from other board members and staff. As you work through what processes are right for your organisation's financial management system, record them in a Financial Procedures Manual.

Your manual should describe all of your organisation's financial administrative tasks and specify who is responsible for each one. It should include clear descriptions of how functions such as paying bills, depositing cash, and transferring money between funds are handled.

Documenting your financial procedures is also a good opportunity to check your processes and see if you have adequate controls. As you work through your processes, imagine you are doing the task for the first time and ask yourself questions like:

- How do we record transactions?
- How do we classify transactions?
- Who collects the information?
- Who records the information into our bookkeeping system?

- How do we check that the information is correct?
- What financial reports do we produce from this information?

Responsibilities

Your manual will include responsibilities of key members in your organisation.

For example, the board's financial responsibilities may be to:

- Develop a strategic plan
- Approve the budget
- Set a reserves policy
- Handle potential conflicts of interest
- Determine control procedures
- Apply for grants
- Handle bad debts

Write a similar list of responsibilities for your own role as treasurer, your finance subcommittee and staff.

Areas of financial management

As well as looking at your financial management in terms of responsibilities, you will need to look at your systems for each financial area.

Expenditure

Document your procedures for:

- Estimates and tendering
- Purchase orders and invoices
- Cheque signatories
- Credit cards
- Petty cash

Recording and reconciling finances

Record procedures for:

- Reconciling the cash book with your bank statements
- Reconciling your purchase and sales ledgers
- Keeping your asset register up to date
- Reporting and making payments to the ATO

- Managing your payroll systems
- Managing investments

Human resources

Document your staff policies and procedures for:

- Systems for paying salaries and superannuation
- Contracts of employment
- Reimbursing travel and expenses

Assets

Develop a system for:

- Recording assets in the asset register
- Working out depreciation
- Keeping your asset register up to date

XYZ's procedures

Here's an example of XYZ's guidelines for board and treasurer financial responsibilities (XYZ is an example of a community organisation with six full-time staff and one part-timer).

The information is adapted from Mim Carlson & Margaret Donohoe, *The Executive Director's Survival Guide* pages 184–6. (See special offers at the back of this pack).

An example of ABC's money handling procedures

(ABC is a smaller group run by volunteers)

Steps to follow when handling cash:

- Give receipts to people who give you cash – record the date, the name of person, and what the money is for
- Record this information in your income ledger
- Keep cash you receive separate from cash you pay out (apart from change)
- Bank cash as soon as possible (within the next two days)
- Keep cash secure until it is banked

On some occasions, it is not practical to give receipts (for example, selling ice creams). In these instances, count the money when you have finished your sales, record the date, the total amount of money collected and what it was for.

Steps to follow when handling cheques:

- Make all payments (except petty cash) by cheque or over the internet
- Make sure all cheques are countersigned
- Get authority from the board for expenditure over \$100
- Reconcile bank accounts monthly

Overall financial management

Goal: To ensure XYZ has appropriate financial process and systems.

Process: The board and staff will create a partnership with clearly defined roles and responsibilities.

Tasks	Manager	Board delegated staff
Appoint a treasurer		Lead
Form a finance subcommittee		Lead
Form an audit subcommittee		Lead
Communicate with staff & committees	Shared	Shared
Set salary ranges for each job category	Shared	Shared
Prepare an annual salary schedule	Lead	

Budgeting and planning

Goal: To ensure the organisation's budget reflects its mission, values and goals.

Process: The board and staff will work together to develop a realistic, program-centred budget.

Tasks	Manager	Board delegated staff
Develop a long-term strategic plan with annual goals		Lead
Develop an annual program plan & estimate costs	Lead	
Set revenue & fundraising projections	Shared	Shared
Develop a budget for approval	Lead	
Approve the budget		Lead

Record-keeping

Goal: To record all financial transactions appropriately.

Process: The board and staff will establish internal procedures and controls and ensure that all financial records are accurate and complete.

Tasks	Manager	Board delegated staff
Develop a written set of policies for handling deposits & payments that all staff, board members & volunteers must follow	Lead	
Review and approve accounting policies	Lead	
Authorise bills and invoices over \$50 for payment		Lead
Determine appropriate revenue coding for deposits & payments	Lead	

Reporting

Goal: To summarise and present information about XYZ's financial position in an accurate, complete and timely manner.

