



2017 ANNUAL REPORT

## CELEBRATING 70 YEARS

**ACCREDITATION:** DELIVERING CONFIDENCE IN  
CONSTRUCTION & THE BUILT ENVIRONMENT



## **ACCREDITATION: Delivering confidence in construction and the built environment**

The theme of this year's Annual Report is the theme of World Accreditation Day 2017 and reflects the importance of accreditation in delivering confidence in construction and the built environment.

Accreditation ensures a consistent and reliable approach and provides confidence that service providers are meeting the needs of the consumer and community.

Quotations that appear in the Annual Report are from members who have expressed their opinion about how accreditation supports their organisation's goals. The quotations represent their personal opinion.



## Notice of Meeting

The 2017 Annual General Meeting of the National Association of Testing Authorities, Australia ("NATA") will be held at the NATA Head Office, 7 Leeds Street, Sydney NSW 2138 on Wednesday, 11 October 2017, commencing at 12:00 noon.

Members can attend at the NATA Sydney Office in person or via the webinar service.

The meeting will receive NATA's annual financial report, including the report of the auditor.

The meeting will also consider a Special Resolution proposing changes to NATA's Constitution.

For further information, please refer to the Special Resolution notice despatched to members.



Jennifer Evans  
Chief Executive Officer  
13 September 2017





.....  
"Our testing facilities, and to a larger extent, our processing facilities, are driven by quality assurance and regulatory standards – the essence of accreditation. Accreditation offers the tools required to understand and employ the concept of quality to a diverse range of operations."

**Jessica Tunnage**  
Laboratory Manager  
Northern Co-operative Meat Company  
.....





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# NATA's Milestones

## MILESTONE 1: 1947-69

- 1947** - First meeting of NATA Council led to the formation of NATA.
- 1947** - Eight fields of testing confirmed at second Council meeting.
- 1951** - Melbourne & Sydney office opened.
- 1952** - First Technical Assessor appointed.
- 1957** - Incorporated as a company by guarantee in Victoria.
- 1960** - First corporate brochure issued.
- 1969** - Application for accreditation reached 1,000.

## MILESTONE 3: 1981-88

- 1981** - NATA's Proficiency Testing scheme launched.
- 1983** - Medical Testing became NATA's tenth field of testing.
- 1984** - Perth office opened.
- 1985** - Established training program for Technical Assessors.
- 1986** - 1000th Technical Assessor appointed.
- 1986** - Brisbane office opened.
- 1988** - NATA signed Memorandum of Understanding with Commonwealth Government of Australia.

## MILESTONE 5: 1992-95

- 1992** - Head Office in Sydney relocated from Chatswood to Rhodes.
- 1992** - Inspection Services and Forensic Sciences Accreditation Programs launched.
- 1992** - Asia Pacific Laboratory Accreditation Cooperation (APLAC) established. NATA was a founding member.
- 1995** - 3000th Technical Assessor appointed.

## MILESTONE 2: 1970-77

- 1970** - One third of all chemical and mechanical laboratories in Australia accredited.
- 1976** - 1000th laboratory accredited on 30 September.
- 1977** - NATA was one of the founding members of the International Laboratory Accreditation Cooperation (ILAC). First ILAC conference held in Copenhagen, Denmark.

## MILESTONE 4: 1989-90

- 1989** - Adelaide office opened.
- 1990** - 2000th facility accredited and 2000th Technical Assessor appointed.
- 1990** - Offered certification to quality management standards.



### MILESTONE 7: 2006-08

**2006** - NATA separated its delivery of proficiency testing activities into a subsidiary, Proficiency Testing Australia.

**2008** - New surveillance visit model introduced. 3000th facility accredited.

**2008** - NATA named as an approved accreditor for Stage 1 of the Department of Health's Diagnostic Imaging Accreditation Scheme.

### MILESTONE 9: 2015

**2015** - Acquired Melbourne office in Camberwell.

### MILESTONE 6: 1997-00

**1997** - Reference Materials Producers accreditation program launched.

**1997** - NATA separated its certification activities to subsidiary NCS International Pty Ltd.

**1998** - Commonwealth Government of Australia reaffirmed support for single national accreditation system.

**1999** - Proficiency Testing Scheme Providers accreditation program launched.

**2000** - ILAC Mutual Recognition Arrangement signed in Washington DC by 37 accreditation bodies representing 28 economies.

### MILESTONE 8: 2011-14

**2011** - Integrated Accreditation structure introduced.

**2012** - Sleep Disorders Services accreditation program launched - NATA's 19th program.

**2013** - Divestment of NCS International (NCSI) to British Standards Institution.

**2014** - Board approved new Accreditation Information Management System (AIMS) to improve operational efficiency and member services.

### MILESTONE 10: 2016-17

**2016** - Number of Technical Assessors reached 3359.

**2017** - Tabular Scope of Accreditation introduced.





## Chair's Overview

Geoff Hogg

It is a pleasure for me to present my first Chair's Overview since my election as Chair in October 2016 upon the retirement of our former Chair Mr Alastair Ross. I thank Alastair for his hard work and dedication during his six year term as Chair.

NATA as a self-contained organisation started 70 years ago in 1947. While longevity is no guarantee of continuing success in the rapidly changing world characterised by largely technology and innovation driven disruptors of establishment, there is much for us to be proud of in NATA's achievements over the seven decades.

As the world's pioneer of laboratory accreditation bodies in the post Second World War period, NATA shared the innovation spirit of the modern day disruptors.

From a very modest beginning, NATA has developed into one of the largest and most comprehensive accreditation bodies in the world. Our business model based on collegiality and collaboration between our staff and voluntary technical experts, scientists, and seasoned practitioners has stood the test of time and remains a unique feature of NATA's accreditation processes.

As I will touch on later here, there are many challenges facing NATA but I am confident that with the dedication and enormous goodwill of our staff, volunteers, and support from our stakeholders, there is a bright future for NATA and the accreditation community.

NATA was formed 70 years ago in response to the Government's needs for assurance and confidence on the accuracy and consistency of results and scientific data produced by testing laboratories. This was quickly recognised and widely accepted by the business community as a valuable quality assurance and risk management tool.

In other words, NATA's laboratory accreditation adds value to its members, stakeholders and the community at large. It is essential that NATA retains its relevance to its members, stakeholders and the community.

A for profit organisation can directly demonstrate its value to its shareholders through its profit, growth, and market value. Such financial metrics do not apply directly to not for profit organisation such as NATA. However, it is both useful and instructive for NATA and our stakeholders to appreciate the economic value of NATA's accreditation to the Australian economy.

In addition to the estimated \$15M contribution by our volunteers mentioned in the CEO's review, NATA accreditation also adds value in terms of providing confidence in the products and services that we use, the added safety to our community through safe and reliable infrastructure, and facilitation of trade.

As the national authority in accreditation of testing laboratories, NATA has commissioned University of Technology, Sydney (UTS) to conduct a research study on the economic value of NATA accreditation in Australia. I am grateful to our members who have supported this important project by participating in the survey and selected interviews.

Similar studies have been done in the United Kingdom and New Zealand. We look forward to releasing the UTS Study in due course.

The importance of a robust technical infrastructure that underpins the proper function of the economy and safety of the community has attracted the attention of regulators and media, especially in the consequence of alleged non-complying imported building products.





As the world's pioneer of laboratory accreditation bodies in the post Second World War period, NATA shared the innovation spirit of the modern day disruptors.

It is also an encouraging sign that the regulators are focusing on the quality assurance of the complex supply chain and are working on more effective measures to safeguard the safety of the community and improve efficiency of our economy. I am pleased that NATA has been proactive in working with the regulators and stakeholders in improving the technical infrastructure.

Looking ahead, NATA is facing key challenges in strategic moves to harness technology, improve our business model to remain relevant and competitive, and develop an agile and nimble governance structure to respond to the changing needs of our members and stakeholders.

The rapid advance and deployment of technologies in artificial intelligence, Internet of Things, high speed communication network, high resolution video, and big data science will, if it hasn't already, change the way many of our members operate their business. The same innovative force will also affect NATA's operation and how we provide service to our members. The challenge is to harness the technologies so that we can realise the full benefits of these technologies to provide a better and more timely service at a competitive price.

NATA as a not for profit organisation has to fulfil its obligations to our members and stakeholders. However, NATA is also a business entity with customers who compete in the domestic and international markets. Hence, NATA will always strive to execute our strategy to discharge our obligations to our stakeholders and deliver a service that meets the expectations of our customers in accordance with best practice.

It is the challenge to management and the Board to get the right balance between meeting the aspirations of our stakeholders and the demand for efficiency and competitive price from our customers.

The Board's principal objective is to set strategy and oversee management to carry out the agreed strategy. Therefore, the Board has to maintain the portfolio of skill and expertise in governance, strategy, risk management, and industry insights to identify emerging issues and develop strategy to address them in the fast changing environment.

As the NATA Board is comprised of non-executive directors who serve on a voluntary basis, a strong and effective governance structure is essential for the Board to provide strategic direction and oversight of management in the operation of NATA.

The past year has been a busy but productive one for NATA. The planned implementation of the Accreditation Information Management System (AIMS) and associated changes in work practices and technology platform in the second part of 2018 will be a key milestone in our Strategic Plan. These organisation transformation initiatives which the Board and management have pursued over the last few years should lay a solid foundation for the future of NATA.

In closing, I would like to thank my fellow directors, management, staff, members, volunteers, and stakeholder organisations for their support and dedication.

**Geoff Hogg**  
NATA Chair





## CEO's Review

Jennifer Evans

Welcome to NATA's 2017 Annual Report. It was 70 years ago when the first meeting of the Council was held in Melbourne on the 5th and 6th February 1947. It is very unlikely that the founders of NATA could have imagined during those Melbourne summer days that accreditation would become a global activity with over 120 economies now having operational accreditation bodies and that NATA would grow and develop into one of the world's largest, most comprehensive and well respected accreditation bodies.

In the past year, NATA has made significant progress in the transformation of the organisation to improve our capabilities and our capacity to provide accreditation services that are fit for purpose and relevant to our members' needs and stakeholders' expectations. The key to this multi-year transformation project is to re-engineer our business processes and equip our staff with the tools and training so that they will be able to take advantage of the enormous benefits that technologies and their applications have to offer.

I am pleased with our operational and financial results in 2017 as we achieved both targets.

Our operational results were ahead of the overall Charter of Services (CoS) target. However, in certain areas, higher than expected staff turnover has resulted in delays in the delivery of some services. We have made good progress in rectifying the delay and also conducted a review of the CoS targets to ensure they continue to meet the members' needs and expectations.

While we delivered a better than expected surplus of \$1M in comparison with the \$0.6M budget surplus for 2017, the growth in our accreditation revenue base fell short of budget.

The two major contributing factors for the better than expected results are cost control and the returns from our Camberwell property. The investment income allows NATA to offset some of the increase in our operational cost and to moderate the increase in membership fee.

While the 2017 \$1M surplus represents just under 4% of our \$28M revenue and expenses, the surplus margin is within the range of our long term target as a not for profit organisation.

NATA's business model relies heavily on volunteers who serve as technical assessors, expert members of committees, and directors on the Board. The economic value of the contributions from our volunteers has recently been estimated to be around \$15M per annum. This represents a very significant contribution by our volunteers. Without their contributions, the membership fee and cost recoveries could increase by as much as 70%.

We thank the volunteers and their organisations for their support and encourage other member organisations to contribute to this important and worthwhile initiative.

NATA has come a long way both operationally and financially since 1947 when the first proposed annual budget to the Commonwealth Government in 1945 was £7,000.

The achievements in our operational and financial results are particularly pleasing as we also made significant progress in the Accreditation Information Management System (AIMS) project during 2017. After more than two years of intense preparation and tireless work by the AIMS team and contributions from many other staff, I am pleased to report that Stage I of AIMS is scheduled to go into production in the first quarter (March quarter) of 2018 with the publication of revamped scopes of accreditation and reformatted accreditation documents all aligned to our new industry based technical structure.





I am confident and optimistic that NATA will continue to thrive and meet the challenges over the decades to come.

The dedication of our staff reflects their beliefs in NATA accreditation as a public good and is a wonderful example of their commitment to NATA's objectives.

During 2017, we continued our focus on engagement with our members and stakeholders. Members meetings held in 2017 were well attended and provided valuable opportunities for us to keep in touch with our members. We also engaged with regulators, industry bodies and interested groups. For example, we hosted another meeting of our Commonwealth National Agency Standing Forum (CNASF) to raise awareness of the technical infrastructure and accreditation as an important tool to assist Commonwealth Government stakeholders in ensuring quality and compliance in increasingly complex supply chains. A smaller forum was held in June 2017 that focussed on building products which was attended by representatives from State Government agencies in addition to Commonwealth Government agencies. In all our engagements with stakeholders both government and industry, NATA's primary focus is the promotion of accredited laboratories and inspection bodies to meet conformity assessment needs.

In the international arena, NATA continued its contribution to the working groups responsible for the revision of ISO/IEC17011 Conformity assessment -- Requirements for accreditation bodies accrediting conformity assessment bodies, and ISO/IEC17025 General requirements for the competence of testing and calibration laboratories. The revised standards are scheduled to be released in late 2017. The revised ISO/IEC17025 will affect many members and communication and implementation plans have been prepared which include member seminars/webinars.

NATA staff also participated in meetings of both the International Laboratory Accreditation Cooperation (ILAC) and the Asia-Pacific Laboratory Accreditation Cooperation (APLAC) and in a number of Mutual Recognition Arrangement (MRA) evaluations of overseas accreditation bodies that are signatories to the ILAC MRA.

Our engagements with the international accreditation communities are important to Australia and our members as they support international benchmarks, and facilitate trade through reduction in Technical Barriers to Trade. The Australian Government via its Support for Industry Service Organisations (SISO) program provides funding for these international activities and we acknowledge the importance of the Government's support.

The past year has been a very busy and productive year and we are pleased with our achievements. The 70th anniversary of NATA's existence is an occasion for celebration and everyone at NATA and the broader NATA community should be proud of our achievements and contributions to well-being, health and safety of Australia and Australians.

Of course, none of this would have been possible without the dedication of the volunteers, the Board, and the staff. I thank all of you for your support and your contribution. I am confident and optimistic that NATA will continue to thrive and meet the challenges over the decades to come.

**Jennifer Evans**  
Chief Executive Officer



# Who We Are

## What we do

NATA is a key part of Australia's technical infrastructure that is responsible for setting standards, ensuring conformance, and assessing competence. Our role serves the national and public interest by ensuring that member facilities are competent to provide consistently reliable testing, calibration, measurement and inspection data to government, industry and the wider community.

