

# Westpac Community Treasurers' Awards

Community group treasurers are **untiring, painstaking, and efficient**. They work long hours without asking for thanks or recognition. They keep the group afloat. Good treasurers are **democratic, vigilant, persuasive, prudent, consistent, diligent, comprehensive, innovative, and compassionate**. They have to get the basics right. There's no room for flimflam, big talk, or massaging of the figures. The money just has to be there - or everybody misses out. **We owe them a lot. Here are their stories.**

2009



Community Financial Centre  
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## TREASURER

PO BOX 6022  
PARLIAMENT HOUSE  
CANBERRA ACT 2600

Telephone: 02 6277 7340  
Facsimile: 02 6273 3420

[www.treasurer.gov.au](http://www.treasurer.gov.au)

Dear Attendees

Welcome to Our Community's 2009 Board Builder Conference. This conference promotes good governance and effective leadership in community organisations — goals I have always supported wholeheartedly.

I believe that the work of community treasurers plays a vital role in enriching the lives of everyday Australians.

The tireless efforts of my fellow treasurers to keep the books balanced and ensure accountability mean that local sports participants and community volunteers can get on with what they love doing.

But all too often, their great work goes unrecognised. That's why it is my pleasure to be at this conference to announce the inaugural winners of the 2008 Westpac Community Treasurers' Awards. I was likewise honoured to launch the awards in July 2008 with the support of Westpac and Our Community.

The three awards — for small, medium and large groups — recognise outstanding treasurers from across the Australian community sector, rewarding their work with \$5,000 each for their respective organisations.

These awards highlight the importance of transparency and accountability in community organisations, emphasise financial literacy and help establish community treasurers as role models for the people in their organisations. If you know of any community treasurers who are making an outstanding contribution, I encourage you to nominate them for the awards for next year.

Congratulations to all the treasurers who were nominated, and to everyone who helps make our community organisations so great.

Keep up the good work.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Wayne Swan', written in a cursive style.

WAYNE SWAN

# About the Westpac Community Treasurers' Awards

There are hundreds of thousands of community groups in Australia who rely on the unsung and unpaid labour of honorary treasurers.

Responsible for the financial wellbeing of their organisation, they often go above and beyond the call of duty to make sure ends meet.

Recognising this, the Westpac Community Treasurers' Awards have been established to show appreciation of the immense contribution community treasurers make to their community groups, the community sector, and to Australia.

This national competition is designed to unearth three unsung community treasurers who fulfil the duties of ensuring good financial management, good financial governance and good financial outcomes.

## **AWARDS ARE GIVEN FOR TREASURERS IN THREE BUDGET CLASSES:**

### **Small organisations**

For organisations with an annual income of less than \$10,000 per annum

### **Medium organisations**

For organisations with an annual income of between \$10,000 and \$250,000 per annum

### **Large organisations**

For organisations with an annual income of more than \$250,000 per annum

Entries are judged on how well the treasurer fulfils the duties of ensuring good financial management, good financial governance and good financial outcomes.

## **PRIZES:**

The winner in each class will win \$5000 for their organisation and an impressive trophy to recognise their achievements.

## **JUDGING:**

Winners will be decided by a panel of eminent community leaders with expertise in finance and treasurer roles. Winners will be notified by telephone.

## **ELIGIBILITY:**

Those chosen to receive a Community Treasurers' Award must be the treasurer of a community group that is an incorporated association that has been in existence for a minimum of two years.

## **HOW TO NOMINATE:**

Nominations for the 2010 Community Treasurers Awards will open in April.

To find out more visit

**[www.ourcommunity.com.au/  
treasurersawards](http://www.ourcommunity.com.au/treasurersawards)** or phone  
(03) 9320 6800 or email to  
**[service@ourcommunity.com.au](mailto:service@ourcommunity.com.au)**

Nominate your treasurer at  
[www.ourcommunity.com.au/treasurersawards](http://www.ourcommunity.com.au/treasurersawards)

# What people said about the 2009 Nominees

Nominees for the 2009 Westpac Community Treasurers' Awards have been drawn from all corners of every state of Australia - from major cities, regional centres and tiny towns; from big organisations and small, and everything in between; and from all sections of the community sector.

The entries showed just how amazing is the work that is being undertaken in the community sector - offering examples of great leadership and teamwork, work that has literally saved organisations from going under.

Nominees were a mix of retirees and full and part-time workers fitting in their treasury work among other commitments. They included trained accountants, and complete beginners.

The judges were inspired to read about treasurers taking on huge challenges, learning new skills, donating vast amounts of their time. They have read about people who form the backbone of their community organisation, often going well above and beyond what's expected of them in their roles.

So what are the qualities that make really good Community Treasurers stand out from the pack?

Read on for a small sample of the words their colleagues, peers and admirers used to describe their work.



# The Westpac Community Treasurers' Awards

## Congratulations to the 2009 Winners



### **SMALL ORGANISATIONS CATEGORY**

**Rebecca Thompson**  
Treasurer, Avenel Preschool,  
Victoria

Along with Rebecca's attention to internal controls, systems and reporting, the judges said that her clear commitment to the sustainability of her preschool was what set her apart from the pack. As well as keeping the books, Rebecca has worked hard to ensure the ongoing viability of the preschool through energetic efforts in fundraising and forward planning. Her contribution to the social functioning of the group, and the wider Avenel community, was also noted.



### **MEDIUM ORGANISATIONS CATEGORY**

**Kim McConnochie**  
Treasurer, Wollongong  
Australian Football Club,  
New South Wales

The judges said that Kim was notable for his clear professionalism and attention to internal controls, reporting mechanisms, systems and processes to monitor financial performance. They said Kim's work to improve the financial position of his group had set him up as something of a saviour for the club, an effort that put him beyond the boundaries of an everyday treasurer.



### **LARGE ORGANISATIONS CATEGORY**

**Heather Thompson**  
Treasurer, Grange Surf Life  
Saving Club Inc.,  
South Australia

The judges were impressed with Heather's attention to internal controls, systems and reporting, and her efforts to improve the organisation's financial position, both by bringing money in and reducing money going out. They also noted Heather's clear commitment and length of service to Grange Surf Life Saving Club (at least 20 years of service, 11 as secretary and nine as treasurer), and her involvement in surf life saving beyond the club, through her membership of the State Surf Life Saving movement.

# REBECCA THOMPSON

## Avenel Preschool



"Rebecca's outstanding organisational skills have improved record keeping and contributed to the solidity of the Committee of Management's annual fundraising plan. As the Preschool is situated within a small rural population, Rebecca has adopted the principle of maintaining an annual surplus of funds specifically to ensure the Kinder's funding base remains stable through years when the organisation runs with low child numbers. It is this strategy, together with financial support from regional cluster management, that is responsible for keeping the Kinder open to local residents in a relatively isolated area.

Rebecca gives a regular and easily understood report to the Preschool Committee of Management. She has introduced new financial management software in the past 12 months and is using this tool to plan ahead for the next financial year. The clarity of her bookkeeping is reflected in the general Committee's understanding of the Kinder's financial position.

As the Preschool is assisted by a regional cluster manager, she also communicates regularly with the staff at the Goulburn Regional Preschool Association to ensure her estimates are correct and to keep up to date with any broader financial planning issues affecting the region. Her communication encompasses contact with other Preschools in the regional cluster such as Nagambie and Euroa, as well as the local primary school. This networking occasionally brings additional children (and funding) to the Kinder and helps facilitate shared planning and events.