Process: The staff will regularly produce financial reports that contain all the relevant information for the period and can be easily understood. The board will appoint an external auditor to undertake an annual audit.

Tasks	Manager	Board delegated staff
Create monthly financial reports	Lead	
Distribute your financial statement the week before board & committee meetings	Lead	
Prepare a brief, written analysis to accompany the financial reports	Lead	
Appoint an auditor		Lead
Prepare a response to the auditor's report	Lead	
Complete legal and taxation requirements (or verify that they are completed) accurately and on time	Shared	Shared

Monitoring

Goal: To ensure finances are on track with the budget.

Process: The staff and board will regularly review, analyse and discuss the financial reports.

Tasks	Treasurer	Board delegated staff
Review organisation's financial information at least monthly	Shared	Shared
Compare actual results with the budget and, if necessary, make changes to the budget	Lead	
Propose items for investigation	Shared	Shared

Your last checklist

Now you have been through the pain, and written it up into a manual, it may be time to hand over to the next incumbent – confident in the knowledge that your organisation has procedures in place to take it to the next level of professional operation.

Ask yourself some final questions. Do you have processes and procedures for the following?

- n Budgeting processes
- n Financial statements and reports (timing and responsibility)
- n Tax procedures
- n Bank account reconciliation procedures
- n Investment policies
- n Cheque-signing procedures
- n Petty cash policies
- n Travel-expense procedures
- n Revenue collection and recording procedures
- n Payroll policies
- n Superannuation procedures
- n Authorisation procedures
- n Controls over fixed assets
- n Donor records.

If you are able to put in place the appropriate processes that are listed above you are well on your way to running a financially vibrant organisation.

Being treasurer of any community organisation will always have its challenges but with the right systems in place to identify and overcome those challenges it will make it far easier to monitor the money coming in and going out of your organisation.

Almost everything that a community group does depends on a level of funding. The better the financial management, the more money is there to do the job your group was established to do in the first place.



Help from Westpac

A good look at banking



Brought to you by

Westpac

Looking for ways to save time and money?

Community groups are of vital importance in this country. Every dollar that you save and every moment you give helps to improve someone's life. For this reason, we are committed to helping you save time and money on your banking so that you can focus on doing the important stuff.

Generally you pay more fees for your banking when you:

- n Use cheques to make regular payments.
- n Transact over the counter.
- n Use accounts that charge a monthly service fee.
- n Make paper deposits or withdrawals over the counter.
- n Make a telephone banking staff assisted withdrawal.

There are some simple ways that you can save time and money. By using electronic transaction methods instead of the methods listed above, you can save substantial amounts of money in fees. Plus, self-service telephone and electronic payment methods are quick and easy so you don't have to spend as much time on your banking.

Put away those cheques

If you're using cheques to make regular payments, then you should know that the fees payable on cheques are much higher than other transaction methods such as Internet Banking, self-service Telephone Banking, Westpac ATMs (Automatic Teller Machine), BPAY and EFTPOS (Electronic Funds Transfer Point of Sale). So try to use these methods wherever possible.

Pick up the phone

Use the phone to check your account balances, transfer funds and pay bills at your convenience. By using our self-service options rather than speaking with a representative you'll pay even less for your banking.

Go surfing with Business Online

Use Internet Banking to surf your accounts! With our business internet banking facility, available via Business Online, you can save up to 75% on day-to-day transaction costs when compared to other payment methods. It also allows you to bank when you want to 24 hours a day, seven days a week from any internet enabled computer.

You can quickly view and access your accounts and make payments all from the one convenient place with a single ID and password. All your online transactions are safe and secure because they are protected by 128 bit encryption.

What you can do in Business Online

Business Online is a simple way to make better use of your time and manage your finances effectively. With a simple click, you can:

1. Track your accounts over the year

With Business Online, you can transfer funds between your Westpac accounts and enter a description to track why the transfer was made. You can view and print statements issued in the past 12 months in Business Online for free so you can get a snapshot of how you're tracking. You can also transfer transaction details for the past 100 days straight into your accounting software.

2. Pay your bills without the fuss

You can register to receive your bills in Business Online and keep them in one safe place with BPAY View™. You can then pay bills displaying the BPAY logo simply and quickly from your computer, even scheduling payments up to 90 days in advance.