NATA's expert independent third-party assessments help our customers identify and manage risk, increase community confidence and trust, and facilitate trade.

In short, NATA is the authority that assesses technical competence of our member facilities in carrying out testing, calibration, measurement and inspection. It also provides confidence to the customers of our member facilities that their services and products are reliable and consistent.

## The authority in accreditation

NATA has memoranda of understanding with the Australian Government and several state and territory governments.

We are recognised by the Australian Government as the national authority for accrediting test and measurement laboratories and reference material producers, and as a peak body for accrediting inspection bodies and proficiency testing scheme providers.

NATA is also recognised by the Australian Government as the compliance monitoring authority for the OECD Principles of GLP.

The Commonwealth Government uses NATA-accredited facilities wherever possible and encourages state and territory governments and other instrumentalities to do likewise.

## Our service

NATA is dedicated to providing a high quality, innovative and flexible service to its members. In so doing we build confidence in both the Association and its stakeholders which include members, their customers and the broader national and international community.

NATA's key role is to enhance the public good by providing assurance that its members are technically competent and reliable.

NATA is committed to maintaining its position as Australia's national accreditation authority by delivering real, tangible value.

## What we will be

We are working towards becoming more responsive, innovative and customer-focused. This will allow us to remain competitive in a changing market and a dynamic economic environment.

We will be innovative in creating new business approaches to help our customers capitalise on their technical competence.

We will continue to influence and promote policy in relation to technical competence assessment, both within Australia and internationally.

We are also aware of the importance of building on NATA's long track record through continuous quality improvement, such as by providing high quality staff training.

## Our objectives

We will support our customers with effective and efficient accreditation services that promote their growth. As the national accreditation authority, NATA will be recognised as a contributor to Australia's international trade and interest.

Our public interest role will be understood and supported by the community. We will consult stakeholders on key issues so they are committed to our goals and contribute to our success. We will achieve our public interest goals and meet stakeholders' expectations.

Our business model will be innovative and provide quality services that meet customers' needs at a competitive price. Our practices, systems and technology will adapt to better serve our stakeholders.

Our prudent financial structure will underpin a sound financial foundation that is consistent with NATA's status and meets our future needs. Our staff will be motivated and skilled, committed to high performance and achieving NATA's goals.

Our volunteer Technical Assessors, members of the Technical Committee and members of the Board will remain an integral part of NATA with their contributions recognised and valued by NATA and the community.



## Our services

NATA provides a range of services in addition to accreditation. These include training courses in laboratory management, auditing, microbiological and quality control and management systems.

The Association maintains a public database of accredited facilities, and publishes a range of technical documents covering laboratory practice and evaluation, as well as publishing NATA News, a bi-monthly magazine for members.

NATA is represented in international fora and in the development of international standards related to accreditation. It also promotes its member facilities to domestic and foreign consumers.

## What we believe

To be of value to our customers, we must remain competent, impartial, fair, responsive and efficient.

To do this we have a culture that attracts and retains high-calibre staff who care about our customers and about the broader community that relies on the results of our members' technical competence in the conduct of their business.

## Our Technical Assessors

NATA's work and reputation rely to a great extent on the thousands of industry experts who generously give their time to participate in technical assessments and technical committees. To them we offer our thanks and appreciation.

## International services

NATA provides a range of training and advisory services to overseas clients. These range from conducting individual training courses to playing a key role in the establishment of new accreditation bodies.

## Our staff

NATA employs around 200 staff in Sydney (head office), Melbourne, Brisbane, Adelaide and Perth.

NATA people share a commitment to work for the public good. We have a strong belief that we can make a difference through applying our core skills in technical assessment.

## Our members

NATA is a not-for-profit company operating as an association owned by its members. These consist of approximately 3,000 facilities in Australia and around 50 in other economies.

## What is NATA accreditation?

Accreditation is a means of determining, formally recognising and promoting the competence of facilities to perform specific types of testing, measurement, calibration and inspection against the relevant national and international standards.

Key elements of the NATA accreditation process include:

- Ongoing, on-site assessment of staff and facilities;
- Assessment teams consisting of Lead Assessors (NATA staff members) and Technical Assessors (peers) who have a sound understanding of the tests, measurements, inspections or other activities for which accreditation is sought or held;
- Evaluation of both management systems and technical processes;
- A focus on demonstrated and practical competence;
- A cooperative, constructive approach; and
- A strong foundation for ongoing quality improvement.

NATA provides accreditation for a wide range of facilities in such areas as pathology, diagnostic imaging, environmental analysis, food, water, pharmaceuticals, concrete, asbestos, toxicology, electrical equipment, IT, biotechnology, and many more.

We currently offer accreditation in a number of programs:

- Laboratory Accreditation
- Inspection Body Accreditation
- Reference Material Producers Accreditation
- Proficiency Testing Scheme Providers Accreditation
- Medical Testing Accreditation
- Research & Development Accreditation
- Medical Imaging Practice Accreditation
- Sleep Disorders Services Accreditation





# Statement of Corporate Intent



# NATA's Role

## NATA's role is to:

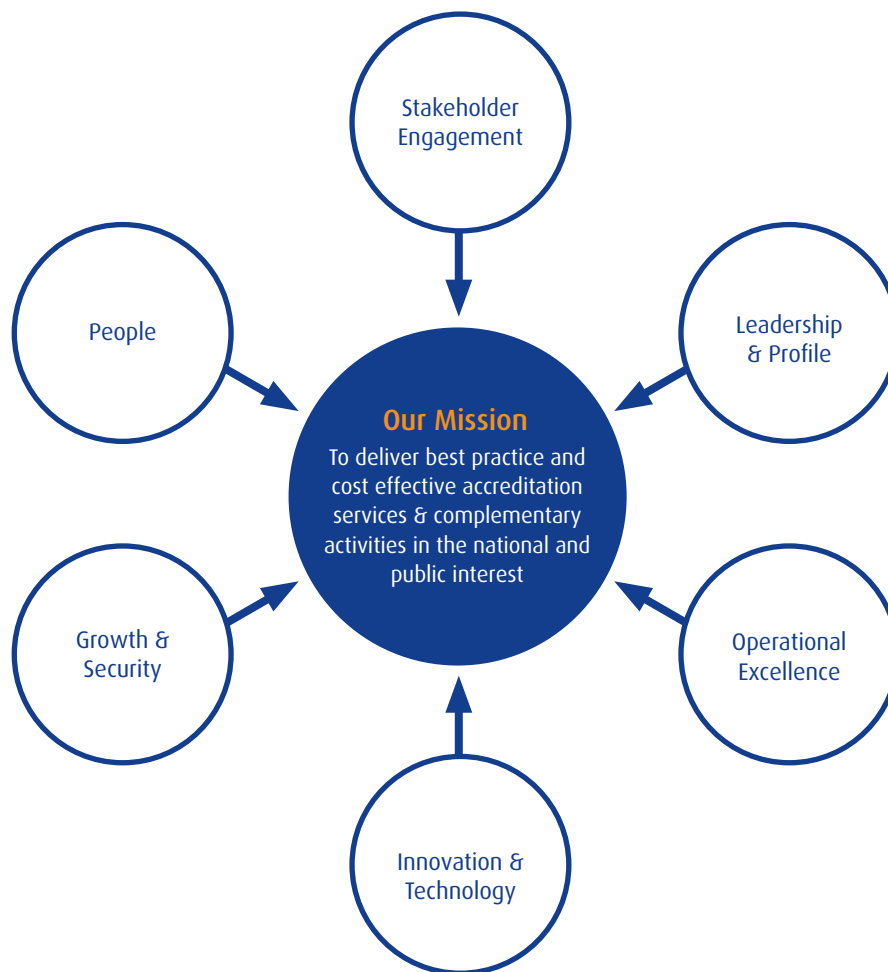
- Provide, in the national interest, accreditation and supporting services which meet the needs of stakeholders and facilitate the domestic and international recognition and acceptance of our members' products and services;
- Be the national authority for the accreditation of testing and calibration laboratories and reference materials producers, a peak authority for the accreditation of inspection bodies and proficiency scheme providers, and the national authority responsible for monitoring compliance with the OECD Principles of Good Laboratory Practice; and
- Promote and contribute to the science and practice of accreditation, testing and inspection, both nationally and internationally.

In providing its services, NATA aims to:

- Treat our members and other stakeholders honestly, fairly and professionally;
- Provide timely access to qualified staff;
- Give timely and accurate advice and information;
- Avoid any potential conflicts of interest of our staff, voluntary Technical Assessors, technical committee members, and others involved in our services;
- Maintain confidentiality (within the provisions of NATA Rules) of any document, information or process entrusted to us;
- Conduct our accreditation services in compliance with international codes of best practice;
- Provide a range of effective training programs to support our members and Technical Assessors in activities relevant to NATA's role;
- Help our members promote the values and significance of accreditation; and
- Provide a forum for members of NATA to explore issues of interest or special needs.



# Strategic Direction 2016-2018



## Our Vision

NATA accreditation is the assurance of competence and a foundation for confidence that provides benefits to, and enhances the health, well-being and safety of Australia and Australians by:

- identifying competent providers of testing, measurement, inspection and related activities;
- providing an assurance of the quality of these activities to those who engage the services of competent providers and to the community generally; and
- enabling the acceptance internationally of the results of these activities thereby facilitating trade and the exchange of technical data.





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

### NATA Strategic Plan 2016-2018

This is the Strategic Plan (Plan) of NATA for the three financial years commencing 1 July 2015 (financial year 2016) to 30 June 2018 (financial year 2018). This Plan is reviewed and updated annually and covers the medium to long term goals and objectives of NATA.

The Plan was approved by the Board on 10 June, 2015.

### Our Mission

To deliver best practice and cost effective accreditation services and complementary activities in the national and public interest.

### Strategic Plan Summary

#### 1) Leadership and Profile

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

- the improvement in public safety, productivity, and technical infrastructure in Australia; and
- the representation of Australia's interest in the international accreditation community and promotion of trade through reduction in technical barriers to trade.

#### 2) Stakeholder Engagement

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

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

#### 3) Operational Excellence

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

#### 4) People

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

Our volunteer Technical Assessors and committee members are recognised for their technical expertise and valued for their contributions to NATA and the community.

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

#### 5) Innovation and Technology

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

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

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

#### 6) Growth and Security

We will develop and maintain functional capability and operational capacity to meet the needs and growth of stakeholders and customers, and provide opportunity for our people

A prudent risk management framework will be maintained to manage risk.

We will maintain a sound financial structure and adequate reserve to secure NATA's future.



# Performance 2016-17

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.....  
“Accreditation provides a third party assurance of our service capabilities and positively differentiates from those companies that are not accredited in a competitive environment.”

**Mark Daniel**  
Regional QHSE Manager - Oceania  
Applus  
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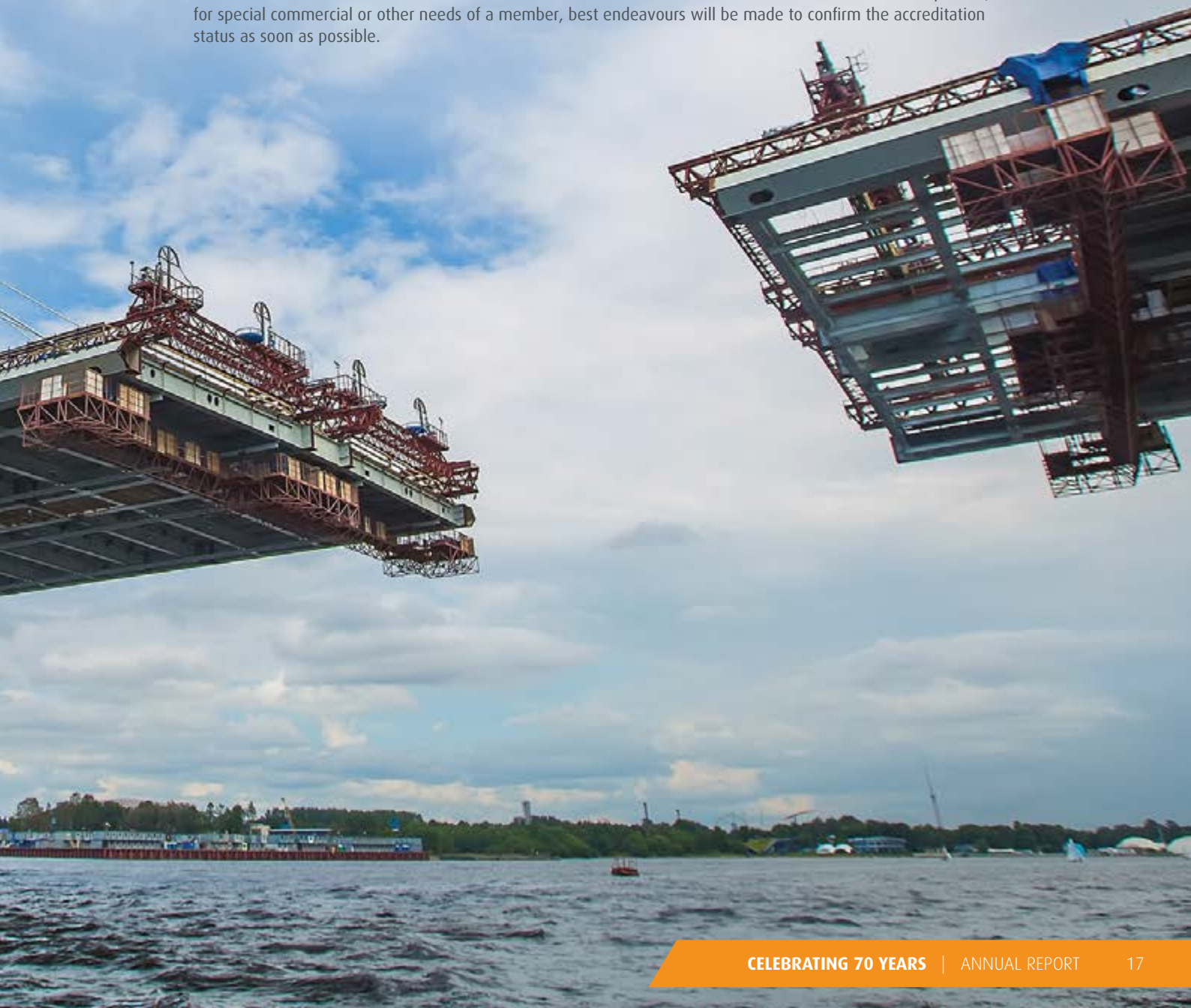


## Charter of Service Outcomes

The Charter of Service describes NATA's aims in servicing the needs of its clients in a timely and effective manner.