Rebecca collaborates with the fundraising manager and extended Committee of Management to develop an annual fundraising plan that aims to raise approximately \$5000 per annum. She plays an active role in assisting the fundraiser, and her contacts throughout the community have led to some valuable new fundraising initiatives. With Rebecca's support a fashion parade at a local antique store, a BBQ at Tahbilk Winery annual Vintage Festival, and a sausage sizzle at the regional Seymour Alternative Farming Expo have all become regulars on the fundraising calendar.



2009 AWARD WINNER  
SMALL ORGANISATIONS

Rebecca has also initiated a diplomatic and efficient system for ensuring Kinder fees are paid on time and in full, offering access to a 'payment plan' for families which have difficulty paying up front at the beginning of each term. Rebecca is actively involved in the broader Avenel community and works hard at fostering strong social connections within the town. Finding a worthy replacement for her on the Preschool Committee will be a daunting task!"

**Ms Anna Clabburn, GRPSA Officer**



Finding a worthy replacement  
will be a daunting task!

# KIM MCCONNOCHIE

## Wollongong Australian Football Club



"Kim has effectively taken the club's finances from a shoebox of assorted receipts, invoices and notes to a set of fully traceable independently audited and balanced set of financial statements that can form the basis of sound financial management, budgeting and forecasting.

He identified control weaknesses around our cash handling practices, and implemented significant control processes. He undertook the necessary work to register the club for GST. He submitted 11 prior years' annual forms to the Office of Fair Trading to bring the club into line with incorporation requirements.

He's introduced and overseen cash management procedures, written sponsorship contracts, independent financial audits, and detailed and professionally prepared grant applications.

Extremely detailed monthly financial statements are provided to all committee members before our monthly meetings, in a readable and easily understandable format.

In the area of fundraising, he's developed profit targets for club functions and has prepared a very detailed and professional 'Sponsor's Package' that includes a PowerPoint presentation, a sponsorship prospectus, and a five-year business plan and organisation chart. As a result of this highly professional approach the club's sponsorship increased from \$21,000 to \$60,000 in the first year - an outstanding achievement.

His overview and management of the canteen functions has resulted in canteen profits increasing from \$3000 in 2004 to \$18,000 in 2007. Along with sponsorship and other revenue-related initiatives this has allowed the club to increase its revenue from \$78,000 to \$136,000 in his first year as Financial Manager.



He prepared the club's outstandingly comprehensive funding application to the NSW Department of Sport, Tourism and Recreation under the Regional Facilities Program.

The success of this application has enabled us to complete a facility that can host international cricket and AFL at the elite level, either during the day or for night matches.

**Ian Ferguson, President**



## Out of the shoebox



2009 AWARD WINNER  
MEDIUM ORGANISATIONS

# HEATHER THOMPSON

## Grange Surf Life Saving Club Inc



"The previous treasurer kept the books of the club manually. Our current treasurer introduced MYOB software for the entry of all transactions, and has put a process in place to audit incoming cash payments.

She has been instrumental in introducing a Risk Management Committee, and has recently changed our insurance provider to ensure the maximum coverage at a better price. She keeps a close eye on the balances of all our bank accounts, making sure we are gaining the best interest available.

Budgets are compiled at the beginning of each year in a joint committee that the treasurer chairs. These budgets are maintained throughout the year and evaluated if the need arises for a special purpose. The following year the same group looks at the expenses of the previous year and the needs for the following year. Her monthly reports keep management aware of all issues.

The treasurer has been involved with fundraising ventures including a Bunnings' BBQ, quiz nights, movie nights, op shop dress ups, Hawaiian nights, football final days, wine tastings, and Sundays in the Sun. Over the years the treasurer has also gained many grants, and last season she secured a major sponsor for the club for the purchase of a new Holden Rodeo 4WD.

The income of the Grange Surf Life Saving Club is over \$250,000, largely due to our fundraising and the grants received each year. The Treasurer has gained for us land tax exemption and a partial rebate of council rates.

Last season the treasurer helped to start the Special Nipper Program for children and youth with a disability, gaining two grants to assist in the running of the program, which will continue this year.



Our treasurer was previously secretary of the club for 11 years and has been treasurer for nine. She's also been on the Board of Surf Life Saving SA for 13 years, helping with matters of policy at a state level and keeping the club informed on issues.

She is a worthy recipient of this award."

**Robert Thompson, President**



## A worthy recipient



2009 AWARD WINNER  
LARGE ORGANISATIONS



## Other entries in the Westpac Community Treasurers' Awards

"Launched in July 2008, the Westpac Community Treasurers' Awards were designed not only to unearth Australia's three greatest community treasurers, but to showcase the excellent and often unsung work being undertaken by so many voluntary treasurers across Australia. All treasurers - whether from big, small or medium organisations - carry a large burden as it is their work that ensures the organisations whose books they are overseeing have the resources they need to do the hugely important work they were set up to do.

The inaugural awards saw 265 nominations received - a terrific response in the Awards' first year. Entries came from all corners of every state. There were entries from Albany, Bundaberg, Port Hedland, Alice Spring and Proserpine, as well as all the major cities and places in between. Entries came from a range of small, medium and large groups, and from all corners of the community sector - health, sport, spirituality, education, women, families, multicultural, disability, and so on.

The entries showed just how amazing is the work that is being undertaken in the community sector - offering examples of great leadership and teamwork, work that has literally saved organisations from going under. The judges were inspired to read about treasurers taking on huge challenges, learning new skills, donating vast amounts of their time. Here are just some of their stories."

# STEVE LOWE

## Fusion Victoria

“Steve Lowe is a Chartered Accountant who works 3-4 days per week on a voluntary basis, managing Fusion Victorian finances and contributing to Fusion national and international financial administration. He has established a range of systems for petty cash, budgeting, cheque requisition and purchases which are now followed by staff and team members all around the state. These new systems mean that our handling of cash is now much more tightly monitored and regulated, and the information being produced is much more reliable.

Steve has generated not only a global budget for Fusion nationally but a number of different project budget models which have given a real integrity to our operations. Fusion operates a number of statewide events, in response to which Steve has developed an event budget template which is housed on our intranet and has become the management tool for all our big events.

Steve has also designed a ‘Simple Money Management’ (SMM) template which he is educating Fusion workers to use to manage their personal finances effectively. Use of the SMM template is being incorporated into the Fusion Diploma of Youth and Community Work (Y&CW) and Steve has also been a guest lecturer in financial management and accounting to Fusion Y&CW Advanced Diploma course.

Steve’s two great gifts have been training and fundraising. The training has meant that our largely voluntary organisation is greatly increasing levels of financial literacy, and the fundraising has meant that we actually have funds to be literate about!