You can also make payments directly to the Australian Taxation Office (ATO) or pay money to other accounts at most Australian financial institutions.

You can create and save regular payments as templates, saving you the time spent re-keying payment details.

You can even make overseas payments online, which is not only convenient, but you pay \$20 for each transaction instead of \$30 at a branch. You can also accept payments from overseas by providing your bank account details to the sender.

3. Pay your staff and suppliers easily

If you create your payroll or creditor payments lists within accounting software such as MYOB or Quicken, just use 'File import' in Business Online to process these payments electronically.

To pay your entire staff or external suppliers, there is a single fee of \$2.75 for up to 50 payees using templates, or 500 payees using file import.

Instead of writing cheques at 55 cents each, or making branch transactions at 95 cents, you can pay creditors, suppliers or staff directly into their bank accounts, fee-free for Westpac customers and 15 cents each for those with accounts at other financial institutions.

Please note: if you have exceeded your account's monthly free transaction limit an additional cost of 16 cents per transaction may apply (whether transferring to a Westpac account or to another bank). Fees not applicable to Society Cheque account as this account has no excess transaction fees.

4. Receive payments from customers and pay suppliers quickly

You can use BPAY to pay your bills but did you know that you can also use it to receive payments from customers and to pay suppliers? This is especially useful if you receive large funds or donations on a regular basis.

To use this service, you'll need to contact us to sign up as a BPAY biller. Once your Biller Code is activated, you can receive either a single electronic file of payment data with a corresponding single credit to your account or you can receive individual credits to your

account with the individual payer's details listed on your statement.

Westpac's online payment solutions* can help you to reduce your administration time, improve reconciliation or simply offer your customers and suppliers a choice of how and when to make payments.

* Merchant facilities are available to approved applicants.

Take the test drive today!

There's so much you can do on Business Online. Simply visit www.westpac.com.au/business and take the Business Online Test Drive or register online for free.

Enjoy the benefits available to you

Westpac also has some accounts and services designed with community organisations in mind to help save on costs and administration time.

Cut down your administration with a BusinessChoice Credit Card

With a Westpac BusinessChoice Credit Card, you can access low cost, unsecured finance whenever you need it most.

A BusinessChoice Credit Card works just like an overdraft with all the convenience of a MasterCard. There's a revolving line of credit of up to \$20,000 which can give you peace of mind should you need to cover unexpected purchases. Plus, you can track spending with monthly statements and a yearly summary report.

You can choose to repay the full amount owing each month, or make the minimum monthly repayment via Business Telephone Banking, Business Online, Westpac ATM (Automatic Teller Machine) or by visiting any branch.

You can set up multiple cardholders so that each cardholder can access the overall facility limit which can make payment easy. And you can view the credit card accounts held by your staff in Business Online and use it to track cash flow.

Community organisation savings

- Enjoy the benefits of two BusinessChoice Credit Cards free of the annual fee, available to community organisations. (Saves up to \$78 per annum)

Get paid instantly with EFTPOS Extra

If you receive payments or customer donations, then you should consider owning an EFTPOS terminal. EFTPOS Extra enables you to accept all major credit cards, with transactions taking around just 11 seconds and cheque approvals (which is an optional extra) in just 30 seconds. This payment method reduces the amount of cash on your premises, meaning more security for you and your staff.

Customers can either call you on the phone providing their card details and you process their transaction on your EFTPOS terminal or if you have a retail outlet, they can pay for the supply of goods and/or services at the point of sale. The proceeds from the card sales are then transferred into your nominated account and settlement takes place nightly.

Community organisation savings

- No establishment fee (save \$82.50).
- Discount on monthly terminal fee (save \$66 p.a).
- Preferential rates on merchant service fee.
- No cancellation fee.
- Free mobile terminal for fundraisers available three times a year* (save up to \$236.50 each usage).

* Available for 1 month, charges apply thereafter. Only available to EFTPOS Extra customers

an account that is going to make your money work harder for you.

The Cash Management Account Investor Option is the ideal solution for your investment or deposit needs as your money will earn highly competitive tiered interest rates that are calculated on a daily basis.

The benefits:

- Interest is paid monthly on the entire balance unless the account balance falls below \$5000
- You have access to your funds at any time without interest rate penalty so you have the flexibility to hold your funds both for a fixed term and at call.