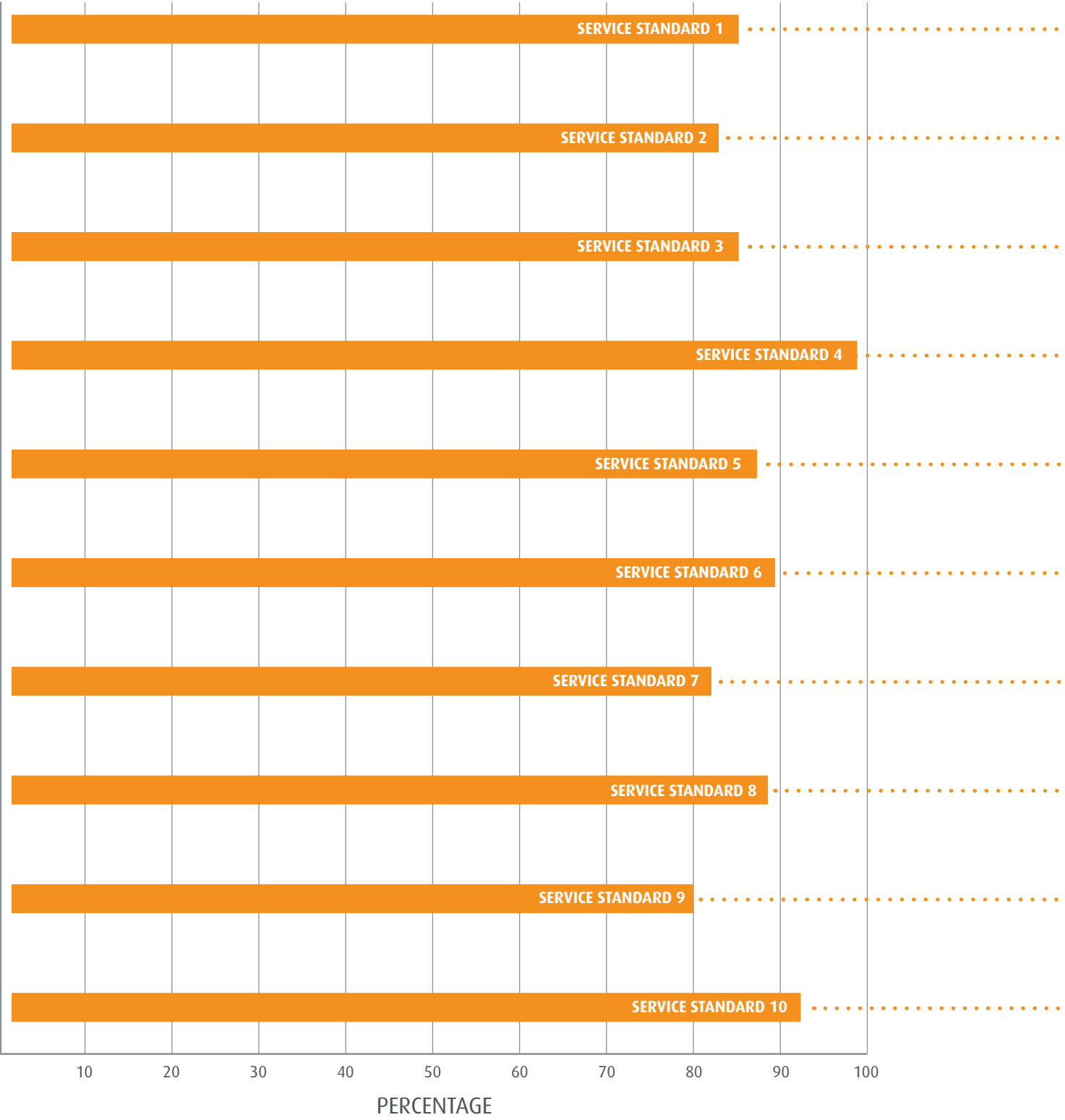
In our Accreditation Activities we aim to:

- Conduct an advisory visit within four weeks of receipt of a request for such a visit;
- Provide a formal report of our findings from an on-site advisory visit within two weeks of the visit. (For Medical Testing laboratories Medicare Australia requires NATA to provide a special report within one week);
- Conduct an assessment of an applicant's facility within eight weeks of receipt of an application form and appropriate supporting documentation;
- Provide an initial report, or verbal briefing, of our findings at the conclusion of each on-site assessment, re-assessment or variation (including signatory interview) visit;
- Provide a final report of our findings for each on-site assessment, reassessment, or variation (including signatory interview) visit within four weeks of the visit;
- Conduct a desk-top variation within two weeks of receipt of a written request and appropriate supporting documentation;
- Conduct a variation (including signatory interview) visit within four weeks of receipt of a written request and appropriate supporting documentation;
- Review and report on submissions received from applicants following assessments and members following re-assessments or variation (including signatory interview) visits within four weeks of receipt of the information;
- Confirm the granting of accreditation of an applicant facility within four weeks of confirmation of appropriate remedial action; and
- Confirm a member's accreditation status within two weeks of confirmation of remedial action. When requested, for special commercial or other needs of a member, best endeavours will be made to confirm the accreditation status as soon as possible.





# Service Standards





85%

**SERVICE STANDARD 1** - Conduct an Advisory Visit within specified timeframe.

Total processes: 100

82%

**SERVICE STANDARD 2** - Formal Report provided to customer within specified timeframe after on-site Advisory Visit.

Total processes: 100

85%

**SERVICE STANDARD 3** - Assessment conducted within specified timeframe from receipt of application and appropriate supporting documentation.

Total processes: 173

99%

**SERVICE STANDARD 4** - Initial report or verbal briefing provided at conclusion of on-site visit.

Total processes: 2404

87%

**SERVICE STANDARD 5** - Final report provided for on-site assessment(s), reassessment(s) & variations (including signatory interviews) within specified timeframe, relative to Field of testing.

Total processes: 2642

89%

**SERVICE STANDARD 6** - Desk-top variation conducted within specified timeframe from written request of application and appropriate supporting documentation.

Total processes: 500

82%

**SERVICE STANDARD 7** - Conduct variations (including signatory interviews) within specified timeframe from written request of application and appropriate supporting documentation.

Total processes: 282

88%

**SERVICE STANDARD 8** - Review and report of submissions following on-site assessment(s), reassessment(s) and variations (including signatory interviews) within specified timeframe.

Total processes: 3966

80%

**SERVICE STANDARD 9** - Confirm granting of accreditation of an applicant facility within specified timeframe after confirmation of appropriate remedial action.

Total processes: 121

92%

**SERVICE STANDARD 10** - Confirm member's accreditation status within specified timeframe after confirmation of appropriate remedial action.

Total processes: 2374

**NATA'S PERFORMANCE IN THE  
2016-17 YEAR ACHIEVED AN  
OVERALL SUCCESS RATE OF...**

91%



# Technical, Operational & Quality Matters



.....  
"Accreditation is a process of investing in Australia's future  
and sets in place a peer reviewed management system."

**Bernadette O'Keefe**

Quality Assurance Manager  
CSIRO Australian Animal Health Laboratory

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## ACCREDITATION SERVICES

### Operations And Technical

#### Accreditation Information Management System (AIMS) and Uniform Scopes of Accreditation

Over the last few years, NATA has undertaken a number of key projects to underpin two main objectives:

- move towards the delivery of accreditation services aligned with industry sectors, including alignment of the Accreditation Advisory Committees, Scopes of Accreditation and the documentation relating to the criteria for accreditation; and
- replace NATA's existing IT operating system with a new platform i.e. an Accreditation Information Management System (AIMS). This commenced in 2014 with the engagement of an external provider to develop and build the platform consisting of three subprojects:
  - Subproject 1: a customer relationship management database, including client, personnel and complaint management
  - Subproject 2: a new database for Scopes of Accreditation
  - Subproject 3: accreditation cycle and job management functionalities

These objectives are co-dependent, particularly in relation to the Scopes of Accreditation.

Some key benefits of AIMS will include:

- improved stability of the IT operating system;
- improved management and integrity of information maintained;
- improved expression of Scopes of Accreditation and the searchability of information contained within; and
- improved operational efficiencies by automating key accreditation service delivery processes.

NATA is working towards having parts of the new system in place by the end of 2017.



## Scopes of Accreditation (AIMS subproject 2)

The development of the new Scope of Accreditation database within AIMS has involved significant effort. This has included members' contributions during assessments over the last couple of years, through the provision of additional information to the NATA Lead Assessor in relation to the activities performed under each NATA accreditation.

The development of the new database with a tabular presentation for Scopes of Accreditation and a move away from the existing classes and subclasses of tests (or related activities), was considered necessary:

- to introduce a uniform presentation across all fields and programs;
- to improve the search function on the NATA website;
- to allow one scope to be issued for facilities accredited in more than one area should this be requested.

Scopes of Accreditation currently define activities covered by a field or program as determined by NATA. Where clarity or additional information is required, free text is included under the class or subclass. It has become increasingly apparent that this degree of data resolution does have limitations in offering clarity of information and facilitated inconsistency of the information presented between scopes covering the same accredited activities.

The new Scopes of Accreditation will now include nine data sets of information.

Five data sets will always be displayed:

- Accreditation Standard (e.g. ISO/IEC 17025, ISO/IEC 17020, ISO 15189 etc.);
- Activity Type (describes the area of testing, calibration, inspection etc. which reflect industry groupings);
- Service (broadly describes the testing, calibration, inspection or related processes);
- Material/Item/Product (describes what is being tested, calibrated, inspected, etc.);
- Determination (describes what the 'Material/Item/Product' is being tested, or calibrated, or inspected for etc.).

Four additional data sets to only be displayed based on needs e.g. NATA's obligations or those of the regulator, facility or client:

- Technique (describes how the 'Material/Item/Product' is being tested, calibrated, inspected e.g. technology, instrumentation, methodology etc.);
- Procedure (describes the method used);
- Range (details the range/limitations and is only mandatory for calibration activities);
- MU (details the measurement uncertainty and is only mandatory for calibration activities).

All existing classes and subclasses for each field and program of accreditation have been reviewed, redefined as necessary and allocated to an 'Activity Type' and 'Service'. The review identified instances of duplicated scope entries for the same activity between fields and programs and these have now been rationalised as necessary.

A 'Master list' of possible data entries i.e. a reference list, has been developed to replace the existing classes and subclasses. This list has been compiled from existing information held on Scopes of Accreditation and collected from facilities over the last couple of years.

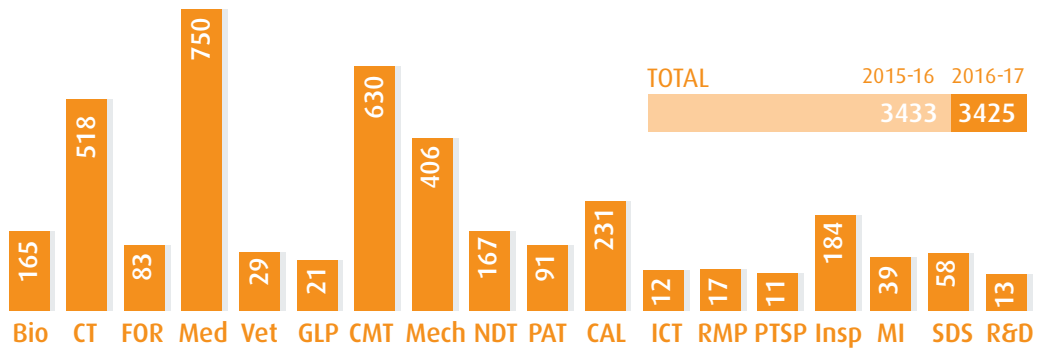
## What members will notice

- There will no longer be a numbering system as is the case with the current classes / subclasses.
- For some areas the content of the scopes will be very similar to those which some members are already familiar with in that the determinations, techniques and procedures are detailed against the products that are being tested. Some examples are Chemical Testing and Biological Testing.
- In other areas, the level of detail is greatly increased from what has been publicly available to date, for example Medical Testing. This information has been routinely requested by NATA prior to an assessment to inform the extent of the Scope of Accreditation to be reviewed.
- The other significant change relates to the various 'Activity Types'. The terms used to describe these are reflective of industry groupings as defined in today's society e.g. Manufactured goods, Agribusiness etc. This also flows down to the terms used to describe the new 'Services'. The reality of these changes, however, is that whilst scopes may look different, the activities currently covered by a Scope of Accreditation will not have changed.
- The information (data sets) which will be displayed on NATA's website for all accredited facilities will include, as previously indicated, the 'Standard' e.g. ISO/IEC 17025, 'Activity Type', 'Services', 'Product/Item/Material' and 'Determination'. The remaining data sets will be available as needed i.e. dependent on relevance to the 'Activity Type' and industry expectations. For example, 'Technique' and 'Procedure' will be available for those 'Activity Types' previously covered under Biological and Chemical Testing; 'Range' and 'MU' will be displayed for Calibration

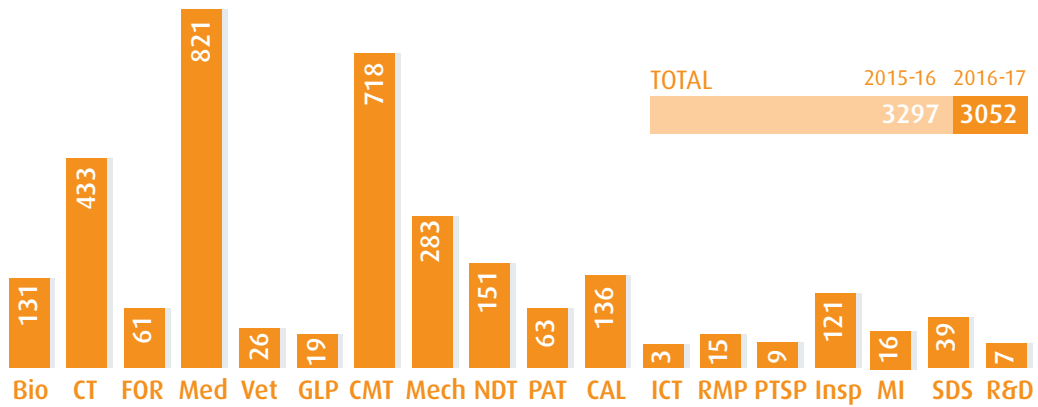
The new format for the Scopes of Accreditation will not go live on the NATA website until AIMS is implemented.



