



Submission to:

The Treasury

Review of Australian Charities and Not-for-profits Commission (ACNC) legislation

February 2018

Introduction

This brief submission outlines key issues in relation to the past performance and future direction of the Australian Charities and Not-for-profit Commission (ACNC) with a focus on possible legislative changes.

CCA has consulted with members (see listing in appendix 1) in framing this submission, however, it is important to note that this submission does not override the policy positions outlined in any individual submissions from CCA members.

CCA has long been a supporter of the need for an independent regulator of charities in Australia. CCA has advocated for the establishment and retention of the ACNC as a way of delivering increased transparency, accountability, and sustainability for the Australian charities and not-for-profit sector.

The content of this submission includes: a brief background to CCA; a summary of key points within this submission, an overview of the current context for the NFP sector; an overview of advocacy and charities, a listing of fourteen specific issues to be considered in reviewing the ACNC operations and legislation, and a conclusion.

This submission also draws on the contribution to the review process by the ACNC itself and notes our appreciation that this submission was circulated early enough to allow the charities sector to consider the ACNC recommendations as part of their submissions.

CCA welcomes this opportunity to provide input into this review of the ACNC and is keen to engage in detailed discussion about any proposals arising from the Inquiry.

It is important to note at the outset the David Crosbie, CEO of CCA, was one of the founding ACNC Advisory Board members.

The Community Council for Australia

The Community Council for Australia is an independent non-political member-based organisation dedicated to building flourishing communities by enhancing the extraordinary work undertaken by the charities and not-for-profit sector in Australia. CCA seeks to change the way governments, communities and not-for-profits relate to one another. It does so by providing a national voice and facilitation for sector leaders to act on common and shared issues affecting the contribution, performance and viability of NFPs in Australia. This includes:

- promoting the values of the sector and the need for reform
- influencing and shaping relevant policy agendas
- improving the way people invest in the sector
- measuring and reporting success in a way that clearly articulates value
- building collaboration and sector efficiency
- informing, educating, and assisting organisations in the sector to deal with change and build sustainable futures
- providing a catalyst and mechanism for the sector to work in partnership with government, business and the broader Australian community to achieve positive change.

Our success will drive a more sustainable and effective charities and not-for-profit sector in Australia making an increased contribution to the well-being and resilience of all our communities.

Summary of key points in this submission

1. The first five years of the ACNC have been remarkably successful

The ACNC has set the standard internationally for what a charities regulator can and should be.

2. Changing the objects of the ACNC will serve no useful purpose

CCA see no reason to change the ACNC objects in any way.

3. Secrecy and enforcement

The current secrecy provisions applying to ACNC investigations and enforcement activities need to be reviewed.

4. Red tape and the charities passport

More work needs to be done to have the current ACNC charities passport adopted across governments, the various regulators and major funders of the sector.

5. Fundraising and consumer law

CCA would like to see a carefully staged application of Australian Consumer Law to the charities sector.

6. Protecting charitable assets

Wherever possible, all funds raised for a charitable purpose should be used for that charitable purpose, even if a charity ceases to operate.

7. Advocacy and political activities

Further involvement of the ACNC to restrict the advocacy activities of charities would be an over-reach.

8. Better data and the charities register

More should be done to ensure data provided to the ACNC has a higher level of consistency and comparability.

9. Research

Greater investment in charity sector research drawing on the ACNC data sets should be a priority for governments and researchers across Australia.

10. Expansion to not-for-profits

The ACNC should be allowed to consolidate and expand their work with charities for at least a further three years before starting to examine the development of a register of not-for-profit organisations.

11. Exemption for religious charities

It may be time to consider phasing out the current exemptions over the next five-year period for larger religious charities.

12. Appointments to the Advisory Board and future role

An open process involving applications and selection against set criteria should be adopted in filling all Advisory Board appointments.

It may also be appropriate to give the ACNC Advisory Board the power to review the performance of the ACNC and the Commissioners on an annual basis.

13. Appointment of the ACNC Commissioner

A merit based transparent appointment process is essential in maintaining public and charity trust in the ACNC.

14. Reaction to the ACNC submission

In general, CCA support most of the recommendations for legislative changes outlined in the ACNC submission to the review, but note the following exceptions.

CCA see no reason to change the objects (ACNC submission recommendation 2).

It is important to encourage a diversity of people to become involved in charities and their governance – this may include people who have previously committed a criminal offence (ACNC submission recommendations 7 and 8).