Community organisation savings

- Monthly service fee waived for community organisations (saves up to \$48 per year).

* Government transaction taxes and duties apply, where applicable.

Accessing your account

You also have the convenience of being able to access your account through: Business Internet Banking, Business Telephone Banking, Business Handycard (using an ATM or EFTPOS facility), branches and by cheque.

If using Business Handycard via a non-Westpac ATM, please note that you will incur a fee of \$1.50 per enquiry/cash withdrawal.

Business Online is the best way to access and manage your accounts. You can see all of your accounts, bank balances and statements instantly and you can transfer funds between your accounts around the clock.

Optimise Employee Incentives with the Employee Benefits Card

The Employee Benefits card is a MasterCard only available to public hospitals and non-profit organisations that have PBI tax status.

Using the flexibility and acceptability of MasterCard, the Employee Benefits Card allows employees to access their salary-sacrificed funds to pay for day-to-day expenses immediately and because the Card is pre-funded by the employer, there's little opportunity for the employee to over-spend or exceed the capped Fringe Benefits Tax (FBT) thresholds that apply.

The Benefits

- No GST paperwork
- Minimal end-of-year FBT administration
- No need to monitor expenses or issue approvals
- Payment processing and expense reimbursement are eliminated
- No establishment cost or capital outlay is required
- Employee incentive optimised.

For more information on any of the products mentioned above, drop into your local branch or call 1300 660 953

Manage your cash flow better

With cash transactions, the ending balance on the bank statement may often differ from the balance in the organisation's account. So, it's important that when you receive your bank account statements that you

Reduce your banking fees with a Society Cheque Account

The Society Cheque Account is an everyday account available with or without cheque access, that offers the potential for fee free banking* for community organisations.

The Benefits

- No monthly service fee
- No transaction fees
- Interest is paid quarterly.

Please note that the Society Cheque Account should only be used to pay your day-to-day expenses. To receive maximum interest, you should consider opening a Cash Management Account Investor Option (detailed below), and transferring any excess funds to it.

Accessing your account

You can access your account through any of the following channels (subject to the rules that govern your organisation): Business Internet Banking, Business Telephone Banking, Business Handycard (using an ATM or EFTPOS facility), branches and by cheque.

If using a Business Handycard via a non-Westpac ATM, please note that you will incur a fee of \$1.50 per enquiry/cash withdrawal.

* Government transaction taxes and duties apply.

Make your money work overtime with a Cash Management Account Investor Option

Community organisations sometimes make the mistake of leaving all their money in an everyday account. You should ensure that you transfer any excess funds that you don't need into

Balance per bank statement (things we knew about that the bank didn't)	Balance per books (things the bank knew about that we didn't).
<p>Reported in ledger but not in bank statement:</p> <ul style="list-style-type: none"> ▫ Outstanding deposits + ▫ Unpresented cheques - 	<p>Reported on bank statement but not in ledger:</p> <ul style="list-style-type: none"> ▫ Direct deposit + ▫ Note receivable + ▫ Interest paid - ▫ Interest received + ▫ Monthly Service Fees - ▫ Transaction Fees - ▫ Account Overdrawn Fees - ▫ Dishonoured cheques
<p>Errors (yours or the Bank's) + or - depending on what the errors are</p>	
<p>TOTAL = Adjusted Balance for your ledger account</p>	

The five main reasons why bank statements may not match your organisation's accounts

1. **Unpresented cheques:** For example you may have on your records a cheque to a supplier but if the supplier has not cashed or 'presented' the cheque to the bank when you receive your statement, then this will not appear.
2. **Deposits not yet credited by the bank:** The timing of when money or cheques were deposited into your account may not match the timing of the bank statement or may still be awaiting clearance.
3. **Charges made by the bank but not yet reflected in your books:** These might include monthly service fees, transaction fees, account overdrawn fees, accrued debit interest, dishonoured cheques.
4. **Credits made by the bank but not yet reflected in your books:** These might include interest received and direct deposits made to your account.
5. **Accounting errors:** These errors may either be on the bank's side or your side.

reconcile the bank statement balance against your organisation's accounts immediately and report any discrepancies to the bank.

The bank reconciliation is a schedule that accounts for any of the above differences between the bank statement balance and your organisation's cash balance. Matching entries may be deleted to leave only unmatched and outstanding items.