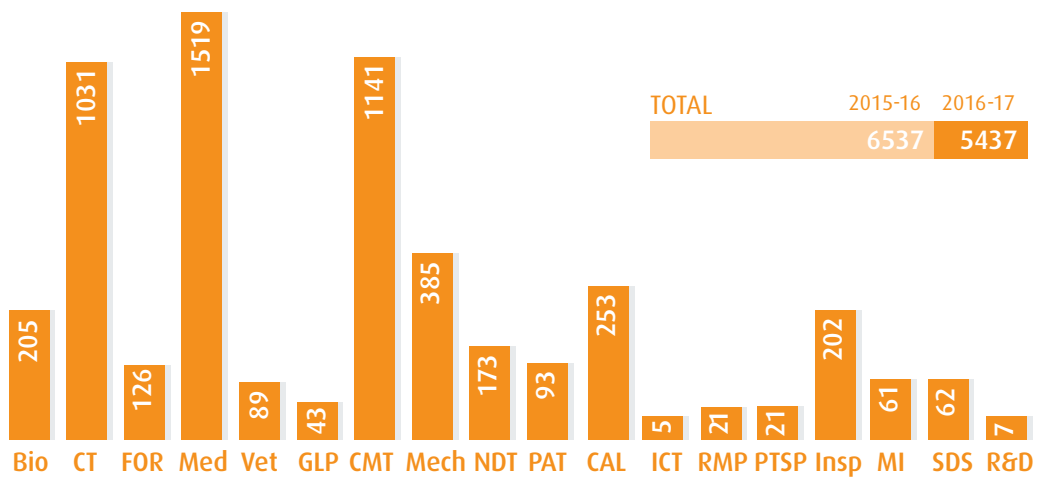
## Number of Accredited Sites 2016-2017



## Number of Facilities Visited 2016-2017



## Number of Technical Units Assessed 2016-2017





## Revision of ISO/IEC 17025

The ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories Standard is currently under review.

Mr John Styzinski, NATA's General Manager Operations and Technical, is one of two Standards Australia representatives on the working group responsible for review of the Standard – Working Group 44 (WG44).

Revision of the Standard commenced in October 2014 and is a three year process. There have been numerous meetings of WG 44 and as at 30 June 2017, the Standard remains at the Draft International Standard (DIS) phase of the standards review process. The Standard will progress to a Final Draft International Standard (FDIS) prior to publication which is expected at the end of 2017 or early 2018. Further detail on the standards review process may be found on the ISO website.

Whilst changes between the DIS and FDIS or a published version is likely, NATA has commenced work on its transition policy and has committed to developing a gap analysis checklist between the 2005 version of the Standard and a new version. These documents will form the basis of information sessions which are being planned for Members and Technical Assessors once the new Standard is published.

When further information comes to light on the revision of ISO/IEC 17025 NATA will share this with Members and other stakeholders through the NATA website, NATA News, Technical Assessor newsletters and through social media channels. This includes announcements on Member and Technical Assessor meetings.

## Review of Technical Structure

As indicated above, NATA is moving towards the delivery of industry focussed accreditation services which are reflective of how industry and/or the profession define themselves. This shift from the existing fields and programs commenced with NATA's internal restructure in late 2011 and the creation of Sectors. The current fields and programs will be replaced with 'Activity Types', and although a number of fields and programs will remain unchanged they will be renamed.

Several other key projects have been undertaken since the commencement of the restructure, including the development of the tabular format for the presentation of Scopes of Accreditation providing clearer, more informed and consistent information.

The outcome of this project has resulted in some realignment within the five sectors and the activities covered by each within the industry groupings. These groupings will result in a move away from offering accreditation in the programs and fields currently defined and NATA's accreditation criteria being reviewed to align with the industry classifications. The accreditation criteria will be compiled based on Standard and activity type.

It is envisaged that the rollout of the revised NATA accreditation criteria will commence in 2017-18 with the release of the tabular format for the presentation of scopes.

In conjunction with these changes, there was an identified need to realign, and in some cases rebadge, the existing Accreditation Advisory Committees (AACs) to better serve the needs of delivering industry focussed accreditation. The role of the committees remains the same. Some of

the committees will continue unchanged, albeit rebadged, while others will be disbanded, split and/or merged to form new AACs. The new AACs have been approved by NATA's Board and the described changes to the committees have been in the process of being implemented since May 2017.

A decision to review all the information available on the NATA website was made in light of the changes that will be required with the introduction of the tabular scope format for Scopes of Accreditation and the move to 'Activity Types' affecting NATA accreditation criteria packages. It is intended to consolidate publications and information into one area and separated from accreditation criteria.

The review of the NATA website is being undertaken and implemented in two stages. Stage one involves the restructuring of the website and stage two will involve the release of the accreditation criteria based on 'Activity Types' when the change to the tabular scope format is implemented.

## Acknowledgements

NATA continues to benefit from the valuable input of its volunteer technical committees and Technical Assessors. Our success in maintaining our ILAC and APLAC signatory statuses and thus international recognition is due, in no small part, to the contributions made by this technical community. NATA therefore extends its thanks to its technical committee members and Assessors and their organisations for the ongoing support to NATA and Australia's national accreditation and measurement infrastructure.

## Learning & Development

### Internal Courses

The following internal courses have been provided in the financial year 2016/17 for NATA staff:

- Coach Training workshop – one session;
- Calibration and Metrological Traceability workshop – three sessions; and
- Non-Conformance and Reporting – one session.

An annual presentation was given by the RCPA QAP managerial staff as an introduction for our new staff and a refresher on RCPA QAP activities provided in 2016, with an emphasis on the QAP reports and their interpretation.

### Technical Assessors

Technical Assessors continue to be trained in face-to-face and online courses. In this period, 13 face-to-face Technical Assessor Development Programs (TADPs) were run, attended by 102 Technical Assessors. In addition, twelve Technical Assessors took advantage of the two webinars run in this period.

The untrained Assessors list has been monitored and updated on a bi-monthly basis. As of mid-May 2017, there were 88 (2.7%) untrained Technical Assessors from a total of 3229 (as compared to 3.3% of a total of untrained Technical Assessors for the previous period).

### Other Forms of Training and related activities

Intranet restructure was completed in August 2016 and now includes technical topics of interest, e.g. Method Validation, Statistics, Quality Assurance.







# Sector & Program Reports 2016-17

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.....  
“Accreditation provides confidence in the system that it upholds, and enables our organisation to deliver real results which feed into the larger world around us.”

**Jessica Tunnage**

Laboratory Manager  
Northern Co-operative Meat Company Ltd  
Casino NSW  
.....



**Reports from the five sectors and the programs of Proficiency Testing Scheme Providers, Reference Material Producers and Research and Development are presented below.**

## **Calibration Sector**

### **Proficiency Testing and Reference Material Programs (PRP)**

In November 2016 ISO/CASCO published a new Standard detailing the general requirements for the competence of reference material producers, ISO 17034:2016.

This new Standard differs significantly from the previous ISO Guide 34 and follows the structure being adopted by all of the ISO 17000 series of standards, having eight sections in total. The standard is less prescriptive in many requirements, more outcomes based, and uses the new option of referencing an ISO 9001 certification of a management system.

In order to transition the current Reference Material accreditations to the new Standard, NATA has updated its accreditation criteria documents and added the following to the Reference Material Producers Accreditation Criteria package:

- NATA's policy for the transition from ISO Guide 34 to ISO 17034:2016, Policy Circular 49;
- A new RMP Standard Application Document and Categories of Reference Materials;
- A new RMP Assessment Worksheet which has been revised to ISO 17034;
- A Gap Analysis between ISO Guide 34 and ISO 17034.

The current facilities will have their accreditations assessed and transitioned to ISO 17034 over the coming 18 months and all new applications for Reference Material accreditation are to be assessed to the new standard. The due date for having all facilities accredited to ISO 17034 is November 2019.

In December 2016 the Reference Material Producers and Proficiency Testing Scheme Providers AACs held their second joint meeting. During the meeting the committee, in support of NATA's technical restructure, recommended to NATA's Board a formal merger of the two AACs, with all current members appointed to the newly formed Proficiency Testing and Reference Material Programs AAC. This recommendation was resolved during the March 2017 Board meeting. While the accreditation criteria for each of these two programs will now be informed by the PRP AAC, the conformity assessment activities of reference material production and proficiency testing provision will continue as two separate programs to their respective ISO standards, ISO 17034 and ISO/IEC 17043.



# Sector and Program Reports

## Calibration

In January 2017 a revised Calibration Application Document was released. This revision contained a number of significant improvements, clarifications to the accreditation criteria and additional guidance for a number of areas of measurement with an aim to better support validity of test methods.

In April 2017, the Calibration AAC held their fifth meeting during which key topics of discussion included:

- Revision of NATA's technical note for liquid in glass thermometers (Technical Note 19) and the technical note for electronic measuring equipment (Technical Note 7);
- Resolution of a number of technical issues regarding electrical measurements;
- The need for a specific class of test to cover ultrasonic (length) measuring equipment specific to NDT;
- Reporting to non SI units;
- Reporting the uncertainty of measurement where multiple measurands are stated on a calibration certificate.

## Information and Communications Technology Testing (ICT)

As part of NATA's technical restructure, the field of Information and Communications Technology Testing has been merged into the new field of Electrotechnology Testing (refer to the Infrastructure section).

## Stakeholder Engagement

Recognising that the activities of reference material production, proficiency testing provision and calibration are key services that support all areas of testing, measurement and trade, NATA continues to seek input from the testing fields and key users of these services (for example, those working in defence and civil aviation) with an aim to ensure NATA's accreditation criteria meets their needs.

Additionally, as part of NATA's role in the national technical infrastructure, Australia's National Measurement Institute and Standards Australia's technical committees remain as key stakeholders for the sector.

## Legal and Clinical Services Sector

Accreditation of facilities in the health sector has a direct relationship to public policy, whether in the form of accreditation linked to the provision of services under the Medicare Benefits Scheme, or accreditation to ensure that reliable results are used by medical practitioners in determining the diagnostic and treatment pathways of patients.

## NATA/RCPA Medical Testing Accreditation Program

### Accreditation Advisory Committee

The 27th Medical Testing AAC (MTAAC) will be held in September 2017.

The following members were appointed by the NATA Board in 2016/7:

- Dr P Hogan - RCPA Immunopathology nominee (reappointment);
- Dr H Wordsworth - RCPA Immunohaematology / Haematology nominee (new appointment);
- A/Prof A Morey - RCPA Anatomical Pathology (reappointed)

### Stakeholder engagement and technical updates

The TGA In-house IVD Regulations became active on 1 July 2017. As a result NATA/RCPA accreditation against ISO 15189 and the NPAAC Requirements for the Development and Use of In-House In-Vitro Diagnostic Medical Devices (Third Edition 2014) is recognised as meeting the requirements of the Essential Principles as described in the IVD Regulations. NATA and TGA have been working closely to ensure the Regulations transition smoothly.

The NPAAC Requirements for Gynaecological (Cervical) Cytology and the Requirements for Laboratories Reporting Tests for the National Cervical Screening Program were published in June 2017 in preparation for the significant changes to the National Cytology Screening program in December 2017. The changes will have a significant effect on our members and NATA is working with key stakeholders to ensure laboratories are accredited in time to allow continuation of testing in this critical screening program.



## Forensic Science Accreditation

### Accreditation Advisory Committee

In May 2017, the 24th meeting of the Forensic Science AAC (FSAAC) was held.

The following members were appointed by the NATA Board in 2016/7:

- Dr C Bird - Document Examination;
- Mr D Catoggio - National Institute of Forensic Science;
- Ms H Brown - Chemical Criminalistics;
- Mr G Kinraid - Electronic Evidence and Signal Processing (reappointment); and
- Inspector D Neville - Field Services (reappointment).

Three AAC members retired in 2016/17 and NATA wishes to thank Dr L Wilson-Wilde, Mr J Doherty and Ms S Birchall for their valuable input into the NATA Forensic Science AAC.

### Technical developments

A number of technical issues were considered during the year including:

- the Scope of Accreditation covered for Crime Scene activities;
- the use of hand held spectroscopic devices for drug screening;
- the use of Massively Parallel Sequencing in the Forensic Science sector; and
- the use of virtual interviews for Parentage Reporters in certain circumstances.

## RANZCR/NATA Medical Imaging Accreditation Program

Dr Matt Brookes and Dr John Mitchell, both RANZCR representatives, have retired from the Medical Imaging Accreditation Advisory Committee.

NATA wishes to thank Dr Brookes and Dr Mitchell for their valuable input into the NATA/RANZCR Medical Imaging accreditation program.

Version 10.2 of the RANZCR Standards of Practice for Diagnostic and Interventional Radiology was issued. This included the change to indicator 3 of standard 13.2.1 and updated the Australian Institute of Radiography's name to the Australian Society of Medical Imaging and Radiation Therapy (ASMIRT).

## ASA/NATA Sleep Disorders Services Accreditation Program

In November 2016 and June 2017 the 9th and 10th meetings of the SDS AAC were held.

Dr C Chawla was appointed to the Sleep Disorders Services AAC for a period of five years. Dr Chawla replaced A/Prof C Dakin who stepped down from the committee. NATA wishes to thank A/Prof Dakin for her valuable input into the NATA/ASA Sleep accreditation program.

There is a growing community awareness of the number of Australians affected by sleep disorders. This has been reflected in the steady increase in the number of sleep services seeking accreditation.

## Diagnostic Imaging Accreditation Scheme

Following the introduction of the new Standard under the Diagnostic Imaging Accreditation Scheme (DIAS) in 2016, DIAS has remained steady in 2017. NATA has continued to consolidate the strong relationship with the Commonwealth Department of Health which oversees the DIAS program.

## Research & Development (R&D) Program

Stakeholder engagement over this past year has again highlighted ongoing concern with the variable reliability and reproducibility of research. This concern, expressed globally, has been fuelled by some failed attempts to reproduce key research outcomes and the retraction of some research papers, and is reflected in articles published in journals such as Nature, the British Medical Journal, Science and Lancet.

Whilst the notion of reproducibility varies across different areas and contexts of research, there are some common threads. These include the detail and transparency of methods and processes used, the appropriate and complete capture of information, and the traceability of outcomes and conclusions to the data generated.

Measures such as the development and suitability of project plans; consistency in the format and style of collating and presenting policy, procedures and information; the appropriateness of the accommodation and environment in which the research is conducted; the proper functioning of all equipment and instrumentation throughout a project; the checking of reagents and materials used in research to ensure that they are what they're supposed to be; and assuring the impartiality of researchers and those reporting the outcomes and conclusions of the research, are all vital contributors to these common threads.