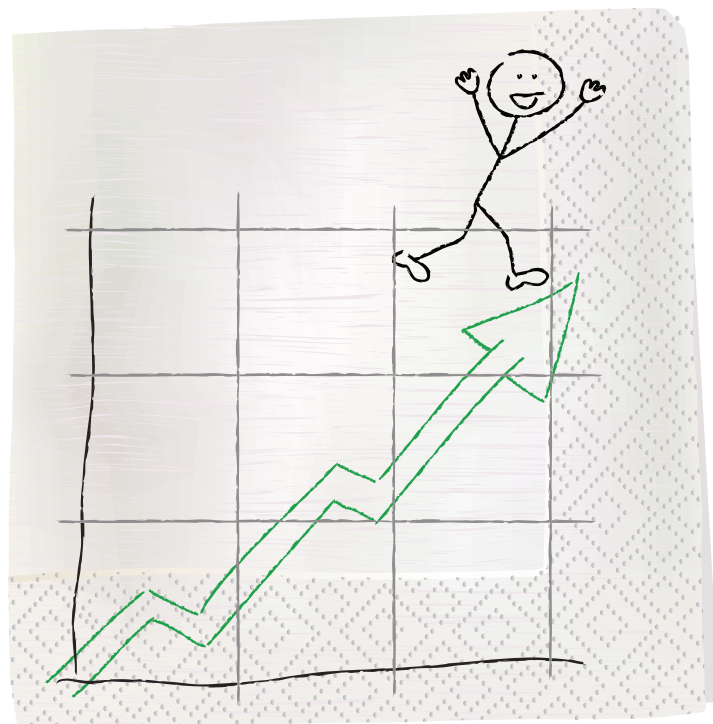
Steve is now increasingly in demand from other Fusion operations around the country and even around the world as other places adopt the strategies he’s used to bring sustainability to the Victorian finances and financial management systems.

He is also providing expertise in three way (i.e. P&L, cash flow and Balance Sheet) budgeting and financial education to Boards and management of other several not for profit organisations in Melbourne.”

**Matt Garvin, State Co-ordinator**

“

Two great gifts: training & fundraising



# ROD FINLAY

## St Mark's Adult Day Centre

"Rod sees fundraising as the treasurer's responsibility, and he set to and addressed it. I still don't quite know how, but each year Rod has managed to balance the budget outgoings with our projected income and not force cutbacks on client care, staffing or quality programs. He's ensured quality for our ageing clients and supported tactile and visual beauty as well as basics.

What makes Rod Finlay outstanding in this area is his willingness to teach, to be democratic, and to generously give extra time to ensure that if he isn't available there'll always be another person around who's able to access information and understand the background and the process. In an organisation where 98% of the staff are care-based professionals this is no mean feat.

Rod is always available to answer any questions about finance. He's patient and empowering, as complex situations often need to be explained simply. He refuses to hide behind accountants' jargon, and ensures that every person on the board understands the reports he submits each meeting. He's happy to write explanatory notes on these reports, to explain and highlight changes since the last report, and also verbally runs through the figures at the meeting even though he's already done this for the financial subcommittee before the meeting.

Discovering untapped resources and joining the manager in a vision for urgently required respite services, he became committed to setting up and carrying through the vision to reality - a dream come true. He refused an honorarium or expense reimbursement. How else can we thank him?"

**Robyn Manning, Manager**

“

There's no  
accountants'  
jargon



# RUPERT MANNERS

## Understorey Network Incorporated

"His previous work as an accountant for a large indigenous organisation has given Rupert an understanding of community group finances. Under his direction our accounting methods have been changed from a paper-based to a computer-based system using an accounting software package, and records are kept consistent with industry best practice.

Prior to our regular monthly meetings a detailed report of income/expenditure against budgets is sent to all committee members. The report is discussed at the meeting, allowing us to monitor our progress and effectively review income and expenditure and re-allocate funds as necessary to meet changing priorities. Our treasurer is able to explain to the committee the complexities of accounting systems in layman's terms so that we all have a clear understanding of our financial situation.

He is pivotal to our survival in the feast-and-famine world of federal grants, by providing details of forward projections presented as an interactive budget into which the whole committee can have input. This enables both the coordinator and the committee to make decisions based on good financial planning.

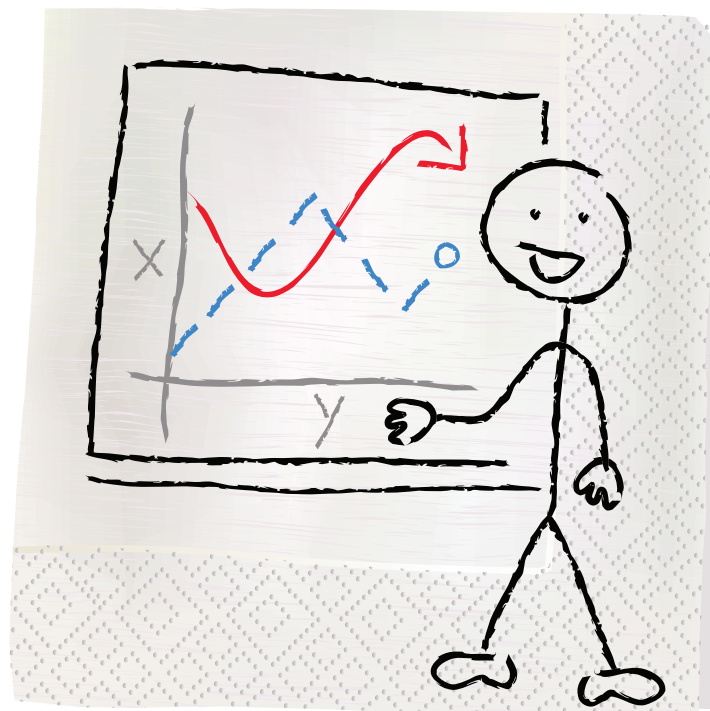
He has given our organisation financial stability in a time of rapidly changing government funding arrangements and has put in place procedures for financial management of the Network so that future treasurers will be able to maintain continuity and uniformity in our reporting methods.

From the committee members' experience in various voluntary community organisations for over 30 years he is far and away the best treasurer we have ever known. Rupert is very reliable and accepts all the extra tasks that the committee asks him to do with good humour. We're extraordinarily lucky to have him as our treasurer. He is undoubtedly our 'Treasurer from Heaven'."

**Anne Griffiths, President**

“

Treasurer  
from heaven



# MICHAEL LOWE

## Women's & Girls' Emergency Centre

"When Michael Lowe joined the Board our organisation lacked systems, accountability, and proper procedures. The agency had progressively eaten into its assets, a loss of \$10,000 in 2005 leaving us with a total of \$18,000.

Michael helped board members to fully understand the financial predicament we were in. He offered his services as bookkeeper, pro bono; he then set out to restructure our bookkeeping methods, budgeting processes, and financial systems to provide a clearer understanding of our accounts.

Michael supported the new service manager to develop a budget for the service - the first written in over four years. He established systems of accountability, produced the monthly profit and loss reports to keep board members aware of our financial position, and reviewed our positions in relation to unspent grants and funds. He re-established our sinking fund, assisted the service manager to conduct a financial risk assessment, and transferred us to online banking.



## Without him we may not have survived

At the end of 2007 the organisation ran at a \$92,000 surplus, with \$115,000 in accrued assets.

Before Michael joined the board, there was very little understanding of the organisation's financial position - they were just numbers on a page. Michael has brought knowledge and understanding to those numbers. He advises us on the reality of spending money, and the ability of the organisation to sustain any spending. He has worked solidly with the service to easily foresee the impact of various expenses on the entire year's budget.

Before Michael joined the board, too, our fundraising efforts were ad hoc and there were no wider fundraising strategies. Our Strategic Plan now has specific goals for fundraising aimed at broadening our sources of income and securing permanent premises.