Requiring charities to maintain records with multiple regulators, including the Australian Securities and Investment Commission, represents extra work for little gain (ACNC submission recommendation 16).

Background context: the not-for-profit sector

The NFP sector encompasses over 600,000 organisations - from large to very small - and employs well over one million staff (around 10% of all employees in Australia). Australia's 54,000 charities collectively turn over more than \$130 billion each year and hold over \$260 billion in assets. In the last decade, sector growth has continued at more than 7% a year, a figure that is higher than any other industry group.

These facts tell only a small part of the story. The real value of the NFP sector is often in the unmeasured contribution to Australian quality of life. NFPs are at the heart of our communities; building connection, nurturing spiritual and cultural expression, and enhancing the productivity of all Australians. Collectively, they make us a more resilient society.

The importance of the NFP sector is now being internationally recognised with many governments putting in place measures to increase NFP investment and productivity. Smaller government and bigger community is a common theme, driven in part by savings, but also by a commitment to greater civic engagement, social entrepreneurship and productivity within the NFP sector.

For many decades there was no consistent regulation of charities in Australia other than the one-off requirement for those seeking any form of taxation concession to register with the Australian Taxation Office. For many, the process of working with the Australian Taxation Office to gain charitable status was a negative experience. Once registered, most charities never had any further contact with any regulator.

The establishment of the Australian Charities and Not-for-profit Commission (ACNC) is the first time the NFP sector has had an independent regulator dedicated to providing a one stop shop approach to charity regulation and enhancing their capacity. The ACNC has already proved to be a positive step towards red tape reductions, increased transparency, and enhancing trust in the community. The national charities register has also provided invaluable information to millions of Australians including potential donors.

When there were proposals to disband the ACNC, many charities expressed significant concern. Surveys conducted between 2012 and 2015 by ProBono Australia consistently identified over 75% of charities supported the establishment and maintenance of the ACNC.

At a broader level, the recent history of the NFP sector is framed by growth and reform, but new issues and challenges are emerging. The level of volunteering and individual philanthropic giving as a percentage of income has still not recovered to the highs of 2009. The revenue available to governments to support the work of charities is effectively falling in real terms against a backdrop of increasing demands and higher community expectations. Competition for fundraising and services has increased.

The level of uncertainty across the charities sector is having a negative impact on medium and longer term strategic-planning, and reducing investment in organisational capacity. This translates into diminished capacity and limited expenditure on the organisational activities that increase the quality and responsiveness of services provided to communities.

Making substantive changes to the way the ACNC operates or increasing the amount of compliance activity required of charities is not going to be conducive to building confidence and investment in the charities sector.

Given the size of the sector and its critical role in our community, the Federal Government can achieve real economic and social benefits if it chooses to strategically invest in strengthening charities and supporting their regulation. Increased certainty should be the touchstone for any proposed reforms. A good starting point for further reform would be to revisit and consider Implementation of the 2011 Productivity Commission recommendations in relation to charities.

Background context: advocacy, public policy, purpose and charities

It is important to emphasise at the outset that any charity pursuing its purpose can legitimately become an advocate for that purpose, and many do. Many charities rightly seek to influence public policy.

Most charities do not set out to be public policy advocates engaging in the political process. For instance, a charity may have a purpose of working with the homeless to offer food and comfort. They may collect blankets every winter and run meals services for the homeless who sleep rough at night. Year after year they may offer food and collect blankets, but at some point, they may decide they need to do more for the homeless than just feed them and try to keep them warm. They may decide to try and find safe accommodation that meets the needs of the homeless community they serve. When they move into this area, the charity will find structural and policy barriers that make it difficult to put in place safe sustainable housing for the poorest people in our society. As a consequence, they may become advocates for particular housing policies. They do not do so for personal or organisational gain. They become advocates to better serve their purpose. As part of their advocacy, they may talk to similar advocates in other countries, or seek to learn more about what works in Australia and internationally. This process of charities advocating for their communities is fundamental in framing good public policy.

Most charities pursue their purpose and serve their communities through offering various services and advocating to improve the community. This applies in almost every area of charitable endeavour. In this way, most charities engage in advocacy for public policies, but without having the resources to mount major campaigns, develop modelling, conduct research, or pay consultants and lobbyists. Most will not be able to attend Parliament and host meetings with government Ministers. Most will have very limited input into formation of government policy. Most are part time advocates who just want what is better for the communities they serve. They do not have the resources or the freedom enjoyed by large multi-national companies and cashed up industry groups to promote self-interest.

