

Our infrastructure and systems

Implementing new technologies

An accelerated and ambitious implementation of a new **financial management system**, Technology One Business Solutions, was undertaken during the year. The project was a great success, delivered on time and within budget, ensuring Cancer Council NSW is using 'best practice' technology to drive operations into the future. The new system consolidated multiple software programs into one integrated system, bringing many benefits, including greater audit and internal controls; ease of integration with payroll and income database systems; and productivity gains, with all staff working in a largely paperless environment and using a centralised and shared system to store all accounting records.

The implementation was used as an opportunity to critique existing ways of working, and to review and streamline many key business processes to enable us to work smarter and to reduce duplication and double handling. We also ensured alignment with the National Standard Chart of Accounts for reporting by not-for-profit organisations, and designed processes to ensure ease of reporting to grant-funding bodies and the new Australian Charities and Not-for-profits Commission (ACNC). The new system also enables greater compliance with Cancer Council NSW's Purchasing Policy, to ensure procurement decisions are continually tested against market to deliver best possible value.

Measuring our carbon footprint

Whilst Cancer Council NSW has no mandatory environmental reporting requirements, we recognise our role in managing and minimising environmental impact while carrying out our work. We engaged specialist consultants Pangolin this year to undertake a comprehensive review of **our environmental impact** to capture key data, and, for the first time, to measure our carbon footprint – which was 4,627 tonnes of carbon dioxide in a year. This report informed management on the source of greenhouse gas emissions within our control, in areas such as electricity, printing, clothing and merchandise, advertising, transport, fuels, business flights and accommodation, and will serve as a baseline for setting future targets and areas of focus to reduce emissions, without compromising the delivery of our mission.

Protecting our supporters from fraud

We achieved full compliance with the **Payment Card Industry (PCI) Data Security Standards** this year. This is a significant achievement, protecting both Cancer Council NSW and our supporters from credit card fraud. Criminal activity in this area is a moving target, with standards being revised to respond to changes in the fraud environment. Updated standards have recently

been issued by the PCI Security Standards Council, and Cancer Council NSW has commenced planning to ensure we keep abreast of required changes to ensure full compliance.

Fraud policy training continued to be an area of focus, with our position of zero tolerance for fraudulent and dishonest behaviour communicated clearly to new staff via orientation training during the year. We filed two separate reports with the NSW Police during the year, relating to community fundraisers who had not banked funds collected for Cancer Council NSW. These cases are still under investigation, and reflect our tough stance on fraudulent behaviour.

An independent survey of staff and a review of our Fraud Control Plan and key fraud risks will be undertaken in 2013/14 by our internal auditors, to highlight areas for future focus.

Better understanding our constituents

Our **Constituent Relationship Management (CRM)** project continued this year, and became operational for a number of our support services, including Helpline and Telephone Support Groups. This has assisted in taking a case-management approach to supporting cancer patients and carers, and allowed us to gain better insight into the needs of those who use our services.

The project has experienced a number of challenges this year, including loss of key staff and a review of customisation requirements and governance, which slowed the rollout of the system to other areas of the organisation. Although a project of this size is a significant investment, it will increase our operational efficiencies and enable us to identify and execute strategies for sustainable growth.

We are currently reviewing and reassessing our system requirements to ensure diligence and optimisation for the continuing system implementation.

Ensuring compliance with fundraising law

A review of our compliance with the *Charitable Fundraising Act 1991* (NSW) was undertaken during the year, with some opportunities highlighted for improvement in administration processes and communications with event supporters. A working party with representatives from our finance, legal and fundraising teams was formed to deliver improvements and to ensure ongoing and effective communication with the regulators of the Act, the NSW Office of Liquor, Gaming and Racing. Improvements to staff training in the area of compliance are planned for 2013/14.