Michael is a pillar of strength for the whole organisation. Without his dedication and support it's possible the service wouldn't have survived through a couple of tough years. He has created financial stability and sustainability in a very unpredictable environment, and has built a culture of financial accountability and success.

Our organisation is now in good financial shape. We've been able to improve services to homeless women and girls in our community, and thanks in large part to Michael's skills, expertise and dedication we're confident that we'll be around for a long time to come."

**Lara Sabbadin, Service Manager**

# SUSAN ABOUAV

## Canterbury Bankstown Junior Baseball Club

"Susan's knowledge of accounting has benefited the Club immensely. She has completely overhauled the archaic accounting system and brought the Club into the technological age. The Club now has transparency of accounting function, clear and concise methods to follow, stock control and ordering procedures, and a better understanding of the committee's legal responsibility.

Financial Reports are presented to the committee meetings held every four weeks for complete transparency and accountability. Many ad-hoc telephone conferences enable committee members to be constantly at hand to discuss financial issues. Having up-to-date financial records enables the executive of the Club to make decisions based on accurate data, to reduce the personal liability of the voluntary committee members, and to track income and expenditure.

Historically there has never been a budget for this Club as previous committees did not see this as important. Susan has undertaken this role, treating the Club as a business which needs to be self-sufficient and profitable.

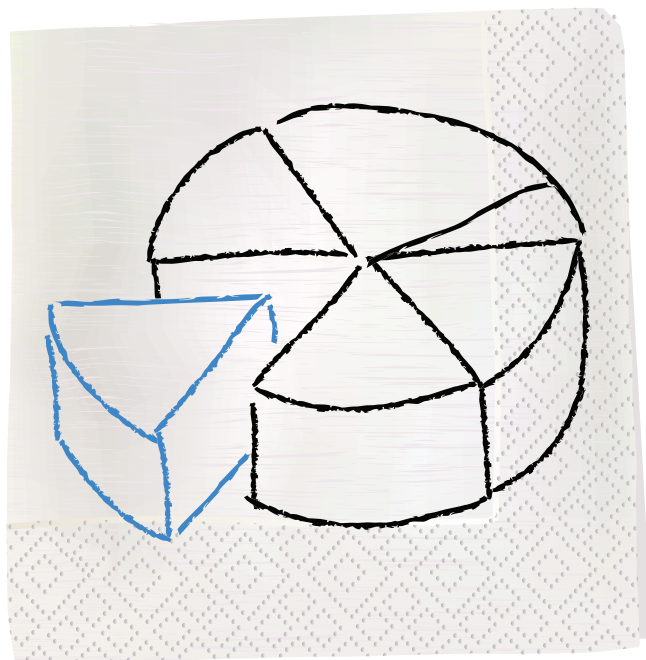
The Club's fundraising had previously been limited to chocolate drives and canteen sales. Susan did a cost analysis on the existing stock of the canteen and deleted some lines, introduced better margined products, and reassessed canteen prices. She also introduced a fixed family levy, removing the pressure on our low socio-economic membership base. Raffles of donated goods are now a weekly event. Sausage sizzles are now a constant event at all home games, and this year we are selling bottled water at the canteen, with the Club's logo and contact details on each label. Susan also developed such new fundraising strategies as applying for grants, awards, and sponsorship, conducting public appeals, and asking local businesses for financial assistance.

When Susan took over as Treasurer the Club's future was negligible. Through her single-mindedness and long hours, she has ensured a financial turnaround. We as a Club feel Susan goes above and beyond the role of Treasurer to help promote not only the Club but also baseball as a team sport."

**Rodney Carroll, President**

“

She has ensured a financial turnaround



# RHONDA BUNTEN

## Dapto Little Athletics Centre Inc

"When Rhonda took over five years ago the club's books were in a mess, but she's now been able to complete a structured record process. When she became our Treasurer, too, the club's bank accounts were in the red. Since then, over the last five years, Rhonda has organised many fundraisers to put our bank balance back over \$5000. She now manages an annual budget of around \$9000.

She presents financial reports to our committee at our monthly meetings, covering the last bank balance, expenses, income, and new balance. At the club's AGM Rhonda presents the committee with a yearly audited financial report, and then after her report has been ratified she then processes the report to the Department of Fair Trading for their records.

Rhonda prepares a yearly budget at the first monthly meeting after the AGM for the new committee's perusal, revision, and ratification. She then goes about making the budget work for us. She also helps other committee members when needed.

Rhonda organises many fundraisers - chocolate fundraisers, Christmas raffles, and a Christmas Obstacle-a-thon. She also runs the canteen. When one of our athletes is selected to a national level Rhonda is the major organiser of the sponsorship required for them to be able to compete.

We were only able to get a website up and running last season through Rhonda's organisational work within the club.

Rhonda runs the treasurer's job according to our club's constitution. Our committee thinks that she deserves a Community Treasurers' Award because of the way in which she goes about all this with a smile."

**Kaylene Trembath, Secretary**



“  
Service  
with a smile

# PETER ALLEN

## SkyHigh Paragliding Club

"The Treasurer took over a competently assembled set of books when he accepted the position in July 2006. Since then the Treasurer has relentlessly improved financial management within the club through monthly financial reporting, quarterly financial statements, improved annual reporting (including differential reporting to serve the differing levels of financial understanding of the membership) and development of an online membership database and renewal portal. New plans are being put in place to introduce a real-time "Pay Pal" subscription and merchandising system to increase and streamline revenue flows

The Treasurer has relentlessly improved financial governance within the club by reducing the number of cheque signatories on the club cheque account and reengineering the club membership system.

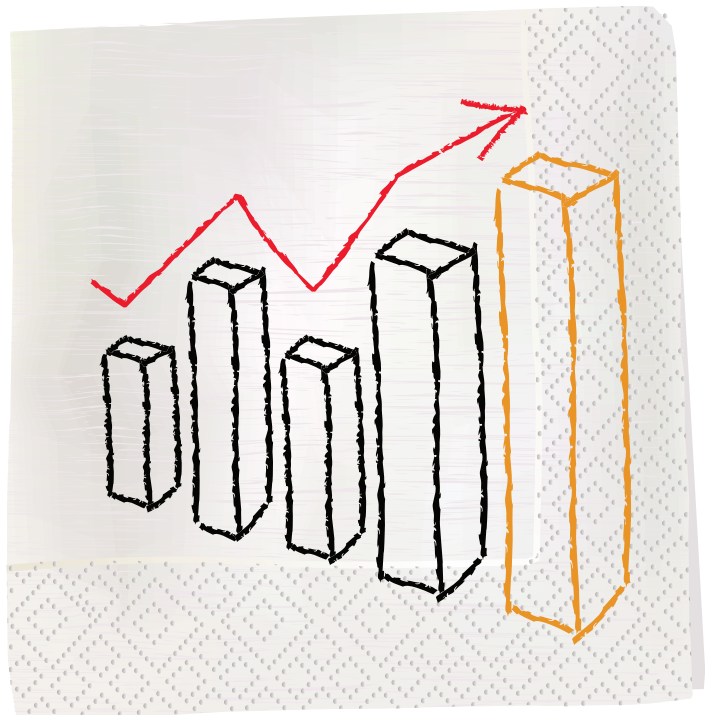
He has relentlessly improved financial outcomes within the club by introducing an annual budgeting process, including developing a flexible budgeting tool for use by the Committee; by introducing an improved cashflow forecasting, leading to significantly increased funds on deposit; by actively managing the club's term deposits, leading to significantly improved return on funds (while not deviating from the Club's low risk investment framework); and by introducing a process of rolling term deposits to ensure the club is never without sufficient funds to meet any eventuality while still maximising returns.