The *Report of the Consultation Panel on the Political Activities of Charities*, released in Canada this year, makes some salutary points about the important role of charities advocating for their purpose and the difficulty of excluding what are termed 'political activities'. In framing their report, the authors clearly set out the benefits of charities playing an active role in public policy:

Charities have long played a critical role in our society. Along with providing much-needed programs and services, they serve all Canadians by pressing for positive social and environmental change. Charities bring commitment and expertise to the formulation of public policy, develop innovative solutions to issues and engage a diverse group of stakeholders, many directly affected by the matters under discussion. This is particularly valuable in an era of complex social and environmental challenges and constrained government budgets, where all informed perspectives and ideas are vital.

The four recommendations in the Canadian report include lines like: ***to enable charities to fully engage in public policy dialogue and developmentto allow charities to fully engage, without limitation, in non-partisan public policy dialogue and development, provided that it is subordinate to and furthers their charitable purposes.***

If Australia is to develop flourishing communities and better respond to emerging social, economic and environmental issues, the voices of charities in public policy should be encouraged and facilitated. Governments need to be very careful not to limit or exclude, by regulations or by processes, the capacity of charities to draw on the experiences of others and have input into the formation of good public policy.

Key issues in the past performance and future direction of the ACNC

1. The first five years of the ACNC have been remarkably successful

It is almost inconceivable that the ACNC could have been any more successful in its first five-year establishment phase. In hindsight, this is no accident, but a product of; over 12 months operating as a task force; careful and considered staff selection mixing regulatory expertise with charity experience; extensive consultation with charities, governments, other regulators, and associated experts; a strong focus on sector education and awareness; learning from other regulators around the world; drawing on quality researchers, technical expertise, media and communications; an outcomes based performance matrix; regular engagement and reporting with the Advisory Board, practitioners and sector users. As a consequence, the ACNC delivered real outcomes including:

2011	2017
Once registered with the Australian Taxation Office, charities not required to report to anyone	Charities reporting annually providing key information on who is involved, income and expenditure, activities in pursuit of mission
No agreed governance standards	Five agreed governance standards
Ad hoc inconsistent advice and support	High level of advice and support for all charities
No public register of charities	Over 13,000 inactive charities de-registered establishing a highly reliable, regularly updated and accessible national register of charities
A lack of information available about charities in Australia	Comprehensive information is publicly available about the charities sector that can be cross referenced against; area of activity, location, income levels, staffing levels, etc.
No single point of reference for key organisational information about a charity for governments, their Departments, regulators, Councils, or donors	Government Departments, regulators in State and Territories, and philanthropists increasingly drawing on ACNC data (the charities passport) rather than duplicating information
No clear complaints process for anyone with concerns about a charity behaving badly	Over 1500 complaints lodged and either resolved or investigated drawing on input from multiple regulators and information sources
Little independent research about charities in Australia	Extensive independent research on the state of the charities sector is commissioned on an annual basis
Paper based forms for charity regulation	99% of charities completed their Annual Information Statements on line in 2017
No Australian charities regulator	Internationally acclaimed charities regulator with the highest rate of voluntary compliance by charities anywhere in the world

The above list is a truncated snapshot of achievements – so much more could and should be said about the remarkable achievements of the ACNC in its first five years.

It should be noted that the initial lack of support from the Federal government impeded the capacity of the ACNC to work across governments. Hopefully the barriers created by government policy uncertainty are dissolving with increasing acceptance for the ongoing role of the ACNC.

What is beyond dispute is that, despite the barriers, **the ACNC has set the standard internationally for what a charities regulator can and should be.**

2. Changing the objects of the ACNC will serve no useful purpose

One of the great strengths of the ACNC has been the strong support it has enjoyed from the sector during its establishment phase. This is partly a consequence of the extensive engagement of many, including the charities sector, in framing the following three objects of the ACNC:

1. to maintain, protect, and enhance public trust and confidence in the Australian not-for-profit sector;
2. to support and sustain a robust, vibrant, independent, and innovative Australian not-for-profit sector; and
3. to promote the reduction of unnecessary regulatory obligations on the Australian not-for-profit sector.

Given the breadth of these objects, the success of the ACNC to date, the extensive process undertaken to develop the objects in the first place, **CCA see no reason to change the ACNC objects in any way.**

3. Secrecy and enforcement

One of the major issues in establishing and maintaining the reputation of any regulator is a capacity to provide information about investigations and enforcement.