In this context, R&D accreditation is slowly but surely being acknowledged and valued as an effective mechanism for maximising the reliability and reproducibility of research outcomes and brings about tangible benefits to government, industry and the wider community.



# Sector and Program Reports

## Infrastructure Sector

### Accreditation Advisory Committee (AAC) activity

During the year, the various Accreditation Advisory Committees within the Infrastructure sector were reorganised. As a result, there are now five Accreditation Advisory Committees relating to the activities of the Infrastructure sector. These are:

- Physical Performance Testing (formerly Mechanical Testing);
- Electrotechnology Testing (formerly Performance and Approvals Testing);
- Geotechnical and Civil Construction Materials Testing (formerly Construction Materials Testing);
- Non-destructive Testing (no change); and
- Material Characterisation (newly created Committee).

In the months prior to the reorganisation, scheduled meetings of the Mechanical Testing, Performance and Approvals Testing and the Non-destructive Testing AACs all took place. A summary of outcomes for each of these meetings are available on the NATA website

### Technical developments

A new publication, Technical Circular 26 Manufactured Products: Reporting the Outcomes of Compliance Evaluation (ISO/IEC 17025) was released in April 2017. This document addresses issues relating to the referencing of standards in cases where test methods and product specifications may overlap.

### Stakeholder engagement

#### Building product compliance

NATA maintains engagement with a large range of public and private sector organisations which have an interest in building product compliance issues. This includes direct and ongoing involvement with the Australian Building Code Board, Standards Australia, Australian Industry Group, Australian Institute for Non-destructive Testing and the Welding Technology Institute of Australia (WTIA). NATA is also represented on numerous committees which are either managed or sponsored by each of these organisations.

#### Road construction testing

NATA maintains separate agreements with Queensland Department of Transport Main Roads, Roads and Maritime Services (NSW) and VicRoads which are designed to facilitate the exchange of information between the respective organisations to support the integrity of road infrastructure. During the year, NATA also presented at road construction seminars including the 2017 RMS Laboratory Forum and the 2017 VicRoads Laboratory Forum.



## Inspection Sector

### Technical developments

The 2016 – 2017 financial year saw the first consultative review of the NATA 17020 Standard Application Document (SAD) for four years, the delay in consultation being due to the number of mandatory changes arising from the publication of ISO/IEC 17020:2012. Operationally, the inspection group have been significantly involved in the changes to Scopes of Accreditation and preparation for the Accreditation Information Management System. Staff changes and a small amount of growth in applications have signalled a period of training and consolidation for NATA's Inspection Accreditation Program.

NATA continues to attract applications in a diverse range of inspection-related industries, with organisations progressing to accreditation for inspection of:

- Explosion-protected Diesel engine systems
- Industrial coatings
- Cargo for export
- Asbestos-contaminated structures
- Lifting equipment
- Water and sewer pipes
- Pressure equipment including gas pipelines

### Accreditation Advisory Committee

The Inspection AAC met in November 2016, with most time invested in reviewing the developments described above.

Mr Cliff Simmons stepped down from Chairmanship of the Inspection AAC, a position he has held since 1998. Mr Simmons' and Mr Kimmins' terms on the Inspection AAC concluded on 30 June 2017, and Mr Bob Small and Mr Carl Strautins join the Inspection Accreditation Advisory Committee from 1 July 2017.

### Stakeholder engagement

NATA staff have participated in a number of industry meetings including a number of Standards Australia committee meetings such as ME-001 for pressure equipment, EL-023 for electrical systems in underground mining applications, ME18.04 for explosion-protected Diesel engine systems, and the Ex Technical Association (ExTA).

Investigative work into the compliance of imported windows resulted in presentations to AusQualCon 2016.

## Life Sciences Sector

### Changes to Accreditation Advisory Committees

The Life Sciences Accreditation Advisory Committee (LSAAC) has been formed and the Biological and Chemical Testing Accreditation Advisory Committees discontinued. The creation of LSAAC supports NATA's revision of accreditation activities to align with industry sectors. LSAAC Membership reflects assessment activity in the agribusiness, food and beverage and environmental industry sectors. CTAAC Members with technical expertise outside Life Sciences (for example, in mining and metals, surface coatings and fuel and lubricants testing) have moved to the Materials Characterisation Accreditation Advisory Committee.

LSAAC is currently developing the Life Sciences Application Document. When published, it will replace the Biological and Chemical Testing Application Documents. The inaugural Committee meeting is planned for November 2017.

The Veterinary Testing Accreditation Advisory Committee has been renamed the Animal Health Accreditation Advisory Committee (AHAAC) again reflecting realignment of accreditation activities with industry sectors. Dr Robert Woodgate, Senior Lecturer Parasitology, Charles Sturt University, joined the AHAAC in March 2017. The Committee will next meet in September 2017.

AHAAC is currently revising the Veterinary Testing Application Document. The new version will be republished as the Animal Health Application Document.

### Stakeholder engagement

A number of face-to-face and online engagements have discussed the implementation of the revised NATA Policy Circular 11.

The schedule for stakeholder engagements now includes structured client interviews.



# Business Unit Reports 2016-17

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.....  
“Recently our testing has confirmed that a project for a water delivery network had failed due to being supplied counterfeit products. Our accreditation has given our international client the confidence in us to test the failing products for confirmation as well as test the new products to assure they will meet the requirements through a third party’s results.”

**Adrian Tang**

PTL - Plumbing Testing Laboratory  
.....



## Information Communications Technology (ICT)

During 2016-17, NATA's ICT services supported the implementation of a new finance system, a new time and expense management system, upgrades to various ICT infrastructures, and commenced reengineering NATA's website. This is in preparation for the new standardised tabular scope structure to be implemented as part of a major ICT transformation program which will see the release of a new Accreditation Information Management System (AIMS) in the 2017-18 fiscal year.

The successful implementation of AIMS is required to support the continuous improvements occurring within NATA's integrated accreditation service. These improvements will lead to improved operational efficiency and decision making through more timely access to standardised, integrated and comprehensive information. In addition ICT risks will be reduced through improved security and the replacement of legacy technologies and systems.





# Business Unit Reports

## Future Direction

In 2017-18, ICT services will:

- Implement the first release of a new accreditation information management system (AIMS);
- Upgrade our electronic document and records management system (eDRMS);
- Replace our ageing fleet of laptops;
- Upgrade the desktop operating system to Windows 10.

## International

Funding by the Department of Industry through the Support for Industry Service Organisations (SISO) program has again allowed NATA to continue to be involved and represented in essential activities relating to the international accreditation community.

The funding enabled further NATA staff participation in the revisions of ISO/IEC 17025 (General requirements for the competence of testing and calibration laboratories) and ISO/IEC 17011 (Conformity assessment-General requirements for accreditation bodies accrediting conformity assessment bodies). Both standards are in the final stages of approval and publication.

This year will see a decision made on the revisions of ISO/IEC 17020 and ISO 15189. The former is relevant to inspection bodies and the latter to medical laboratories and NATA expects to have a role in any working groups that are formed.

NATA staff further continued to attend relevant International Laboratory Accreditation Cooperation (ILAC) and Asia Pacific Laboratory Accreditation Cooperation (APLAC) meetings. The Chief Executive took on the role of the Chair of the ILAC Arrangement Management Committee which addresses matters relating to the ILAC Mutual Recognition Arrangement. She and NATA's General Manager Business Services are also members of the Steering Committee responsible for the merger of APLAC and PAC.

NATA also continued to provide the ILAC and APLAC Secretariats which are provided through negotiated deeds of agreement and are fully funded by ILAC and APLAC members.

NATA continues as Australia's Good Laboratory Practice (GLP) Compliance Monitoring Authority and represents Australia's interests in the OECD Panel on Good Laboratory Practice.

NATA continues to advise the Department of Industry, Innovation and Science and the Department of Foreign Affairs and Trade at a technical level in regard to Free Trade Agreements. One crucial underpinning activity is the conduct of evaluations of counterpart accreditation bodies as part of mutual recognition arrangements. NATA staff participated in four of these throughout this 12-month period.

Australia and New Zealand also continued the technical exchange of many years in the sharing of accreditation experiences through our technical committees.

NATA continues to receive and assist enquirers about the application of the ILAC Mutual Recognition Arrangement (MRA). Of major interest this year has been providers of offshore asbestos testing services related to restrictions on imported asbestos-containing materials enforced through Australian Border Force.

## Training Services Group

In the past financial year, the total number of courses, both internal and external, delivered by NATA Training Services Group (TSG) was 112 and the number of training delivery days totalled 227.

NATA core courses accounted for 50 of the 112 courses delivered for the financial year:

- Understanding NATA's ISO/IEC 17025 Requirements
- Understanding ISO 15189 – Accreditation Requirements for Medical Laboratories
- Internal Audits
- Quality Management in the Laboratory
- Laboratory Assessor/Lead Assessor

TSG delivered twenty three in-house courses (courses customised to meet the needs of the organisation). These in-house courses included a customised Technical Auditor course and Train the Trainer course delivered in Jordan for the World Health Organisation.

TSG also delivered 13 Technical Assessor Development Program (TADP) courses (face to face format) while an additional 2 TADP courses were delivered online. In total, 114 technical assessors were trained.

The total number of participants trained over the financial year was 1292.

Two courses were delivered in regional Queensland and Tasmania as part of our commitment to delivering our training services nationwide.



## Stakeholder Relations

Stakeholder engagement is the means by which NATA can ensure that accreditation delivers what is required by our members and remains relevant to both the national interest and the benefit of the Australian public. Relevance should ensure the sustainability of NATA accreditation and provide opportunity for consideration of new activities that will deliver benefits to the nation's prosperity.

### Strategic Plan

Stakeholder engagement is a significant strategic objective for NATA. The stakeholder engagement strategy allows NATA to engage with its members, key Commonwealth, State and Territory Government Departments and Agencies, corporate organisations, professional bodies, private industry specifiers and industry associations in a prioritised and coordinated manner.

The Business Intelligence framework implemented by NATA has improved the stakeholder engagement strategy as it:

- aligns with NATA's strategic goals - it improves knowledge management;
- advances NATA's business by making the best use of information; and
- helps with strategic, tactical, and operational decision making.

The essential components of the framework assist in driving better business performance.

To ensure that NATA's engagements with stakeholders are an effective mechanism to build sound relationships, keep abreast of developing issues and to deliver relevant accreditation services, the information generated from stakeholder engagement activities is reviewed and analysed to assess current trends and risks. Outcomes of this analysis inform the technical operations of NATA to ensure that NATA's accreditation activities are responsive to changing and emerging needs.

### Industry and Government Engagement

Recognition and support from Commonwealth, State and Territory Government departments and agencies on an ongoing basis is dependent upon their understanding of the role NATA plays in contributing to policy and regulatory objectives within the context of an emphasis on regulatory best-practice.

Hence the focus of recent engagement activity has been to build and reinforce this understanding and at the same time discern any issues that might undermine confidence in NATA-accredited infrastructure.

Additionally the current national focus on trade relationships and agreements means that the efficacy of the accreditation system and its ability to deliver confidence in export related testing, measurement and inspection services is a key focus of specific government related engagements.

NATA has a close working relationship with the Department of Industry, Innovation and Science (DIIS), the lead agency for NATA's Memorandum of Understanding (MoU) with the Commonwealth. The MoU provides NATA with recognition of its role, not only nationally, but internationally as the Australian member of the International Laboratory Accreditation Cooperation (ILAC), the Asia Pacific Laboratory Accreditation Cooperation (APLAC) and the OECD Working Group on Good Laboratory Practice. The MoU obliges NATA to maintain its signatory status to the ILAC and APLAC Mutual Recognition Arrangements (MRA) which helps facilitate trade in sectors for which testing, measurement and inspection are required for regulatory acceptance of products. These arrangements are also gaining profile in the negotiation of trade agreements.

Biannual briefings are provided to staff of the Department of Foreign Affairs and Trade on a range of trade-related activities and particularly those that may be relevant to the negotiation of trade agreements.

Whilst engagement in the areas of environment, road construction, electrical safety and health care remain a priority, there continues to be a significant focus on both food safety and construction and building products.

NATA's program to build relationships with identified private sector specifiers and industry associations continues. Engagement with key industry bodies, organisations and government agencies is vital to determining how best NATA can support and assist in risk mitigation, and the provision of effective and efficient accreditation services that meet current and future needs.

Food testing has an important role to play in providing the necessary data to support food quality and safety, which in turn assists a predictable and safe international trade of food products. NATA currently engages with a range of stakeholders in this area including NMI, FSANZ, Department of Agriculture and Water Resources, NSW Food Authority, Dairy Food Safety Victoria and other industry bodies and organisations. During the past 12 months NATA facilitated a food sector forum at the NMI International Conference on Food Analysis. This forum examined how test results contribute to regulatory compliance.



# Business Unit Reports

Also of relevance during the past year is NATA's work with the Commonwealth Department of Agriculture and Water Resources and accredited facilities on biosecurity matters, specifically White Spot Syndrome Virus (WSSV) in prawns.

NATA continues to work with industry and international accreditation bodies in addressing concerns with the quality of imported products, with a particular emphasis on construction and building products. NATA's involvement in the Australian Industry Group Construction Products Alliance Working Groups and the Australian Procurement and Construction Council, all underpin this approach.

Product testing for the presence of asbestos remains a significant issue for industry and regulators and NATA has developed a good working relationship with Australian Border Force with a specific emphasis on asbestos in imported products.

Stakeholder fora continue to provide an effective means of engaging with a wide range of stakeholders on a specific topic. These events draw together relevant stakeholders such as regulators, industry representatives and NATA accredited facilities (where appropriate), as end-users of accredited facilities, to consider issues of common concern. The fora provide the opportunity to ensure NATA's ongoing relevance to all stakeholders and to meet NATA's obligation under the MoU with the Commonwealth.

## Commonwealth and National Agency Standing Forum

NATA held another Commonwealth and National Agency Standing Forum (CNASF) in 2016. The forum supports NATA in keeping agencies briefed on domestic and international developments in accreditation that may impact on policy and regulatory objectives, ensuring that NATA activities meet their needs and facilitating exchange of information on trends and emerging requirements relating to NATA's activities.

Forum members continue to meet annually with subgroupings of agencies meeting to address common topics and issues when necessary.

An issue-driven policy and regulatory forum was held in June 2017 to discuss conformity assessment in construction product supply chains.

## NATA Member Engagement

There continues to be ongoing engagement with a wide cross section of NATA members. Client interviews were introduced in 2016 to gauge progress in achieving the operational excellence objective in the strategic plan - "We will deliver a quality service at a reasonable cost using an innovative business model that meets clients' needs and will be responsive to their future requirements". These face-to-face interviews, conducted on a sample of members who are considered to be representative of the member population, complement other feedback mechanisms in place.