Our Treasurer has now accepted the nomination for the role of Treasurer of the Victorian body (VHPA) in order to implement some of our financial process improvements at the state level."

**Rob Parker, President**

“

Relentless  
improvements





# 2009 Westpac Community Treasurers' Awards - HONOUR ROLE

**Paul Belgre**, Magpies Cricket Club, NSW  
**Narelle Biddell**, Marauders Hockey Club Inc, SA  
**James Coburn**, Northern Illawarra Meals on Wheels, NSW  
**David Jamieson**, Brighton District Cricket Club, VIC  
**Susan Abouav**, NSW Association for Gifted and Talented Children, NSW  
**Susan Abouav**, Canterbury Bankstown Junior Baseball Club, NSW  
**Jeff Adams**, New Life Wesleyan Methodist Church, QLD  
**Marie Alford**, Singleton/Golden bay Tennis Club, WA  
**Stephanie Allen**, Dalby State School P and C Tuckshop Committee, QLD  
**Peter Allen**, SkyHigh Paragliding Club, VIC  
**Grahame Armour**, Armidale RSL Sub Branch, NSW  
**Howard Bainett**, Proserpine Community Centre Assoc. Inc, QLD  
**Ross Baker**, The Girls Brigade NSW Inc, NSW  
**Sue Baldwin**, Children's Medical Research Institute, NSW  
**E.Prof. 'Blue' Barclay**, Hospital Art Australia Incorporated, NSW  
**John Barnett**, Epilepsy Assoc. of SA and the NT Inc. (trading as The Epilepsy Centre), SA  
**Edna Bartlett**, The Victorian Drama League Inc, VIC  
**Dennis Barton**, The Hawkevale Trust Inc, WA  
**Fr Paul Beasley**, Anglicare North Queensland Limited, QLD  
**Enid Beasley**, The Foundation for Community Development Inc (Neighbourhood Centre), NSW  
**Felicity Behets**, Coastal Family Health Services Inc - Known as Warnbro Community and Family Centre, WA  
**Ben Bell**, South Lake BMX Club, NSW  
**Merran Bertolin**, RSPCA Cooma Branch, NSW  
**Peter Bishop**, Doncare, VIC  
**Sue Black**, Picnic Point Public School Parents & Citizens Association, NSW  
**Beatriz Blackall**, Karingal Neighbourhood Centre Inc, WA  
**Bardhold Blecken**, Gecko- Gold Coast and Hinterland Environmental Council, QLD  
**Sue Blizzard**, Otford Rural Fire Brigade, NSW  
**Chelsea Bond**, Inala Wangarra Inc, QLD  
**Daniel Bonnelo**, Coonabarabran Rescue Squad, NSW  
**Shirley Boughen**, Rosewood Toastmasters Club, QLD  
**Wayne Bounday**, Mersey Valley Devonport Cycling Club Inc, TAS  
**Neil Bremner**, Peninsula Caravan Club Inc, QLD  
**Neil Brewer**, Australian Federation of Totally and Permanently Incapacitated Ex-Servicemen and Women (Qld Branch) Inc, QLD  
**Peter Bruce**, Lions Club of Jandakot Lakes, WA  
**David Bruce**, Outback 4WD Club Inc, NT  
**Rhonda Buntten**, Dapto Little Athletics Centre Inc, NSW  
**Alicia Burgess**, Corrimal Swim Club, NSW  
**Arthur Burkitt**, Brothers St Brendan's JRLFC, QLD  
**Kelly Burns**, Maroondah Calisthenics Club Inc, VIC  
**Joan Butler**, Brisbane Netball Association Inc, QLD  
**Pam Caldwell**, Edenhope/Apsley Football & Netball Club Inc, VIC  
**Margaret Cale**, Anglican Pastoral District of the Southern Vales, SA  
**John Cantrell**, Wirrimbirra Flora & Fauna Sanctuary, NSW  
**Lisa Carledge**, Laurimar Pony Club, VIC  
**Adele Cathro**, Tamworth & District Family History Group Inc, NSW  
**Heather Chisholm**, The Salvation Army - Campsie Corps, NSW  
**Emily Clow**, Norsemen Rover Crew, VIC  
**Roger Cobcroft**, Gungahlin Uniting Church, ACT  
**David Cohen**, St. Nicolas Anglican Church, NSW  
**Leah Cole**, Whittlesea Cricket Club, VIC  
**Michael Coleman**, Osteoporosis Australia, NSW  
**Annette Connolly**, Sweet Adelines Australia, WA  
**Louis Cook**, Numurkah Show Grounds Committee of Management, VIC  
**Judy Coombes**, Wauchope Women's Bowling Club, NSW  
**Dave Cooper**, Nepean Swimming Club Incorporated, NSW  
**Helen Cotter**, Mareeba High School Parents and Citizens, QLD  
**Charles Court**, Derwent Valley Railway Inc, TAS  
**Michael Cox**, Super Centre Aquatic Swimming Club Inc, QLD  
**MaryCramp OAM**, Tamworth and District War Widows Guild Club, NSW  
**Michael Croker**, Friends of the Toowoomba City Library, QLD  
**Robyn Cross**, Clemont Community Housing & Other Services Inc, QLD  
**Noela DaForno**, Aldershot & District Community Association, QLD  
**Leon Daly**, Family History Society of Rockingham and Districts Inc, WA  
**Tracey Darvenize**, Coconuts Outrigger Canoe Club, QLD  
**Patricia Davie**, Anglican Parish of St. Margaret West Cairns, QLD  
**Giovanni De Bellis**, Co.As.It., NSW  
**Lesley Delalande**, Capricornia Silver Band, QLD  
**Rhonda Denaro**, Ormeau State School P&C Association, QLD  
**Bryant DeVos**, Albany Free Reformed Church Education Association (Inc) Conducting the 'John Calvin School', WA  
**Norma Dietrich**, Cooma Athletics Inc, NSW  
**Barry Doland**, Cromehurst Special School P&C Association, NSW  
**Beth Donovan**, Corrimal Junior Cricket Club, NSW  
**Katrina Doring**, Eastwood Ryde Netball Association, NSW  
**Thomas Dutka**, Polish Folkloric Ensemble Syrenka, NSW  
**Bernard Eather**, Classic & Enthusiasts Motorcycle Club, NSW  
**Bruce Edwards**, The Centre for Volunteering, NSW  
**Dick Edwards**, Mustang Owners Club of WA, WA  
**John Ellis**, The Naval Officers' Club, NSW  
**Graham Evans**, The Horse Federation of South Australia Inc, SA