During numerous Senate Budget Estimates Hearings and in recent Parliamentary Committee reviews of Bills before the Federal Parliament, there has been extensive conjecture about the enforcement activities of the ACNC and how effective they are. The reality is very few people know what investigations and enforcement activities the ACNC has been undertaking – although this has not prevented some making various assertions.

Charities do not like other charities that are doing the wrong thing - they damage the charities brand. Charities want more information to be available to reassure the public that the regulator is actually doing its job. At the same time, all charities fear having their reputation harmed through baseless accusations.

Under current secrecy provisions, it is not possible for the ACNC to provide details about investigations unless they have the approval of the charity being investigated or are correcting the public record.

A member of the public making a complaint should be able to know their complaint has been investigated and, where appropriate, action has been taken. At the same time, a charity that is the subject of a complaint should not be presumed guilty of wrong doing or be publicly identified in a way that may damage their reputation, especially if issues either have not been identified or have been resolved.

There needs to be some form of compromise between the need to protect the reputation of hard working charities and the need for the ACNC to be seen to an effective regulator.

In order to fulfill the role of building public trust and confidence, **the current secrecy provisions applying to ACNC investigations and enforcement activities need to be reviewed.**

4. Red tape and the charities passport

The creation of a charities passport is a critical component of work for the ACNC, particularly from a charities perspective.

Prior to the establishment of the ACNC, if a charity wanted to hire a local hall at a discounted charitable rate, gain a concession on local rates charges, achieve a reduction in payroll tax, put forward a submission for funding, participate in a government tender process, register a fundraising activity or seek to claim a concession of any kind, the organisation must be able to produce some kind of bona fides, a kind of organisational passport. No such document existed – there was no public national register of charities. Charities were forced to provide copies of letters from the Australian Taxation Office that define their eligibility for taxation concessions as proof of their charitable status. The situation was difficult at best.

More work needs to be done to have the current ACNC charities passport adopted across governments, the various regulators and major funders of the sector.

5. Fundraising and consumer law

The cost of the duplication and extensive administrative burden associated with charities seeking to comply with eight different sets of fundraising regulations in Australia is unacceptably high.

There is legal contention about the extent to which current Australian Consumer Law (ACL) applies to the activities of NFPs, particularly in relation to fundraising. CCA see this uncertainty as counter-productive.

CCA would argue that the current ACL only partly applies consumer protection issues in relation to fundraising in particular. Where NFPs are providing goods and services there is clearly a consumer and a provider that can be subject to consumer law. Where no exchange of goods takes place, but donations are made, there is less clarity around whether the donor is a consumer, and if so, what goods or services are being provided.

The engagement of community members with a local charity could only rarely be described as a commercial trade, or the provision of services in a competitive marketplace. There are, however, some principles that transcend the exact nature of the interaction and go to the values and principles informing organisational engagement with the community.

CCA believes that any organisation involved in misleading or deceptive conduct should be subject to consumer law. This includes all charity and not-for-profit organisations.

The appropriate application of consumer law can only increase public trust and confidence in the NFP sector and help support the vast majority of organisations that operate ethically and transparently in all their dealings with consumers and the broader community. Charities deal in trust and are committed to maintaining and building public trust and confidence.

The real benefit of applying the ACL to not-for-profits is that it is relatively modern legislation (as opposed to the absurdly outdated fundraising regulations) and is currently administered by the same authorities that administer fundraising regulations. ACL also at least partially applies to the activities of charities already.

CCA also understands that Fair Trading Ministers around Australia are interested in playing a more significant role in fundraising. The ACL seems to be the appropriate legislative framework.

While supporting the application of ACL to charities, CCA is concerned that there may be unintended consequences if all the provisions of consumer law are applied in a catch-all way across the whole charities sector.

CCA is aware there may also be some technical issues in relation to a range of provisions including how donations and gifts are treated, etc. that may require further amendments to the ACL.

For this reason, **CCA would like to see a carefully staged application of Australian Consumer Law to the charities sector.** This must involve consultation with the charities sector itself, the Australian Charities and Not-for-profit Commission (ACNC), and the various regulatory bodies at all levels of government.