To find out the adjusted balance to record in your organisation's ledger account, you'll need to calculate the items that need to be added or subtracted from the bank statement balance and the ledger balance.

Example

You have been supplied with the following information produced by comparing the records of XYZ Group with the most recent bank statement (Please note that a cash account is debit in your records but credit in the bank's records as from the bank's point of view, your organisation is a creditor):

- a) debit balance as per cash at bank account in your ledger as at 30 June, \$13,100.00
- b) credit balance as per bank statement as at 30 June \$17,315.90
- c) deposits not reflected on bank statement \$2,300.00.
- d) unpresented cheques 30 June \$6,285.90
- e) service charge on bank statement not recorded in books, \$150.00.
- f) cheque for postage expense \$400.00, incorrectly recorded in books as \$780.00.

Now prepare a bank reconciliation statement as at 30 June.

XYZ Group

Bank reconciliation statement at 30 June

Balance as per bank statement	17,315.90 Cr
Add: outstanding deposit	2,300.00
	19,615.90
Less: unpresented cheques	6,285.90
Adjusted balance as per cash at bank account	13,330.00 Cr
Ending balance per company records	13,100.00 Cr
Add: correction - cheque for \$400 Incorrectly recorded as \$780	380.00
	13,480.00
Deduct: Bank charges	150.00
Adjusted balance as per cash at bank account	13,330.00 Cr

Business Online is particularly useful for bank reconciliation because you have instant access to your account balances and pending payments, which brings a new level of visibility to your cash flow.

Business Online can also give you access to Cashflow Manager, an automated record-keeping system that works just like a manual cashbook, and can cut the time you take to process your books by up to 60%. If you don't like having to manually calculate whether there are any discrepancies between your cashbooks and the bank statements you receive, then you'll love Cashflow Manager. It alerts you to any mistakes when you hit the 'reconcile' button, and then allows you to quickly find the problem.

Cashflow Manager also has loads of other useful features such as enabling your payments lists to be sent straight into your Westpac Business Internet Banking account, where payments can be made immediately or scheduled for a later date. It can also mesh with more high-end software packages such as MYOB.

To test drive Cashflow Manager today, visit www.westpac.com.au/business and click on the link under the heading 'Cashbook Solution'.

Other services available

Teller Service/Coin Handling

We can provide rolled or bagged coins, count coins for deposit or exchange coins for notes via our Teller Service.

The cost for this service is \$1 per minute (where the service exceeds 10 minutes).

To ensure we can help you with your coin counting, especially larger amounts, please phone ahead to your local branch to arrange a time.

Things you should know:

This information has been prepared without taking into account your objectives, financial situation or needs. Because of this, you should, before acting on this information, consider its appropriateness, having regard to your objectives, financial situation or needs.

Westpac Banking Corporation is the issuer of the banking products referred to in this guide. A Product Disclosure Statement (PDS) or other disclosure document is available for these products. You can obtain a copy of the PDS or other disclosure document, or contact Westpac, by calling 1300 660 953, visiting www.westpac.com.au or by visiting any of our branches. You should consider the PDS or other disclosure document before making any decision in relation to these products.

If you have a complaint about these products, please contact us by: Telephone: 1300 130 467; Email: via our website www.westpac.com.au and click on 'contact us'; Fax: 02 9226 6597; Mail: GPO Box 5037, Sydney NSW 2001. Further details about our complaint handling procedures can be obtained from any branch or our website.



Special offers

Discounts on resources to help manage your community organisation



Brought to you by

westpac

Educational resources for community organisations

Raising money and then managing it once it's in the door is one of the prime tasks of community organisations large and small. To help you manage your organisation effectively, we've gone to the experts and negotiated special discounts on a wide range of helpful resources.

Our Community, the leading resource for Australia's 700,000 community and non-profit organisations, has thousands of pages of free advice and information on its www.ourcommunity.com.au website. It is also offering a special discounted price on all its books designed to assist community organisations.

In addition to the Our Community offer, the online bookstore, Moneybags, has bundled key titles in the non-profit area, including books on how to run direct mail fund-raisers, how to write fund-raising letters, and how to survive at executive level as an office-bearer of your group.

Westpac is also offering a discount on their business seminar – Beyond Survival.

Please note that information about a third party's products or services are provided for convenience only and does not represent any endorsement by Westpac of the products offered.