The established program of Members Meetings, Quality Fora etc. for all States and Territories will continue to provide an opportunity for Members and Assessors to talk to NATA staff outside the assessment setting.

Meetings of Members and Assessors were conducted in August 2016 in South Australia and October 2016 in NSW and ACT. The SA and NSW meetings were delivered as joint face-to-face and Webinar meetings. Webinar technology will continue to be utilised in future meetings to allow greater participation and flexibility of delivery.

These engagements, outside the scheduled accreditation cycle, allow NATA to continue to be better positioned to maintain existing relationships and to build new ones. This approach also ensures the ongoing relevance of NATA's accreditation programs and allows expansion into new areas that are genuinely in the national interest and have the potential to deliver public benefit.

## Professional Bodies

Significant effort continues to be invested in establishing, maintaining and extending relationships with a number of key strategic professional and industry bodies. Such bodies include: The Royal College of Pathologists Australasia (RCPA), Australian Sleep Association (ASA), Australian Industry Group (AIG), Australian Land and Groundwater Association (ALGA), Housing Industry Association (HIA), Australian Institute of Non Destructive Testing (AINDT) and Sleep Health Foundation (SHF).



“

NATA continues to work with industry and international accreditation bodies in addressing concerns with the quality of imported products, with a particular emphasis on construction and building products.







# Technical Assessors Honoured

NATA relies on the knowledge and experience of its 3,000 volunteer Technical Assessors to provide its services to members and the community.

During the 2016-17 year many of these highly-skilled individuals achieved recognition in their fields. The three featured here represent the exceptional calibre of all the dedicated Technical Assessors giving their support to NATA.

“

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“Accreditation supports with lead organisations achieving to work openly constructively and collaboratively with consumers. Providing policy makers to enable safer, higher quality, accessible and sustainable care. This will generate creative ideas and innovative solutions to provide the reassurance of Accreditation towards quality that will in the future develop understanding the skills required to set its Organisational goals in the future.”

**Diana Serafini**  
Serafini Chains Pty Ltd

.....





JOHN MCKENNA

John McKenna's career began as an apprentice fitter and cadet chemist with NSW Government Railways. He worked his way through industry as State Manager for SGS in Western Australia, Associate Professor at the University of Technology, Papua New Guinea (PNG) to Superintendent of Occupational Hygiene & Environmental Chemistry with Bougainville Copper Ltd and finally as Chief Scientist for Placer Dome in the Porgera Gold Mine in PNG, a role he held until his retirement in April 2004.

Retirement for many people means taking things a little easier. However, this was not the case for John who began his own consultancy company. As Principal Consultant, he has since carried out audits and projects around the world including West Africa, Thailand, China, Ghana, Hong Kong, India, Indonesia, Pakistan, United Arab Emirates and most recently in Laos.

Because of his extensive experience and wide range of competencies, John has completed hundreds of assessments as a NATA Technical Assessor since he began in 1970. Nominees all mentioned that John's opinion is highly respected and that he has a pleasant and down-to-earth manner which sets everyone at ease.

It hasn't been all scientific pursuits as John has also served as President of a Rotary branch and is currently a volunteer tour guide at a Chinese Temple.

Future options are to keep visiting China and perhaps teach English there, to help others pursuing scientific matters and to be more attentive to his farm.



AGNES TAN

Agnes Tan's career began as a food technologist at the Ministry of Agriculture & Fisheries in New Zealand. A brief role as a factory chemist with Henry Jones Pty Ltd in Port Melbourne gave her an insight into complex industrial operations before she moved to the University of Melbourne where she remained for almost 30 years as the Senior Scientist in Primary Investigations. This unique role allowed Agnes to combine laboratory and on-site investigations of food borne outbreaks. She then moved into the role of Senior Scientist in Quality which allowed her to focus on accreditation and compliance management. It was during this period that the laboratory became the first facility to be accredited to the Forensic Operations Module (FOM).

Agnes currently operates her own consultancy but combines this with being a Sessional Lecturer at Monash and Melbourne Universities, Chairing a number of high level Standards Australia committees including FT020-01 Legionella and FT035 Food Microbiology and Chairing NATA's Biological Testing Accreditation Advisory Committee.

Agnes has represented Standards Australia at the ISO TC34/SC9 Food Microbiology Plenary meetings since 2007 as Head of Delegation and has been recognised with their Outstanding Service (Community & Materials) Award.

She is also sought after as an Assessor for the Singapore Accreditation Council and as a Technical Expert for International Accreditation New Zealand (IANZ).

Of her early days, Agnes recalls being mentored by Dr Jos Forsyth and Dr Geoff Hogg (NATA's current Chair). She began as a Technical Assessor in 1981 and remembers that during her training, she was part of the team observing an assessment by the late Professor Nancy Millis.

In their nomination, staff mentioned that she was very thorough, had extremely in-depth knowledge and was very modest - this was borne out by her absolute surprise at this nomination.

Agnes looks forward to continuing her work with NATA and the broader accreditation community both in Australia and internationally.



GAVIN ROSE

When Gavin became a Technical Assessor in 2001 he brought with him almost four decades of experience in the field of chemistry. This experience was gathered from roles in the Chemical Residue and Environmental Labs in Wollongbar; as Senior Research Scientist (Organic Chemistry) for the Department of Environment and Primary Industries and continues now as Research Fellow, with the Centre for Aquatic Pollution Identification and Management (CAPIIM), Melbourne University. Gavin is also the resident residue chemist providing advice and management of chemical analysis for CAPIIM projects.

Often the assessments Gavin takes part in are in food and environmental testing laboratories but he also helps out with nutrient and metal testing.

Gavin recalls that a highlight of his role as Technical Assessor was a visit to Ho Chi Minh City in 2013 with Des Hadjmichael of NATA's Sydney office, to assess Vietnam's National Measurement Institute for ISO/IEC 17025 accreditation. It was clear this accreditation was critical to Vietnam being able to verify the residue status of its exported products and assist the country's economic development.

In the nomination, staff mentioned Gavin's incredible depth of knowledge and generosity in sharing that knowledge. This, combined with his open and collaborative manner, allows him to successfully undertake even the most difficult and complex assessments.

In his spare time, Gavin enjoys spending time with his grandchildren in Brisbane and Sydney and on his macadamia orchard south of Byron Bay. He also keeps fit by training to race several triathlons every year and has also run two half marathons in the last year with his oldest daughter.



# Directors' Report

National Association Of Testing Authorities, Australia & Controlled Entity

A.B.N 59 004 379 748

## Financial Report – 30 June 2017

The parent entity, National Association of Testing Authorities, Australia (NATA) is registered as a company limited by guarantee and not having a share capital under the provisions of the Australian Charities and Not-for-profits Commission Act 2012.

The Directors present the financial report on the parent entity and its controlled entity, Proficiency Testing Australia (PTA), which are together referred to in this report as the consolidated group, for the year ended 30 June 2017 and report as follows:

### Directors

The names of and other information on the Directors in office during or since the end of the year are as follows. The Directors were in office for this entire period unless otherwise stated.



**Dr Geoff G Hogg** - Chair (since 2016)

**Year appointed:** 2008

**Qualifications and experience:**

BVSc, MVS, BMedSci, BMBS, FRACP, FRCPA, JD, GDLP  
Director, ITS Public Health R & D Pty Ltd

**Special responsibilities:** Member of Audit, Risk & Compliance Committee



**Mr Matt B Callanan** - Vice Chair (since 2011)

**Year appointed:** 1998

**Qualifications and experience:**

City & Guilds Advanced Fdry Practice, AINDT Technologist,  
Member BINDT  
Director, Littoral Zone Pty Ltd

**Special responsibilities:** Nil



**Mr Christopher L Brownlow** - Director

**Year appointed:** 2017

**Qualifications and experience:**

BBus  
State Manager, NSW, Australian Clinical Labs

**Special Responsibilities:** Nil





**Dr Anthony J Landgren - Director**

**Year appointed:** 2016

**Qualifications and experience:**

MBBS, LLB, FRCPA, FACLM, MRACMA

Chief Pathologist, Australia Clinical Labs

**Special Responsibilities:** Nil



**Insp. David H Neville - Director**

**Year appointed:** 2016

**Qualifications and experience:**

MSc, BAppSci

Quality Manager, Queensland Police Forensic Services Group

**Special responsibilities:** Nil



**Dr Joseph J Patroni - Director**

**Year appointed:** 2012

**Qualifications and experience:**

BSc (Hons), PhD

Manager, Innovative Industry, Department of Commerce, Western Australia Government

**Special Responsibilities:** Member of Audit, Risk & Compliance Committee



**Mr David R Turner - Director**

**Year appointed:** 2004

**Qualifications and experience:**

BE, MEngSc, MBA, FIEAust

Director, Engineering, Testing and Certification Centre/Simtars,

Department of Natural Resources and Mines, Queensland Government

**Special responsibilities:** Chair of Audit, Risk & Compliance Committee



**Mr Alistair M Ross AM - Chair (2011 until retirement in 2016)**

**Year appointed:** 2003

**Qualifications and experience:**

BAppSci, MAppSci (Research), FAIMS, Grad Dip Bus Admin

Director (retired), National Institute of Forensic Science

**Special responsibilities:**

Member of Audit, Risk & Compliance Committee



# Directors' Report

## Principal Activities

The principal activity of the consolidated group during the financial year was the organisation of a national accreditation service to meet the needs of government, industry, commerce and the community by the accreditation of testing laboratories and related services, throughout the Commonwealth of Australia and elsewhere. These activities include alignment with the parent entity's short and long term objectives as detailed below by providing independent assurance of technical competence through a proven network of best practice industry experts for customers who require confidence in the delivery of their products and services.

## Short and Long Term Objectives

The short term objectives of the parent entity are to promote and provide accreditation and related services which underpin the quality of a range of products and services in business, industry and government, both in Australia and internationally. The consolidated group's work increases community confidence and trust in a facility's services, mitigates risk, improves tendering success and facilitates trade.

The long term objectives of the parent entity are:

- a. To promote and contribute to the quality of testing, inspection and related services in Australia.
- b. To promote national testing, inspection, calibration and related services to meet the needs of science, industry, trade, commerce, government and matters related to national interest.
- c. To promote the science and practice of testing, inspection, calibration and related services for the benefit of Australia and for the benefit of trade and commerce.
- d. To provide appropriate accreditation services to facilitate acceptance of Australian products and services within Australia and internationally.
- e. To provide international recognition of accredited laboratories' and accredited service facilities' reports and certificates through Mutual Recognition Arrangements with appropriate bodies located in other countries.



To achieve these objectives the parent entity has adopted the following strategies:

- **Leadership and Profile** – the parent company is committed to promoting accreditation as a public good to help improvement in public safety, productivity and technical infrastructure in Australia. Internationally, the parent company represents Australia's interest in the accreditation community and promotion of trade through reduction in technical trade barriers.
- **Stakeholder Engagement** - the parent company considers the contribution from its stakeholders its major strength and will consult and collaborate with stakeholders on key issues in a transparent and efficient manner. The parent company will continue to provide accreditation programmes and related activities that meet the needs of its stakeholders to retain their support and commitment.
- **Operational Excellence** - the parent company is committed to delivering quality service at a reasonable cost using an innovative business model that meets clients' needs and is responsive to their future requirements.
- **People** - the parent company employs staff with technical knowledge, customer service skills and motivation to deliver quality service to our clients. The parent company recognises the volunteer Technical Assessors and committee members for their expertise and values their contributions to the parent company and the community. The parent company is committed to effective succession planning for both our staff and volunteers.
- **Innovation and Technology** - the parent company maintains a contemporary technology infrastructure to support the interface with stakeholders, clients, volunteers and the community. The parent company will deploy technology to support product innovation, transform business process and enable improvements in service delivery.
- **Growth and Security** - the parent company is committed to develop and maintain functional capability and operational capacity to meet the needs and growth of stakeholders and clients, and provide opportunities and challenges for its people. The parent company adopts a prudent risk management framework and maintains a sound financial structure with adequate reserves to secure its future.

Signed in accordance with a resolution of the directors:



**GG Hogg**  
Chair



**MB Callanan**  
Vice Chair

Sydney, 19 September 2017



## Report Of The Audit, Risk and Compliance Committee

The Audit, Risk and Compliance Committee (the Committee) is established by the Board to assist the Board in the risk management and compliance with legislative and regulatory requirements of the NATA Group. The terms of reference (Charter) are reviewed periodically. The Charter was last reviewed and the Committee's name changed from Audit and Risk Committee in December 2016.

### Membership

The membership of the Committee is made up of three Board members. The Chair of the Committee is a Committee member who is not the Chair of the Board. The Committee members were re-appointed by the Board on 14 December 2016.

During the year ended 30 June 2017 and to the date of this report, the Committee comprised:

Chair: Mr David Turner.

Members: Mr Alastair Ross (former Chair of the Board, retired from the Committee on 6 September 2016), Dr Geoff Hogg (Chair of the Board), and Dr Joseph Patroni, appointed on 14 December 2016).

### Meetings

The Chief Executive Officer, the General Manager, Business Services and Chief Finance Officer, and external auditor, StewartBrown, Chartered Accountants, are invited by the Committee to attend its meetings. Board members may attend meetings by arrangement with the Chair. When appropriate, the Committee may invite other staff to attend its meeting to address specific issue. The Committee may also discuss and consider relevant issues with the external auditor in the absence of management or other parties.

The Committee met three times during the year ended 30 June 2017.

### Main activities of the Committee

The Committee serves as an advisory body to the Board in managing the compliance risks, financial risks, reputational and operational risks of NATA and its subsidiary, Proficiency Testing Australia (Consolidated Entity). The Committee does not have executive power, supervisory functions or decision making authority in relation to the operations of the Consolidated Entity.

The role of the Committee lies in its review and oversight capacity and includes:

The role of the Committee lies in its review and oversight capacity and includes:

- Enhancement of the risk management strategy, internal control framework, and receive and consider Management Exception Report;
- Improving the objectivity, accuracy, and reliability of externally published financial information;
- Assisting the NATA Board comply with all legislative and other obligations; and
- Monitor and review the performance of external auditor.

The Committee's focus is on the accuracy, completeness and validity of statutory financial reports and the monitoring of financial, compliance, reputational and operational risk. The Committee has unrestricted access to all staff through the normal governance protocol, and can request external advice on specific matters.

### External Auditor

The Committee monitors the performance of external auditor and reviews the auditor's policy in upholding its professional ethics, integrity and managing conflicts of interest to ensure its objectivity and independence.