6. Protecting charitable assets

CCA has been concerned for some time about what happens to the assets of a charity when it ceases to operate. CCA would like to see stronger provisions to ensure that if a charity has raised funds for a specific purpose – e.g. child welfare in Victoria – and then ceases operations – any retained funds should be directed to the same purpose – child welfare in Victoria. **Wherever possible, all funds raised for a charitable purpose should be used for that charitable purpose, even if a charity ceases to operate.**

7. Advocacy and political activities

It is important to note at the outset that under charity law:

- charities cannot donate to any political party or candidate
- charities cannot produce how to vote cards
- charities cannot stand candidates in elections
- charities cannot advocate publicly on any issue that is not part of their charitable purpose.

It is likely that the ACNC has engaged in significant enforcement activities and obtained undertakings from charities in relation to their advocacy, particularly during election periods. The current regulations prevent the ACNC making details of these actions public.

Under charity law, charities can rate the policies of any political party, but only in relation to their charitable purpose. Invariably this means charities can only advocate on single issues – the environment, education, health, poverty, homelessness, etc. Rating the policies of a political party or candidate against a specific charitable purpose is not the same as telling people how to vote. For example; information about whether a candidate supports policies that reflect Christian values may be produced by the Australian Christian Lobby, but that does not mean all Christian voters will vote a specific way.

It is also important to note that no restrictions apply to businesses and industry groups in promoting their vested interests during election periods as the activities of the Pharmacy Guild of Australia, the Minerals Council of Australia, the Winemakers Federation of Australia, and many others, clearly demonstrates.

As noted in the background section of this submission, charities play a critical role in building and sustaining flourishing communities across Australia. Their voice is critical to informed public policy. If charities believe they should not voice their views on the policies of political parties, it will diminish our democracy and lead to the economically powerful dictating policies that serve their vested interests. Charities, unlike business, are already regulated and restricted in their advocacy activities. **Further involvement of the ACNC to restrict the advocacy activities of charities would be an over-reach.**

8. Better data and the charities register

There are two critical factors in ensuring the charities register provides accurate up to date comparable data. The first is the ongoing co-operation of the charities sector that provide the information in the first instance. It is worth noting that currently Australian charities have a higher rate of voluntarily compliance with the regulator than in any other country in the world. Maintaining the confidence of the charities sector in the ACNC is important to the effectiveness of the regulator.

The second factor is the quality and consistency of the data. This is particularly the case in relation to financial data. Some work has already been done in this area including the development of a Standard Chart of Accounts. The work of the Australian Council for International Development in harmonising some of the reporting data including areas such as classifying expenditure using common definitions is worthy of note and could provide a starting point for further development of comparable data sets.

The goal should be to encourage wherever possible that the data sets on the ACNC register allow comparison of like to like – particularly when income and expenditure are being described in finer detail.

More should be done to ensure data provided to the ACNC has a higher level of consistency and comparability.

9. Research

Research the ACNC has commissioned based on its own data sets has been very informative. The ACNC register provides a rich source of data. The research reports produced through the ACNC have proved invaluable in assessing the health and future sustainability of the charities sector. Give the significant role played by charities at both a social and economic level, **greater investment in charity sector research drawing on the ACNC data sets should be a priority for governments and researchers across Australia.**

10. Expansion to not-for-profits

At this point in time, given previous periods of uncertainty for the ACNC, CCA believe **the ACNC should be allowed to consolidate and expand their work with charities for at least a further three years before starting to examine the development of a register of not-for-profit organisations.**

11. Exemption for religious charities

CCA believe it is time to revisit exemptions provided to some religious charities in relation to reporting to the ACNC. While most significant religious charities are covered by the ACNC, and CCA sees no point in burdening small church congregations with compliance costs, **it may be time to consider phasing out the current exemptions over the next five-year period for larger religious charities.**

12. Appointments to the Advisory Board and future role

The first ACNC Advisory Board was appointed through a process that encouraged over 100 individuals to put themselves forward as potential Board members. **An open process involving applications and selection against set criteria should be adopted in filling all Advisory Board appointments.**

It may also be appropriate to give the ACNC Advisory Board the power to review the performance of the ACNC and the Commissioners on an annual basis. This review could form part of the annual report to Parliament. The ACNC Advisory Board might also be given more power to act independently and publicly release any advice to the ACNC Commissioner.

13. Appointment of the ACNC Commissioner

CCA believe the current process for appointment (or re-appointment) of the ACNC Commissioner needs to be reformed to ensure there is more independence and transparency.

In the United Kingdom, potential candidates to be head of major statutory bodies are asked to appear before Parliamentary Committees prior to finalisation of any appointment. This type of process could be adapted and adopted in Australia for critical appointments like the ACNC Commissioner.