Our Community offer

Community organisations can receive a special discount of \$10 off the \$36 purchase price of any of the range of special community group 'How-to' books produced by Our Community.

The books are practical, easy-to-follow guides providing best practice examples and tips for those with the tough job of trying to manage a community organisation more effectively and efficiently.

Titles include:

- Finding the Simple Secrets of Successful Community Groups – More than 400 tips on running a more effective community group or school group
- Finding the Simple Secrets of Successful Community Groups – more than 400 tips on running a more effective community group and school
- Finding the Best People – The essential steps to recruiting a great Chief Executive / Coordinator for your community group
- How to Slash your Insurance Claims – The essential steps to identifying and managing risk
- Ethical Solutions – The essential guide to implementing an ethics program in your community group
- Surviving and Thriving as a Safe Effective Board Member – The Essential Facts You Need To Know Before, During And After Joining a Community Board
- Transforming Community Committees and Boards – From Hell to Heaven
- The Fifty Best Grants – Winning more money for your community group

and school (separate versions for each State/Territory)

- The Fifty Best Scholarships and Awards - Targeting your personal and workplace training and development opportunities
- Find Money Fast – 50 Great Ideas to raise up to \$5,000
- How to win a Philanthropic Grant – The Essential Guide
- How to Win an Australian Scholarship.

Go to

www.ourcommunity.com.au/giftvoucher, download the order form and send back clearly marked 'Westpac'. You will only pay \$26 per book.

- Call (03) 9320 6811 and ask for the 'Westpac/Our Community offer'
- Fax (03) 9326 6859, marking your subscription request 'Westpac'

In addition, any community organisation can access thousands of pages of free information on issues such as group management, fund-raising, marketing, risk management, preparing for a community business partnership and much more by visiting www.ourcommunity.com.au

Other free features on the Our Community site include risk management checklists, Australia's largest database of leadership courses, self-analysis tools to check your fund-raising ability and community business partnership readiness and Australia's only free online donation service for community organisations.

Community books bundle

This bundle is from moneybags.com.au, which has hand-picked four books designed to help run the financial and strategic aspects of community organisations. The books are offered for a total of \$198.70, plus postage and handling - a saving of 15 per cent, or \$35.)

The titles are:

- Revolution in the Mailbox: Your Successful Guide to Direct Mail Fundraising,
- Grant Seeker's Budget Toolkit,
- Creating and Implementing Your Strategic Plan, and
- Executive Directors Survival Guide.

To purchase the bundle:

- Call 1800 010 141 and quote 'Westpac'
- Fax (08) 8217 4099, marking your order 'Westpac'
- Send your order via Freepost to: Moneybags Pty Ltd, Reply Paid 77591, Adelaide SA 5000.

Westpac's Beyond Survival Seminar

Is your business one step ahead of the game? Community organisations can receive a 20% discount on Westpac's Beyond Survival seminar – a two day workshop that helps you understand how to make your business more successful.

Financial Statement Analysis.

My business is profitable, but where's the cash?

Turn your balance sheet and income statements into powerful management

tools that help you make more effective business decisions.

Break Even Analysis.

I'm working harder and harder but the bottom line isn't getting any bigger.

Understand the important relationship between price, sales volume and costs – and how it can improve your bottom line.

Financial Impact of Growth (and Recession).

Sales are up, I'm growing but nobody's supporting me.

Discover how much your business can afford to grow and plan to achieve it.

Bank Financing.

How should I deal with my bank?

Apply simple strategies to get the very most out of your relationship with your accountant and your bank.

Cash Flow Management.

How do business decisions affect cash?

Understand the relationship between cash flow, net profit and sales.

The seminar is normally \$693 per person (including GST) – however for community organisations it will be \$554.40 for the two days (includes lunch and morning and afternoon tea).

For more information on the seminar, FREE call 1800 012 501 or go to www.westpac.com.au/business

Things you should know:

Some of this information is provided by a third party. While such material is published with necessary permission, Westpac accepts no responsibility for its accuracy or completeness. This information has been prepared without taking into account your objectives, financial situation or needs. Because of this, you should, before acting on this information, consider its appropriateness, having regard to your objectives, financial situation or needs. Any information about a third party's products or services are provided for convenience only and does not represent any endorsement by Westpac of the products or services offered.