



National Association of Testing Authorities, Australia

## ANNUAL GENERAL MEETING

61<sup>st</sup> Meeting – 11 October 2017

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### MINUTES

Minutes of the sixty-first Annual General Meeting of the National Association of Testing Authorities, Australia held at NATA Sydney Office, 7 Leeds Street, Rhodes, New South Wales, commencing at 12.05 pm.

#### PRESENT

##### (a) NATA Board

Chris Brownlow  
Matt Callanan  
Geoff Hogg (Chair)  
Joseph Patroni (via webinar)  
David Turner (Member)  
Anthony Landgren  
David Neville

##### (b) Members Present

Roderick Chappel  
David Pezzaniti  
Andrew Murray  
Susan Weston  
Graeme Perry  
Graham Smith  
Wayne Galbraith  
Chris Lo  
Michael Lynch  
Bob Panitzki  
Jitendra Parikh

Lynn Nelson  
Ranjeni Rajah<sup>\*1</sup>  
James Philip<sup>\*1</sup>  
Gary Theobald<sup>\*1</sup>  
Dudley Knight<sup>\*1</sup>  
Martin Lindsay<sup>\*1</sup>  
Maree Stuart<sup>\*1</sup>

<sup>\*1</sup> via webinar

##### (c) NATA staff

Jennifer Evans  
Eric Lo  
Tony Vandenberg  
Danielle Dicker  
Phillip Hill  
Kirsty Outhred  
Katina Kalergis

Chief Executive  
General Manager, Business Services  
General Manager, Compliance & Governance  
Assistant Technical Manager  
Quality Manager  
Operations Manager  
Manager, Communications and Training  
Services Group  
Administrative Officer, Corporate Governance/  
State Manager (Vic/Tas)

Areum Clark

Paul Sioutas  
Susan Harry

Network Engineer  
Manager, Stakeholder  
Relations/State Manager

**(d) Invited guests**

Russell McGree  
Martin Squire

Audit & Assurance Division Stuart Brown & Co  
Department of Industry, Innovation and Science

**(e) Other attendees**

Tuyen Chieu

Douglass Hanly Moir

**APOLOGIES**

None

## **1. WELCOME**

The Chair welcomed all members to the meeting.

## **2. MINUTES OF 60<sup>TH</sup> ANNUAL GENERAL MEETING**

The minutes of the sixtieth Annual General Meeting of the National Association of Testing Authorities, Australia held on 18 October 2016 were presented.

It was resolved:

AGM Res

No 161 “that the minutes of the Sixtieth Annual General Meeting held in Sydney on 18 October 2016, be taken as read and confirmed.”

## **3. FINANCIAL REPORTS**

The Association’s financial reports, the reports of the directors and the auditor’s report for the financial year ending 30 June 2017 were received and accepted.

There were no questions of the auditor present.

## **4. SPECIAL RESOLUTION**

The members in attendance and those represented by a proxy resolved by vote that:

AGM Res

No 162 *“Clause 23.3 and Clause 23.4 in the Constitution be replaced with the proposed Clauses to allow for a Board of seven directors with four positions elected from nominations by Members only, and three positions from nominations by the Board and presented to Members for endorsement.”*

## **5. THE YEAR IN REVIEW**

The Chair made reference to the research survey that NATA had commissioned the University of Technology, Sydney (UTS) to conduct, on the economic value of NATA accreditation to Australia. Results had yet to be made available.

The Chair also noted the changing face of technology and the challenges that may be being encountered in the various business sectors. NATA was investing in current technologies to meet the changing demands of business.

## **6. NEW BOARD APPOINTMENTS**

The Chair announced that Joseph Patroni and Geoff Hogg had been re-elected to the NATA

## **7. PRESENTATION FROM NATA CEO**

Jennifer Evans provided an overview of NATA’s performance against the objectives of the 2016 - 2018 Strategic Plan.

- **Objective 1 Leadership and profile**

*NATA's role and contribution are recognised and valued with respect to:*

*The improvement in public safety, productivity and technical infrastructure within Australia; and*

*The representation of Australia's interest in the international accreditation community and promotion of trade through technical barriers to trade.*

A research study was commissioned by the NATA Board in May 2017, to be undertaken by the University of Technology, Sydney (UTS) on the economic value of NATA accreditation to Australia. The project was designated as a research study, so it is anticipated that when results have been analysed the data will be published.