The Committee ensures that the external auditor has unrestricted access to NATA staff and Board, and receives adequate support from NATA in carrying out its duties.

The Committee considers the long term relationship with the auditor effective and remains satisfied with the performance of the auditor.



#### DR Turner

Chair of the Audit, Risk and Compliance Committee

18 September 2017







# Statement Of Financial Postion

As At 30 June 2017

	Note	Consolidated Group		Parent Entity	
		2017	2016	2017	2016
		\$	\$	\$	\$
<b>ASSETS</b>					
<b>Current assets</b>					
Cash and cash equivalents	6	2,379,361	2,610,786	1,770,180	2,168,052
Trade and other receivables	7	2,946,033	3,691,060	2,519,956	3,296,566
Total current assets		5,325,394	6,301,846	4,290,136	5,464,618
<b>Non-current assets</b>					
Property, plant and equipment	8	25,319,241	25,652,381	25,228,033	25,561,414
Intangible assets	9	2,727,031	1,123,929	2,726,669	1,122,982
Total non-current assets		28,046,272	26,776,310	27,954,702	26,684,396
<b>TOTAL ASSETS</b>		<b>33,371,666</b>	<b>33,078,156</b>	<b>32,244,838</b>	<b>32,149,014</b>
<b>LIABILITIES</b>					
<b>Current liabilities</b>					
Trade and other payables	10	5,030,964	4,809,384	4,505,073	4,353,125
Borrowings	11	195,428	1,059,827	195,428	1,059,827
Provisions	12	1,844,000	1,838,000	1,737,000	1,715,000
Total current liabilities		7,070,392	7,707,211	6,437,501	7,127,952
<b>Non-current liabilities</b>					
Borrowings	11	372,628	568,056	372,628	568,056
Provisions	12	1,039,500	1,149,500	990,500	1,106,500
Total non-current liabilities		1,412,128	1,717,556	1,363,128	1,674,556
<b>TOTAL LIABILITIES</b>		<b>8,482,520</b>	<b>9,424,767</b>	<b>7,800,629</b>	<b>8,802,508</b>
<b>NET ASSETS</b>		<b>24,889,146</b>	<b>23,653,389</b>	<b>24,444,209</b>	<b>23,346,506</b>
<b>FUNDS</b>					
Accumulated funds		13,564,647	12,328,890	13,119,710	12,022,007
Reserves	13	11,324,499	11,324,499	11,324,499	11,324,499
<b>TOTAL FUNDS</b>		<b>24,889,146</b>	<b>23,653,389</b>	<b>24,444,209</b>	<b>23,346,506</b>

The accompanying notes form part of these financial statements



# Statement Of Profit Or Loss And Other Comprehensive Income

For The Year Ended 30 June 2017

	Note	Consolidated Group		Parent Entity	
		2017	2016	2017	2016
		\$	\$	\$	\$
<b>Revenue</b>	4	29,740,460	30,212,793	28,121,179	28,623,253
<b>Other income</b>	4	3,195	10,840	-	5,560
		29,743,655	30,223,633	28,121,179	28,628,813
<b>Expenses</b>					
Accreditation		(3,517,097)	(3,861,097)	(3,066,083)	(3,379,351)
Administration expenses		(4,813,033)	(5,349,951)	(4,598,480)	(5,191,825)
Business development and planning		(67,233)	(160,275)	(66,167)	(149,598)
Consultancy and training		(364,851)	(214,510)	(364,851)	(214,510)
Depreciation and amortisation	5	(951,469)	(917,095)	(928,580)	(899,001)
Finance costs	5	(42,079)	(18,371)	(42,079)	(18,371)
Salaries and employee benefits		(18,752,136)	(19,245,600)	(17,957,236)	(18,440,297)
		(28,507,898)	(29,766,899)	(27,023,476)	(28,292,953)
<b>Surplus before income tax</b>		1,235,757	456,734	1,097,703	335,860
Income tax expense		-	-	-	-
<b>Surplus for the year</b>		1,235,757	456,734	1,097,703	335,860
<b>Other comprehensive income for the year</b>		-	-	-	-
<b>Total comprehensive income for the year</b>		1,235,757	456,734	1,097,703	335,860

The accompanying notes form part of these financial statements



# Statement Of Changes In Funds

For The Year Ended 30 June 2017

	Consolidated Group			Parent Entity		
	Accumulated Funds	Asset Realisation Reserve	Total	Accumulated Funds	Asset Realisation Reserve	Total
	\$	\$	\$	\$	\$	\$
<b>Balance at 1 July 2015</b>	11,872,156	11,324,499	23,196,655	11,686,147	11,324,499	23,010,646
<b>Comprehensive income</b>						
Surplus for the year	456,734	-	456,734	335,860	-	335,860
Other comprehensive income	-	-	-	-	-	-
<b>Total comprehensive income for the year</b>	456,734	-	456,734	335,860	-	335,860
<b>Balance at 30 June 2016</b>	12,328,890	11,324,499	23,653,389	12,022,007	11,324,499	23,346,506
<b>Balance at 1 July 2016</b>	12,328,890	11,324,499	23,653,389	12,022,007	11,324,499	23,346,506
<b>Comprehensive income</b>						
Surplus for the year	1,235,757	-	1,235,757	1,097,703	-	1,097,703
Other comprehensive income	-	-	-	-	-	-
<b>Total comprehensive income for the year</b>	1,235,757	-	1,235,757	1,097,703	-	1,097,703
<b>Balance at 30 June 2017</b>	13,564,647	11,324,499	24,889,146	13,119,710	11,324,499	24,444,209

The accompanying notes form part of these financial statements



## Statement Of Cash Flows

### For The Year Ended 30 June 2017

	Note	Consolidated Group		Parent Entity	
		2017	2016	2017	2016
		\$	\$	\$	\$
<b>Cash flows from operating activities</b>					
Receipts from members, customers and government		33,396,390	31,253,750	31,648,765	29,618,078
Payments to suppliers and employees		(30,447,790)	(32,084,130)	(28,875,543)	(30,452,323)
Interest received		199,897	51,849	192,470	45,173
Interest paid		(42,079)	(18,371)	(42,079)	(18,371)
Net cash flows from operating activities		<u>3,106,418</u>	<u>(796,902)</u>	<u>2,923,613</u>	<u>(807,443)</u>
<b>Cash flows from investing activities</b>					
Proceeds from sale of property, plant and equipment		67,273	52,956	37,273	23,863
Purchase of property, plant and equipment		(686,435)	(19,874,643)	(637,085)	(19,814,375)
Purchase of intangible assets		(1,658,854)	(292,279)	(1,658,854)	(291,834)
Loans from controlled entities		-	-	(2,992)	2,992
Net cash flows from investing activities		<u>(2,278,016)</u>	<u>(20,113,966)</u>	<u>(2,261,658)</u>	<u>(20,079,354)</u>
<b>Cash flows from financing activities</b>					
Net proceeds from borrowings		(183,654)	751,710	(183,654)	751,710
Net cash flows from financing activities		<u>(183,654)</u>	<u>751,710</u>	<u>(183,654)</u>	<u>751,710</u>
Net increase (decrease) in cash and cash equivalents		644,748	(20,159,158)	478,301	(20,135,087)
Cash and cash equivalents at the beginning of the financial year		<u>1,734,613</u>	<u>21,893,771</u>	<u>1,291,879</u>	<u>21,426,966</u>
Cash and cash equivalents at the end of the financial year	6	<u><u>2,379,361</u></u>	<u><u>1,734,613</u></u>	<u><u>1,770,180</u></u>	<u><u>1,291,879</u></u>

The accompanying notes form part of these financial statements



# Notes to the Financial Statements for the Year Ended 30 June 2017

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.....  
“Most companies expect their teams to build trust, to collaborate, to focus and to inspire confidence; our accreditation allows us to do all these things and more!”

**Michaela Barton**  
Treasury Wine Estates

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## Note 1 - Reporting entity

The financial report includes the consolidated financial statements and notes of the National Association of Testing Authorities, Australia and its controlled entity (consolidated group), and the separate financial statements and notes of National Association of Testing Authorities, Australia as an individual parent entity (parent entity).

The financial statements were approved by the Board of Directors on 19 September 2017.

## Note 2 - Basis of preparation

### Statement of compliance

National Association of Testing Authorities, Australia and its controlled entity has adopted Australian Accounting Standards - Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirement.

These financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012. The parent entity is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions.

### Basis of measurement

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

### Comparatives

Where required by Accounting Standards comparative figures have been adjusted to conform to changes in presentation for the current financial year.

Where the consolidated group has retrospectively applied an accounting policy, made a retrospective restatement or reclassified items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

### Critical accounting estimates and judgements

The Directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the

### Key estimates

#### Impairment

The consolidated group assesses impairment at the end of each reporting period by evaluation of conditions and events specific to the consolidated group that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

#### Estimation of useful lives of assets

The estimation of the useful lives of assets has been based on historical experience as well as manufacturers' warranties (for plant and equipment) and turnover policies (for motor vehicles). In addition, the condition of the assets is assessed at least once per year and considered against the remaining useful life. Adjustments to useful lives are made when considered necessary.

#### New and revised standards that are effective for these financial statements

A number of new and revised standards are effective for annual periods beginning on or after 1 July 2016, however none have significantly impacted the Association's financial statements.

#### New standards and interpretations not yet adopted

Certain new accounting standards and interpretations have been published that are not mandatory for the 30 June 2017 reporting period and have not been early adopted by the consolidated group. These include:

- AASB 9 Financial Instruments (effective for the year ending 30 June 2019)
- AASB 15 Revenue from Contracts with Customers (effective for the year ending 30 June 2019)
- AASB 16 Leases (effective for the year ending 30 June 2020)
- AASB 1058 Income of Not-for-profit Entities (effective for the year ending 30 June 2020)

The Directors' assessment of the impact of these new standards (to the extent applicable to the consolidated group) is that none are expected to significantly impact the consolidated group's financial statements in future reporting periods.



# Notes To The Financial Statements

For The Year Ended 30 June 2017

## Note 3 - Significant accounting policies

The principal accounting policies adopted in the preparation of the financial report are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Both the functional and presentation currency of the parent entity and consolidated group is Australian dollars.

### Principles of Consolidation

The consolidated financial statements comprise the financial statements of the parent entity, being the National Association of Testing Authorities, Australia and its controlled entity and together are referred to in this report as the consolidated group. Control exists where the parent entity has the power to govern the financial and operating policies so as to obtain benefits from its activities. In assessing the power to govern, the existence and effect of holdings of actual and potential voting rights are considered. Despite this power to govern, it is the parent entity's policy to allow its controlled entities to act independently. A list of controlled entities is contained in note 19 to the financial statements.

All inter-group balances and transactions between entities in the consolidated group, including any unrealised profits or losses, have been eliminated on consolidation. Where controlled entities have entered or left the consolidated group during the year, their operating results have been included from the date control was obtained or until the date control ceased. There are no outside interests in the funds or results of the controlled entities.

### Income tax

The parent entity and controlled entity (Proficiency Testing Australia) are endorsed as income tax exempt charitable entities under Division 50 of the Income Tax Assessment Act 1997.

### Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

### Revenue recognition

Amounts disclosed as revenue are net of returns, trade allowances and duties and taxes including goods and services tax (GST). Revenue is recognised for the major business activities as follows:

#### Accreditation revenue

Accreditation revenue not otherwise covered by the annual subscription is recognised when time is charged to a member accreditation engagement. Revenue is measured at the fair value of the consideration or contributions received or receivable, taking into account the amount of any write-ups or write-downs required to reflect the recoverable amount.

#### Government contracts

Government contract revenue is recognised in the statement of profit or loss and other comprehensive income when the consolidated group obtains control of the contract and it is probable that the economic benefits gained from the contract will flow to the consolidated group and the amount of the contract can be measured reliably.

If conditions are attached to the contract which must be satisfied before it is eligible to receive the contribution, the recognition of the contract as revenue will be deferred until those conditions are satisfied.

#### Subscription revenue

Subscription revenue from members is billed annually and is recognised as income in the financial year to which the subscription period relates.

#### Interest revenue

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

#### Rental income

Rental income is accounted for on a straight-line basis over the lease term. Contingent rental income is recognised as income in the periods in which it is earned.

### Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short term, highly liquid investments with original maturities of twelve months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value and bank overdrafts.



### Note 3 - Significant accounting policies (continued)

#### Trade receivables

For all sources of recurrent income, trade receivables are recognised initially at fair value and subsequently measured at amortised cost, less provision for doubtful debts.

Collectability of trade receivables is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. A provision for impairment in relation to doubtful receivables is established when there is objective evidence that the entity will not be able to collect all amounts due according to the original terms of receivables. The amount of the provision is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the provision is recognised in the statement of profit or loss and other comprehensive income.

#### Property, plant and equipment

##### Basis of measurement of carrying amount

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and impairment losses.

It is the policy of the consolidated group to have an independent valuation of land and buildings at least every three years, however unless this revaluation results in an impairment loss it is not recognised in the financial statements other than by way of note.

##### Subsequent costs

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the consolidated group and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of profit or loss and other comprehensive income during the financial period in which they are incurred.

##### Depreciation

The depreciable amount of all property, plant and equipment including buildings and capitalised lease assets, but excluding freehold land, is depreciated on a straight line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Buildings	2.5% - 20%
Furniture and equipment	10% - 40%
Motor vehicles	15% - 25%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with carrying amount. These are included in the statement of profit or loss and other comprehensive income.

#### Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership), which are transferred to entities in the consolidated group, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

#### Financial instruments

##### Initial recognition and measurement

Financial assets and financial liabilities are recognised when the consolidated group becomes a party to the contractual provisions to the instrument. For financial assets this is equivalent to the date that the consolidated group commits itself to either purchase or sell the asset.

Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are expensed to profit or loss immediately.

##### Classification and subsequent measurement

Financial instruments are subsequently measured at either fair value, amortised cost using the effective interest rate method or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.



# Notes To The Financial Statements

## For The Year Ended 30 June 2017

### Note 3 - Significant accounting policies (continued)

Amortised cost is calculated as: (i) the amount at which the financial asset or financial liability is measured at initial recognition; (ii) less principal repayments; (iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the effective interest method; and (iv) less any reduction for impairment.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

#### Non-derivative financial assets

The consolidated group classifies its non-derivative financial assets in the following categories: financial assets at fair value through profit or loss, loans and receivables, held to maturity investments and available for sale financial assets. The classification depends on the purpose for which the investments were acquired. Management determines the classification of its non-derivative financial assets at initial recognition and re-evaluates this designation at each reporting date.