A merit based transparent appointment process is essential in maintaining public and charity trust in the ACNC.

14. Reaction to the ACNC submission

In general, CCA support most of the recommendations for legislative changes outlined in the ACNC submission to the review, but note the following exceptions.

As noted in this submission, **CCA see no reason to change the objects** (ACNC submission recommendation 2).

There are recommendations relating to the appointment of Directors or Responsible Persons that CCA believe are inappropriate. It is often the case that charities want to appoint diverse Boards including consumers of their services or representatives of their communities. In some cases, this may involve 'responsible persons' that may have criminal records – for instance former drug users who have been through treatment programs and are on the Board of the alcohol and drug agency that provided the services. **It is important to encourage a diversity of people to become involved in charities and their governance – this may include people who have previously committed a criminal offence** (ACNC submission recommendations 7 and 8).

CCA is also concerned about any recommendation that involves **requiring charities to maintain records with multiple regulators, including the Australian Securities and Investment Commission, represents extra work for little gain** (ACNC submission recommendation 16).

Conclusion

The ACNC has been an outstanding success, despite numerous barriers and years of uncertainty about its future. It enjoys a strong reputation in Australia and around the world as one of the best charity regulators. The remarkable achievements of the ACNC across the first five years of operation are a testimony to the expertise and resolve of an outstanding group of people working at and with the ACNC during the first five years.

CCA would encourage the Federal government to exercise caution in any moves to change the role of the ACNC or its enabling legislation. It is not good public policy to undermine what is already working well.

There are some areas and activities where the ACNC can further strengthen its role and effectiveness as a charity regulator. These have been outlined in this submission. Beyond these minor changes, CCA would again commend the ACNC for all it has achieved in its first five years of operation. The ACNC is a public-sector success story that highlights the strong commitment of all charities to be accountable in order to build the trust and confidence of the communities they serve.

Current Membership – Community Council for Australia Attachment A

Access Australia's National Infertility Network

Access Housing

Adult Learning Australia

Alcohol, Tobacco and Other Drugs Association ACT

Arab Council Australia

Australian Charities Fund

Australian Community Support Organisation (ACSO)

Australian Council for International Development, Marc Purcell, CEO (CCA Board Director)

Australian Indigenous Leadership Centre

Australian Institute of Superannuation Trustees

Australian Major Performing Arts Group

Australian Research Alliance for Children and Youth

Australian Women Donors Network

Business Council of Cooperatives and Mutuals

Carers Australia

Centre for Social Impact

Church Communities Australia

Churches of Christ Vic and Tas

Community Based Support (Tas)

Community Broadcasting Association of Australia

Community Colleges Australia

Connecting Up

Drug Arm Australasia, Dennis Young, CEO (CCA Board Director)

Ethical Jobs

Everyman

Foresters Community Finance

Foundation for Alcohol Research and Education

Foundation for Young Australians

Fragile X Association of Australia

Fundraising Institute of Australia

Good Samaritan Foundation

Good to Give

Hammondcare

Hillsong Church, George Aghajanian, CEO (CCA Board Director)

Justice Connect

Legacy Australia

Life Without Barriers, Claire Robbs, CEO (CCA Board Director)
Lock the Gate
Mater Foundation
Menslink
Mission Australia
Missions Interlink
Musica Viva Australia, Mary Jo Capps, CEO (CCA Board Director)
Non Profit Alliance
Our Community
OzHarvest
Painaustralia
Palliative Care Australia
Philanthropy Australia
Playgroup Qld
Port Phillip Housing Association
Power Housing Australia
Pro Bono Australia
Queensland Water & Land Carers
RSPCA Australia, Heather Neil, CEO (CCA Board Director)
SANE
SARRAH
Save the Children, Paul Ronalds, CEO (CCA Board Director)
Settlement Services International
Smith Family, Lisa O'Brien, CEO (CCA Board Director)
Social Ventures Australia
St John Ambulance
Starlight Foundation
Ted Noffs Foundation
Touched by Olivia
Variety Australia
Veterans Off the Streets Australia
Volunteering Australia
Wesley Mission, Keith Garner, CEO (CCA Board Director)
White Ribbon Australia, Libby Davies (CCA Board Director)
World Vision, Tim Costello, Chief Advocate (Chair CCA Board)
World Wide Fund for Nature Australia
YMCA Australia