**Daphne Ewer**, Macquarie Care Centre Auxiliary, NSW

**Peter Farrelly**, Vietnam Veterans Association of Australia- Brisbane North Inc, QLD

**Lyn Fechner**, Mount Pleasant Pony Club, SA

**Mark Fenton**, Port Bouvard Surf Sports & Life Saving Club Inc, WA

**Rod Finlay**, St Mark's Adult Day Centre, VIC

**John Fisk**, Military Vehicle Preservation Society SA Inc, SA

**Jamie Foster**, Lilian Cannam Kindergarten, VIC

**Andrea Free**, Cohuna Kangas Football Netball Club Inc, VIC

**Kit Frost**, Riding for the Disabled Albany Centre, WA

**Cathleen Fry**, Anxiety Disorders Association of Victoria, VIC

**Brenda Gamble**, Woonona Pony Club Inc, NSW

**George Ganzenmuller**, Ripley Valley Rural Fire Brigade, QLD

**Diane Geddes**, 3rd Albany Scout Group, WA

**Maria Gianoulis**, The Willows State School P&C, QLD

**Mick Giggins**, City of Rockingham Returned Services League Sub Branch, WA

**Fiona Gordan**, Holmesdale Memorial Tennis Club Inc, SA

**Ilse Gosper**, Port Hedland Yacht Club Inc, WA

**Ken Gough**, Port Macquarie Landcare Group Incorporated, NSW

**Jan Granger**, Jerrawa Creek Landcare Group Inc, NSW

**Ann Grant**, Ipswich Community Care Fund Inc, QLD

**Pauline Gray**, Albury Netball Association , NSW

**Angela Gregory**, Southern Volunteering (SA) Inc, SA

**Rhonda Haeusler**, Middle Ridge State School P&C, QLD

**Glen Halliday**, Binnaway Progress Association Inc, NSW

**Bede Harold**, Albany Community Hospice Inc, WA

**Laurie Harre**, Cairns Municipal Band Inc. (Cairnsbands), QLD

**Kathleen Hartley**, Taralga Landcare Group Inc, NSW

**Anthony Haslam**, Noosa Integrated Catchment Assoc. Inc, QLD

**Robyn Hayward**, The Outback Thistle Pipe Band, QLD

**Rosalie Head**, Queensland Countrywomen's Association, QLD

**Erika Henderson**, Albany Softball Association Inc, WA

**Liz Hill**, Nindigully Sports Community Inc, QLD

**Doris Holbrook**, Grafton Senior Citizens Incorporated, NSW

**Mark Holton**, Ronald McDonald House Westmead, NSW

**John Hudson**, Bangalow Chamber of Commerce Inc, NSW

**Graham Hunter**, Rotary Club of Townville Daybreak Inc, QLD

**Graham Hyland**, Somerset Amateur Basketball Association, TAS

**Jeff James**, Hurstville Golf Club, NSW

**Graeme Jeffrey**, Mount Clear Cricket Club, VIC

**Karen Johnson**, Kurilpa Community Child Care Centre, QLD

**Marlene Johnson**, Welshpool & District Advisory Group, VIC

**Patsy Jones**, Tasmanian National Parks Association Inc (TNPA), TAS

**Darryl Joubert**, Goulburn AP&H Society, NSW

**John Jukes**, Washington Park Cricket Club, VIC

**David Kappler**, Port Noarluga Surf Life Saving Club, SA

**Jenny Kena**, Robertson Community Technology Centre, NSW

**Graham Kerr**, Uniting Church Goulburn North East (VCGNE) & Uniting Church Wangaratta, VIC

**Jim Kibble**, Nowra Uniting Church, NSW

**Kylie Killer**, Townsville & District Multiple Birth Association Inc, QLD

**Carol Knudsen**, Goulburn Friendship Club Inc, NSW

**Neville Koenig**, Lower Great Southern Tennis Association, WA

**Glen Kraft**, Martin Luther Church, Burnie, TAS

**Gary Lancaster**, Bunya Community Environmental Association Inc, QLD

**Judith Lance**, Albany Aero Club Inc, WA

**Doug Lawrence**, The Highway Gallery, TAS

**Robert Leicht**, Keppel Coast Arts Council Inc, QLD

**Kathy Lewis**, Bundaberg Aboriginal Corporation for Women, QLD

**Judy Ling**, Penguin Meals on Wheels Inc, TAS

**Margaret Lingham**, Rupanyup Nursing Home Support Group, VIC

**Joanna Long**, Brisbane Multiple Birth Association (Northside) Inc, QLD

**Roger Lord**, Disability~Capability (Casey Kidz Klub), VIC

**Steve Lowe**, Fusion Victoria, VIC

**Bev Lowe**, The Grove Wholistic Centre for Spirituality Inc, VIC

**Michael Lowe**, Women's & Girls Emergency Centre, NSW

**Marion Luck**, Rockingham Regional Arts Inc, WA

**George Luke**, Friends of Kirami, QLD

**Val Lycett**, Dandenong Community Advisory Bureau, VIC

**John Lysaght**, Senior Citizens Centre Community of Tamworth Inc, NSW

**Julie MacDonald**, Proserpine State School P&C Association, QLD

**William Mackay**, Parkdale United Cricket Club, VIC

**Andrew Mackenzie**, Moruya and District Historical Society Inc, NSW

**Anne Madden**, Newcastle Volunteer Support Group & Wests Cycle Classic, NSW

**Douglas Maddock**, Dungog & District Neighbourcare Inc, NSW

**Mary Jane Mahony**, Zonta Club of Sydney Breakfast, NSW

**Jelena Mandic**, Serbian Welfare Association of Victoria, VIC

**Rupert Manners**, Understorey Network Incorporated, TAS

**Jackie Mansell**, Wasarians Incorporated, WA

**Steve Marshall**, Albany Basketball Association, WA

**Jean Martin**, Euroka Children's Centre Inc, NSW

**Graham Martin**, Royal Volunteer Coastal Patrol, NSW

**Darren Mattock**, Natural Birth Education & Research Centre Incorporated, NSW

**Christine McCaul**, Uniting Church in Australia, Eurobodalla Linked Congregations of Batemans Bay and Moruya, NSW

**Kim McConnochie**, Wollongong Australian Football Club, NSW

**John McElvogue**, Helensburgh Public School P & C, NSW

**John McFarlane**, Coast Guard Tin Can Bay QF17, QLD

**Toni McGregor**, Paradise Amateur Ice Figure Skating Club, QLD

**David McKay**, Illawarra Darts Association, NSW

**Catherine McLeod**, Ascot State School Parents & Citizens Assoc, QLD

**Robyn McMurry**, Dressage Association of Western Australia Inc, WA

**Stuart McQueen**, Mount Cotton State School P&C Association, QLD

**Patricia Medlen**, Lake Grace Tourist Promotions, WA

**Brian Miles**, 1st Balgowlah Scout Group, NSW

**Corrie Monsma**, Sailability Penrith Lakes, NSW

**Peter Morelli**, Australian Irish Welfare Bureau, NSW

Dominic Morello, Waterkeepers Australia Ltd, VIC

**Mavis Morphet**, Kiama & Shellharbour District Tennis Assoc. Inc, NSW

**Phillip Mosgrove**, Merewether Surf Life Saving Club Inc, NSW

**Yvonne Mountford**, St Stephen's Presbyterian Church, NSW

**Tom Moylan**, Geographe Community Landcare Nursery, WA

**Geoff Murray**, Greyhounds Christian Soccer Club, WA

**Cherie Murray**, Illawarra Rural Fire Service Communications Brigade, NSW

**Mary Naisbitt**, Country Women's Association Inc, WA

**John Noble**, Alstonville & District Football Club Inc, NSW

**Denis O'Connor**, The Australian Federation of Totally and Permanently Incapacitated Ex-servicemen and Women (Queensland Branch) Inc Beeneligh Social Centre, QLD