A draft report was likely to be available in November 2017.

- **Objective 2 Stakeholder engagement**

*NATA will continue to provide accreditation programs and related activities that meet the needs of our stakeholders.*

*Our stakeholders will continue to support our goals and remain engaged in their commitment to NATA. We will achieve this through consultation and collaboration with our stakeholders on key issues in a transparent manner.*

Key issue for 2016-2017 continued to be 'non-conforming building products' and asbestos in imported products/goods. Engagements were held with government agencies, industry groups and consumers. NATA made submissions and appearances, to explain NATA's role both domestically and internationally at a Commonwealth Inter-department Committee (asbestos) and Senate Inquiry (NCBP + asbestos).

- **Objective 3 Operational excellence**

*NATA will deliver a quality service at a reasonable cost using an innovative business model that meets clients' needs and will be responsive to their future requirements*

Phase III of NATA's organisational restructure is underway. In this phase, 'technical areas' for which NATA offers accreditation have been realigned with industry/professional groupings. 'Activities' will replace 'fields' and 'programs'. This will enable improved business intelligence and be more meaningful to stakeholders and users of laboratory services. A major sub-project has been to redefine Scopes of Accreditation, so that activities are more clearly described and more easily understood by CABs (conformity assessment bodies) their clients and stakeholders.

Future initiatives in this area were also presented.

- **Objective 4 People**

*Our staff have the technical knowledge, customer service skills and motivation to deliver quality service to our clients.*

*Our volunteer technical assessors are recognised for their technical expertise and valued for their contributions to NATA and the community.*

*Our people, both staff and volunteers, have an appropriate mix of skill, experience and expertise, and are maintained by effective succession planning.*

Whilst NATA respects its valuable volunteer resource, there has been no comprehensive strategy around technical assessor recruitment, training and engagement. Project Volunteers is a strategic project to address the recruitment, development and recognition of our technical assessors and committee members, and maintain support of their employers.

A survey has been sent to technical assessors to investigate their 'demographics'.

Preliminary steps of a much broader workplace strategy project had been taken. This would further consider a revised recruitment and performance management review processes and consideration of IT tools including laptops/tablets, mobile phones and training for supervisory staff to support an 'agile' workplace.

#### **- Objective 5 Innovation and technology**

*NATA will maintain a contemporary technology infrastructure to support the interface with stakeholders, clients, volunteers and the community.*

*NATA will deploy technology to support product innovation, transform business process and enable improvements in service delivery.*

*NATA people will be equipped with appropriate technology and support to enhance their contribution to NATA's objectives.*

Phases I and II (of three phases) of Project AIMS, to develop and implement an IT system capable of supporting NATA's accreditation activities into the future were expected to be completed by the end of 2017.

#### **- Objective 6 Growth and security**

*NATA will develop and maintain functional capability and operational capacity to meet the needs and growth of stakeholders and customers and provide opportunity for our people; maintain a prudent risk management framework to manage risk; and maintain a sound financial structure and adequate reserve to secure NATA's future.*

#### **- 2016-2017 End of Year Performance - Financial**

Revenue was down by 2.3% with expenses up by 4.2% against budget. The operating profit amounted to 92%. Full financial results are in the 2017 Annual Report.

#### **- 2015-2016 End of Year Performance - Operational**

The total number of facilities accredited rose by 0.4% with the number of chargeable units increasing by 0.1%.

#### **- 2017 - 2018 Budget**

##### Income

2.0% increase in accreditation fees and charges

Total income \$28.49M

##### Expenses

Total expenditure \$28.14M

##### Net operating profit

\$340,000

## Summary

Ms Evans concluded by stating that NATA would continue its transformation into a 21<sup>st</sup> century accreditation body. The process of change was a slow but steady one and that there were still a number of significant initiatives to implement.

## 8. GENERAL BUSINESS

No other formal matters had been raised with the Chair previously.

The meeting was closed at 13:10 pm.

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Signed

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Date