**Shae Offer**, Morayfield State School P&C Association, QLD

**Barbara Osseweyer**, Keirawarra District (Scouts), NSW

**Linda Owles**, Sydney Gay & Lesbian Choir Inc, NSW

**Jenny Palumbo**, Rockingham Tennis Club, WA

**Gwen Parker**, Glen Innes Karinya Assoc. Inc, NSW

**Rosalind Perry**, Athletics Wollongong Incorporated, NSW

**Mary Perryman**, Townsville & District Multiple Birth Association Inc, QLD

**Peter Phillips**, Transplant Australia, NSW

**Caryn Pietsch**, Pimpinio Football & Netball Club Inc, VIC

**Ian Power**, Rockhampton and C.Q. Legacy Fund Inc, QLD

**Julie Puckle**, Hopetoun Landcare Group, VIC

**Gregory Pynt**, Parkinson's NSW Inc, NSW

**Nola Ramsay**, Bathurst and District Riding for the Disabled Assoc, NSW

**Linda Rayson**, Titans Swimming Club, NSW

**John Reay**, Combined Pensioners & Superannuants Association- Corrimal Branch, NSW

**Symone Redhead**, Waikiki Primary School P & C Association, WA

**Brett Reed**, Rockingham Triathlon Club, WA

Noelene Rice, Ulverstone Softball Association Inc, TAS

**Adelle Richards**, Newcastle Theatre Company, NSW

**Leanne Ridge**, Woodstock State School Parent Assoc Committee, QLD

**Barry Robson**, Disability Sports Victoria (Victorian Disabled Sports Advisory Committee Inc), VIC

**Michael Rollins**, Technical Aid to the Disabled, NSW

**Leanne Roser**, Bay & Basin Uniting Church, NSW

**Bob Rudolph**, St Martin's Anglican Church, Campbelltown, SA

**Mandy Ruskin**, Ravenswood State School P & C Association, QLD

**Lisa Sanchez**, Bribie Island State School P&C Association, QLD

**Craig Saunders**, Wildcare Inc, TAS

**James Saville**, Wingecarribee Community Foundation Inc, NSW

**Brett Schreiber**, East Ayr State School Parents & Citizens Assoc, QLD

**Julienne Scott**, Tamworth Dressage Club Inc, NSW

**Melinda Seed**, TheType 1 Diabetes Network, VIC

**Jan Sharp**, Riding for the Disabled Association, NSW

**Robert Simkus**, Anglicare North Coast Incorporated, ACT

**Marilyn Sinclair**, Goondiwindi State High School Tuckshop, QLD

**David Sloane**, Community Bridging Services (CBS) Inc, SA

**Valerie Snow**, Aberdeen Community Caring Inc, NSW

**Patricia Sobets**, Northern Domestic Violence Service Inc, SA

**Rex Spinley**, Murray Mallee Local Action Planning Association Inc, SA

**Tia Stephens**, ACT Women's AFL, ACT

**Ann Sutton**, Coolah District Development Group, NSW

**Tony Swainson**, Friends of the Albany Hospital, WA

**Joe Tabone**, New South Wales Lancers' Memorial Museum Inc, NSW

**Peter Tait**, George Street Neighbourhood Centre Association Inc, QLD

**Cameron Tappin**, Manly West State School P&C Association, QL

**Mark Tasman**, Shenpen Incorporated, SA

**Joan Taylor**, Cairns & District Family History Society Inc, QLD

**Ron Taylor**, U3A Online Inc, NSW

**Tracy Thew**, Snowy Mountains Care & Early Learning Centre, NSW

**Heather Thompson**, Grange Surf Life Saving Club Inc, SA

**Marlene Thompson**, Wangaratta City Ladies Bowling Club Inc, VIC

**Rebecca Thompson**, Avenel Preschool, VIC

**Stewart Trainor**, Just Us Theatre Ensemble (JUTE Theatre), QLD

**Chris Troutman**, Shellharbour Surf Lifesaving Club Inc, NSW

**Derek Tuffield**, Willowburn Sports Club, QLD

**Craig Tuhan**, Goulburn Murray Landcare Network, VIC

**Ismail Tuncer**, Australian Community Council of Australia Inc, VIC

**Wayne Turner**, Australian Refugee Association Inc (ARA), SA

**Susan Vaughan**, Box Hill Ballet Association Incorporated, VIC

**Denis Veronese**, Cricket Illawarra, NSW

**Ruth Voltz**, Mackay City Band, QLD

**Brenda Walker**, Cooe Festival Committee, NSW

**Sharyn Walker**, 1st Healesville Scout Group, VIC

**Travis Walls**, Gosford AFL Club, NSW

**Richard Ware**, Tamworth Historical Society, NSW

**Richard Warren**, Brighton Surf Life Saving Club Inc, SA

**John Weale**, 1770/ Agnes Water RSL Sub Branch, QLD

**Kristen Webb**, Richardson Pre-School, ACT

**Debbie Weber**, Cairns BMX Club Inc, QLD

**Cameron Whillas**, Peninsula Montessori Preschool, VIC

**Maureen Whyte**, The Oaks Historical Society Inc, NSW

**Lilian Wilkins**, Country Women's Association of N.S.W. Berry Branch, NSW

**Libby Williams**, Alice Springs Baseball Association, NT

**Colin Williams**, Kwinana RSL Sub Branch, WA

**Max Willshire**, Mt Maria College Petrie Parents & Friends Assoc, QLD

**Christina Wiseman**, Tamworth Town & Country Club, NSW

**Brian Worthington**, Alstonville Plateau Historical Society Inc, NSW

**Faye Wright**, Yamanto Community Kindergarten & Preschool Assoc, QLD

**Justin Yeoh**, Movement for Filipino Solidarity Inc, VIC

**Michelle York**, Albany Playgroup Association Inc, WA

**Natalie Zwar**, Riding for Disabled Mt Gambier, SA



Being a bank, we know just how important it is to look after other people's money.

That's why Westpac Bank, together with Our Community, initiated this campaign to recognise the unsung work of community treasurers across the country. Community groups of all sizes and types rely on the work of their treasurers absolutely. Their importance in maintaining healthy, vibrant communities should never be underestimated.

What you have read in this booklet is only skimming the surface, of course. There are more than 700,000 community groups in Australia, ranging from the really tiny groups with no staff and no formal structure meeting around a kitchen table, through the countless sports, arts, cultural, mutual support and community services groups, right through to the large national organisations such as Opera Australia and international NGOs such as Oxfam, Greenpeace, the Red Cross and Amnesty International.

Congratulations to all the entrants; just being nominated is a sign that you're appreciated.

In the same way community treasurers invest in their organisations, Westpac is proud to invest in the community through our employee involvement initiatives, our community partnerships, and our financial sustainability workshops.

Through our suite of tailored banking products, the free Guide for Community Treasurers, and our support for the online Community Financial Centre and the GiveNow.com.au online donations service, Westpac is making a significant contribution to improving the skills and capacities of the community sector in Australia.

We at Westpac want to encourage community treasurers, and we want you to encourage them too, by entering them in next year's Treasurers' Awards ([www.ourcommunity.com.au/treasurersawards](http://www.ourcommunity.com.au/treasurersawards)).

Join us in showing them – in showing your group, too, and your community, and in fact the whole of Australia – that we think treasurers are pretty wonderful people.

A handwritten signature in black ink that reads 'Gail Kelly'.

**Gail Kelly**  
CEO, Westpac

# Twenty-five questions a new Treasurer needs to ask

1. How did I ever get stuck with this mess?
2. Where are the records (computer disc, shoebox, last Treasurer's failing memory)?
3. How should the records be kept (journal entries, hard disc)?
4. Do we need a computer upgrade or new accounting programs? Do I need a training course before I can work them?
5. What does the board/committee of management need to know about the organisation's finances? What do I have to put in my monthly reports, and in what format?
6. What does the Board need to understand, and how can I bring them along till they do understand it?
7. How does the annual budgeting process work? Who's the main driver - me, the Chair, the CEO? Who needs to be involved? Who has to sign off on it?
8. What's the usual pattern of cash flow through the year? Do we need to take any special measures to smooth out the bumps and troughs?
9. Who's responsible for fundraising? Is it me? If not, is whoever it is going to work with me on integrating fundraising into our financial picture?
10. Can we get a bookkeeper to do our work pro bono? How about an auditor? Do we really have to have our accounts audited?
11. What is our tax status? Are we a not-for-profit, or a charity, or both? Or a Deductible Gift recipient? Or all three? What does that mean for our budget?
12. Are we paying fringe benefits tax? Should we be? Can we offer our employees a better deal if we use salary packaging?
13. What other concessions are we eligible for? Can we get concessions on our land tax, our vehicle registration, our council rates, our water rates, or our police check fees?
14. Will any of our creditors give us a discount for being a community group? Can't hurt to ask, can it?
15. Can we get free Microsoft software through [www.donortec.com.au](http://www.donortec.com.au)?
16. What's our donor tracking software like? Is it integrated with our mailing and emailing lists?
17. Are we looking for grants? Are we managing our grants with project management software? Are we keeping track of grant obligations in future years?
18. Are we actively seeking financial sponsors? What publicity opportunities do we have to offer? What are they worth?
19. Are all the board involved in fundraising? How can I gee up the laggards?
20. Are we over-extended? Are we prepared for cutbacks if something goes wrong?
21. What should we be developing into? Do we need to expand? How will we get from here to there?
22. Have we got a good risk management plan? Do we have insurance for public liability, professional indemnity, and anything else that's going? Can we get it cheaper elsewhere? Is it up to date?
23. I know we're all public-spirited self-sacrificing benefactors working for the public good here, but are we taking adequate precautions against fraud, just in case?
24. Are we disaster-proofed? Have we got electronic backup and hard copy copies off site to cover us in case of flood, fire, and burglary, all at the same time?
25. Who's taking over this job, and when? What do they need to know, can they get understudy experience, and what kind of induction should they get?

# The Community Financial Centre

www.communityfinancialcentre.com.au

Community Financial Centre - ourcommunity.com.au

http://www.ourcommunity.com.au/financial/financial\_main.jsp

SHOP | LOGIN | MY ACCOUNT | SITE INDEX | SEARCH: [ ] GO

**ourcommunity.com.au**  
Building Stronger Communities through Stronger Community Organisations

Community Resources | TRAINING | GIVE NOW | JOIN BY JOIN UP | CORPORATE RESPONSIBILITY | GRANTS MANAGEMENT

01 Find Money | 02 Manage Money | 03 Jobs | 04 Marketing | 05 Boards | 06 Training | 07 Insurance | 08 Suppliers | 09 Join the Directory  
10 Communities in Control | 11 Leadership | 12 Advocacy | 13 Technology | 14 What Works | 15 Community Calendar | 16 Our Consumer Place

Proudly Supported by: **Westpac**

### Community Financial Centre

Westpac and Our Community are working together to improve banking in six areas:

- A better range of banking products - Community Solutions is the answer
- Better customer service - Call 1300 660 953 for support
- Better financial literacy - We have provided a range of free resources
- Providing practical and innovative resources for the Treasurers of Australian community groups - Get your Free Treasurer's Guide
- Access to the Australian Giving Centre at [www.ourcommunity.com.au/giving](http://www.ourcommunity.com.au/giving) - which allows Australians to give to a community group of their choice and also provides free access to online donations for community groups
- Developing the 'Community Financial Centre' as the banking and finance services hub for all community groups

|   |   |  |   |   |
|---|---|--|---|---|
| <b>Westpac Community Treasurers' Awards</b><br><br>CLICK HERE | <b>Banking Solutions</b><br><br>CLICK HERE      | <b>Sign in to your Westpac account</b><br><br>CLICK HERE | <b>Switch to Westpac</b><br><br>CLICK HERE              | <b>Minimise your fees &amp; charges</b><br><br>CLICK HERE |
| <b>Indigenous Business Support</b><br><br>CLICK HERE          | <b>Contact Westpac</b><br><br>CLICK HERE        | <b>Guide for Community Treasurers</b><br><br>CLICK HERE  | <b>Help Sheets Financial Literacy</b><br><br>CLICK HERE | <b>Financial Education Training</b><br><br>CLICK HERE     |
| <b>Westpac Bank Forms</b><br><br>CLICK HERE                   | <b>Westpac Community Idol</b><br><br>CLICK HERE | <b>Give Now</b><br><br>CLICK HERE                        | <b>Giving Week</b><br><br>CLICK HERE                    | <b>Westpac in the community</b><br><br>CLICK HERE         |

Done

# Resources for Community Treasurers

## The Community Financial Centre

[www.communityfinancialcentre.com.au](http://www.communityfinancialcentre.com.au)

An initiative of Our Community and Westpac



### BETTER BANKING

If you're looking after the community, Westpac will look after you. Westpac's banking solutions are designed specifically for the not-for-profit sector, with specialist bankers ready to take your call.



### GOING BEYOND BANKING

Our financial literacy help sheets and template policies provide the information and support you need to accelerate the impact of your community organisation.



### FINANCIAL MANAGEMENT GUIDANCE

The free Guide for Community Treasurers includes pointers on keeping the books, asset registers, cash flow and tax, to help you run a more successful operation.



### TAILORED TRAINING

Our tailored Business Education Workshops and Bite Size Workshops will help you fine tune your organisation's operational performance, without taking up too much of your time.



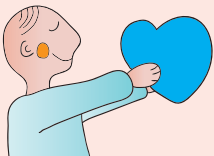
### CELEBRATING BEST PRACTICE

Through the annual Westpac Community Idol contest, we're unearthing and celebrating some of Australia's best community organisations.



### FOSTERING A GIVING CULTURE

Through the GiveNow.com.au online giving service, we're helping Australians give more to the community - through financial, time-based and physical donations.



### HIGHLIGHTING GIVING

Held in the first week of December each year, Giving Week aims to focus attention on the many ways that individuals, families, businesses and groups can make a difference to the community.



### SUPPORTING THE COMMUNITY

You're part of a unique and specialised sector and, with more than 190 years serving the community, Westpac is more than just a bank. We have a shared community focus which we support in many different ways, including our Matching Gifts, employee volunteering and community partnerships programs.



### SUPPORTING THE SUPPORTERS

Through the Westpac Community Treasurers' Awards, we're helping to raise the profile of those unsung heroes of our community organisations - our nation's honorary community treasurers.



## Community Financial Centre

One of the 16 Knowledge Centres of:

[ourcommunity.com.au](http://ourcommunity.com.au)



### One of our Corporate Responsibility Actions:



Printed on 100% Recycled Paper. For every tonne of Tudor RP purchased, \$100.00 is donated to Landcare to assist with recreating old landfill sites around Australia.

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