#### Held-to-maturity investments

Held to maturity investments are non derivative financial assets with fixed or determinable payments and fixed maturities that the consolidated group's management has the positive intention and ability to hold to maturity.

#### Available-for-sale financial assets

Available for sale financial assets, comprising principally marketable equity securities, are non derivatives that are either designated in this category or not classified in any of the other categories. They are included in non current assets unless management intends to dispose of the investment within 12 months after the end of the reporting period.

#### Impairment

At the end of each reporting period, the Directors assess whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the statement of profit or loss and other comprehensive income.

#### Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

#### Intangible assets

##### Software

Software has a finite useful life and is carried at cost less accumulated amortisation and impairment losses. Amortisation is calculated using the straight-line method to allocate the cost of the software over its estimated useful life of five years.

#### Impairment of assets

Assets that have an indefinite useful life are not subject to amortisation and are tested annually for impairment. Assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and value in use. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash generating units).



### Note 3 - Significant accounting policies (continued)

#### Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the consolidated group during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability. The carrying amount of trade and other payables is deemed to reflect fair value.

#### Income received in advance

Income, other than government contract income, that is received before the service to which the payment relates has been provided is recorded as a liability until such time as the service has been provided, at which time it is recognised in the statement of profit or loss and other comprehensive income.

#### Employee benefits

Provision is made for the consolidated group's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

#### Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

#### Fair value of assets and liabilities

The consolidated group measures some of its assets and liabilities at fair value on either a recurring or non-recurring basis, depending on the requirements of the applicable Accounting Standard. Fair value is the price the entity would receive to sell an asset or would have to pay to transfer a liability in an orderly (i.e. unforced) transaction between independent, knowledgeable and willing market participants at the measurement date.

As fair value is a market-based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data.

To the extent possible, market information is extracted from either the principal market for the asset or liability (i.e. the market with the greatest volume and level of activity for the asset or liability) or, in the absence of such a market, the most advantageous market available to the entity at the end of the reporting period (i.e. the market that maximises the receipts from the sale of the asset or minimises the payments made to transfer the liability, after taking into account transaction costs and transport costs).

For non-financial assets, the fair value measurement also takes into account a market participant's ability to use the asset in its highest and best use or to sell it to another market participant that would use the asset in its highest and best use.

The fair value of liabilities and the entity's own equity instruments (excluding those related to share-based payment arrangements) may be valued, where there is no observable market price in relation to the transfer of such financial instruments, by reference to observable market information where such instruments are held as assets. Where this information is not available, other valuation techniques are adopted and, where significant, are detailed in the respective note to the financial statements.



# Notes To The Financial Statements

## For The Year Ended 30 June 2017

	Consolidated Group		Parent Entity	
	2017	2016	2017	2016
	\$	\$	\$	\$
<b>NOTE 4 - REVENUE AND OTHER INCOME</b>				
<b>Revenue</b>				
Service revenue	26,825,663	27,434,612	25,036,449	25,678,965
Government contract revenue	1,430,000	1,430,000	1,430,000	1,430,000
Foreign currency translations	2,492	89,724	2,492	89,724
Rent received	1,334,463	1,168,798	1,334,463	1,168,798
Other operating revenue - wholly owned entities	-	-	177,360	172,783
Other operating revenue	1,681	708	1,681	708
	29,594,299	30,123,842	27,982,445	28,540,978
<b>Other revenue</b>				
Interest income - third parties	146,161	88,951	138,734	82,275
	146,161	88,951	138,734	82,275
<b>Total revenue</b>				
	29,740,460	30,212,793	28,121,179	28,623,253
<b>Other income</b>				
Net gain on disposal of property, plant and equipment	3,195	10,840	-	5,560
<b>Total other income</b>	3,195	10,840	-	5,560
<b>Total revenue and other income</b>				
	29,743,655	30,223,633	28,121,179	28,628,813



# Notes To The Financial Statements

For The Year Ended 30 June 2017

	Consolidated Group		Parent Entity	
	2017	2016	2017	2016
	\$	\$	\$	\$
<b>NOTE 5 - EXPENSES</b>				
<b>Depreciation</b>				
Buildings	669,383	636,676	669,383	636,676
Plant and equipment	226,334	260,679	204,030	243,065
Total depreciation	895,717	897,355	873,413	879,741
<b>Amortisation</b>				
Software	55,752	19,740	55,167	19,260
Total amortisation	55,752	19,740	55,167	19,260
<b>Total depreciation and amortisation</b>	<b>951,469</b>	<b>917,095</b>	<b>928,580</b>	<b>899,001</b>
<b>Bad and doubtful debts expense</b>				
Bad debts	58	9,676	58	9,676
Provision for impairment	6,210	(29,742)	6,210	(29,742)
Total bad and doubtful debts	6,268	(20,066)	6,268	(20,066)
Interest and finance charges paid and payable	42,079	18,371	42,079	18,371
Loss on disposal of property, plant and equipment	59,780	341	59,780	341
Rental expenses relating to operating leases	157,620	440,841	157,620	440,841
<b>NOTE 6 - CASH AND CASH EQUIVALENTS</b>				
Cash at bank and on hand	2,079,361	2,310,786	1,770,180	2,168,052
Cash on deposit	300,000	300,000	-	-
Total cash and cash equivalents	2,379,361	2,610,786	1,770,180	2,168,052
<b>Reconciliation of cash</b>				
Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled as follows:-				
Cash and cash equivalents	2,379,361	2,610,786	1,770,180	2,168,052
Bank overdraft	-	(876,173)	-	(876,173)
	2,379,361	1,734,613	1,770,180	1,291,879



## Notes To The Financial Statements

For The Year Ended 30 June 2017

	Consolidated Group		Parent Entity	
	2017	2016	2017	2016
	\$	\$	\$	\$
<b>NOTE 7 - TRADE AND OTHER RECEIVABLES</b>				
<u>Current</u>				
Trade receivables	1,669,031	1,430,391	1,249,693	1,041,647
Provision for impairment	(85,949)	(79,739)	(85,949)	(79,739)
	1,583,082	1,350,652	1,163,744	961,908
Other receivables	302,767	1,194,067	301,867	1,193,067
Work in progress	358,732	366,506	358,732	366,506
Prepayments	701,452	779,835	695,613	775,085
Total current trade and other receivables	2,946,033	3,691,060	2,519,956	3,296,566
<u>Provision for impairment</u>				
Opening net carrying value	79,739	109,481	79,739	109,481
Charge for the year	6,210	(29,742)	6,210	(29,742)
Closing net carrying value	85,949	79,739	85,949	79,739



# Notes To The Financial Statements

## For The Year Ended 30 June 2017

### NOTE 8 - PROPERTY, PLANT AND EQUIPMENT

	Land	Buildings	Plant and equipment	Total
<b>Consolidated Group</b>	\$	\$	\$	\$
<b>At 30 June 2016</b>				
Cost	12,257,812	18,655,584	5,819,441	36,732,837
Accumulated depreciation	-	(5,922,521)	(5,157,935)	(11,080,456)
Net carrying amount	12,257,812	12,733,063	661,506	25,652,381
<b>Movements in carrying amounts</b>				
Opening net carrying amount	12,257,812	12,733,063	661,506	25,652,381
Additions	-	463,992	222,443	686,435
Disposals	-	(71,855)	(52,003)	(123,858)
Depreciation and amortisation charge	-	(669,383)	(226,334)	(895,717)
Closing net carrying amount	12,257,812	12,455,817	605,612	25,319,241
<b>At 30 June 2017</b>				
Cost	12,257,812	18,872,413	4,497,232	35,627,457
Accumulated depreciation	-	(6,416,596)	(3,891,620)	(10,308,216)
Net carrying amount	12,257,812	12,455,817	605,612	25,319,241
<b>Parent Entity</b>				
<b>At 30 June 2016</b>				
Cost	12,257,812	18,655,584	5,604,528	36,517,924
Accumulated depreciation	-	(5,922,521)	(5,033,989)	(10,956,510)
Net carrying amount	12,257,812	12,733,063	570,539	25,561,414
<b>Movements in carrying amounts</b>				
Opening net carrying amount	12,257,812	12,733,063	570,539	25,561,414
Additions	-	463,992	173,093	637,085
Disposals	-	(71,855)	(25,198)	(97,053)
Depreciation and amortisation charge	-	(669,383)	(204,030)	(873,413)
Closing net carrying amount	12,257,812	12,455,817	514,404	25,228,033
<b>At 30 June 2017</b>				
Cost	12,257,812	18,872,413	4,268,643	35,398,868
Accumulated depreciation	-	(6,416,596)	(3,754,239)	(10,170,835)
Net carrying amount	12,257,812	12,455,817	514,404	25,228,033



# Notes To The Financial Statements

For The Year Ended 30 June 2017

## NOTE 8 - PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

### Valuation of land and buildings

An independent valuation of the freehold land and buildings in Sydney was completed on 29 June 2015 by Mr. John Kovacic, Ass Dip Val, AAPI of Macquarie Bell Pty Limited. The valuation was based on vacant possession free of all encumbrances and amounted to \$8,000,000, compared with a carrying value of \$1,772,670. This increase in value of \$6,227,330 has not been recognised in the financial report other than by way of this note.

An independent valuation of the freehold land and buildings in Brisbane was completed on 30 June 2015 by Mr. Craig Guinane, AAPI, of CBRE Valuations Pty Limited. This valuation was based on «market value - as is - assumed fully leased» free of all encumbrances and amounted to \$2,950,000, compared with a carrying value of \$1,831,798. This increase in value of \$1,118,202 has not been recognised in the financial report other than by way of this note.

These valuations were obtained in accordance with the policy to review the fair value of land and buildings every three years.

## NOTE 9 - INTANGIBLE ASSETS

	Software	Work in Progress	Total
Consolidated Group	\$	\$	\$
<b>At 30 June 2016</b>			
Cost	405,366	1,060,119	1,465,485
Accumulated amortisation	(341,556)	-	(341,556)
Net carrying amount	63,810	1,060,119	1,123,929
<b>Movements in carrying amounts</b>			
Opening net carrying amount	63,810	1,060,119	1,123,929
Additions	435,689	1,223,165	1,658,854
Amortisation charge for the year	(55,752)	-	(55,752)
Closing net carrying amount	443,747	2,283,284	2,727,031
<b>At 30 June 2017</b>			
Cost	841,055	2,283,284	3,124,339
Accumulated amortisation	(397,308)	-	(397,308)
Net carrying amount	443,747	2,283,284	2,727,031
<b>Parent Entity</b>			
<b>At 30 June 2016</b>			
Cost	377,546	1,060,119	1,437,665
Accumulated amortisation	(314,683)	-	(314,683)
Net carrying amount	62,863	1,060,119	1,122,982
<b>Movements in carrying amounts</b>			
Opening net carrying amount	62,863	1,060,119	1,122,982
Additions	435,689	1,223,165	1,658,854
Amortisation charge for the year	(55,167)	-	(55,167)
Closing net carrying amount	443,385	2,283,284	2,726,669
<b>At 30 June 2017</b>			
Cost	813,235	2,283,284	3,096,519
Accumulated amortisation	(369,850)	-	(369,850)
Net carrying amount	443,385	2,283,284	2,726,669



# Notes To The Financial Statements

For The Year Ended 30 June 2017

	Consolidated Group		Parent Entity	
	2017	2016	2017	2016
	\$	\$	\$	\$
<b>NOTE 10 - TRADE AND OTHER PAYABLES</b>				
<u>Current</u>				
Trade payables	531,568	933,806	481,380	887,832
Liabilities to employees	1,650,069	1,542,160	1,574,444	1,483,133
Subscriptions in advance	1,704,426	1,388,319	1,704,426	1,388,319
Other income in advance	532,325	471,126	162,024	150,708
Other payables	612,576	473,973	582,799	440,141
Loans - wholly owned controlled entities	-	-	-	2,992
<b>Total current trade and other payables</b>	<b>5,030,964</b>	<b>4,809,384</b>	<b>4,505,073</b>	<b>4,353,125</b>
<b>NOTE 11 - BORROWINGS</b>				
<u>Current</u>				
Bank overdraft	-	876,173	-	876,173
Bank loan - equipment	195,428	183,654	195,428	183,654
<b>Total current borrowings</b>	<b>195,428</b>	<b>1,059,827</b>	<b>195,428</b>	<b>1,059,827</b>
<u>Non-current</u>				
Bank loan - equipment	372,628	568,056	372,628	568,056
<b>Total non-current borrowings</b>	<b>372,628</b>	<b>568,056</b>	<b>372,628</b>	<b>568,056</b>
<b>Security</b>				
The parent entity's bank overdraft facility of \$2.6M is secured by a registered first mortgage over its Sydney premises. The parent entity's equipment loan is secured by the equipment to which it relates.				
<b>NOTE 12 - PROVISIONS</b>				
<u>Current</u>				
Employee entitlements - long service leave	1,844,000	1,838,000	1,737,000	1,715,000
<b>Total current provisions</b>	<b>1,844,000</b>	<b>1,838,000</b>	<b>1,737,000</b>	<b>1,715,000</b>
<u>Non-current</u>				
Employee entitlements - long service leave	997,000	1,107,000	948,000	1,064,000
Restoration (make good)	42,500	42,500	42,500	42,500
<b>Total non-current provisions</b>	<b>1,039,500</b>	<b>1,149,500</b>	<b>990,500</b>	<b>1,106,500</b>
<b>Movement in provisions</b>				
<b>Restoration (make good provision)</b>				
Opening net carrying amount	42,500	42,500	42,500	42,500
Provision utilised during the year	-	-	-	-
<b>Closing net carrying amount</b>	<b>42,500</b>	<b>42,500</b>	<b>42,500</b>	<b>42,500</b>

The parent entity is required to restore certain of its leased office premises to their original condition at the end of the respective lease term. A provision has been recognised for the present value of the estimated expenditure required to remove any leasehold improvements.



# Notes To The Financial Statements

For The Year Ended 30 June 2017

	Consolidated Group		Parent Entity	
	2017	2016	2017	2016
	\$	\$	\$	\$

## NOTE 13 - RESERVES

Asset realisation reserve	11,324,499	11,324,499	11,324,499	11,324,499
Total reserves	11,324,499	11,324,499	11,324,499	11,324,499

### Nature and purpose of reserves

The asset realisation reserve records realised gains on sale of certain non-current assets.

## NOTE 14 - CONTINGENT LIABILITIES

Estimates of the maximum amounts of contingent liabilities that may become payable:

Security deposit guarantee on property leases	10,750	404,126	10,750	404,126
	10,750	404,126	10,750	404,126

No material losses are anticipated in respect of the above contingent liabilities.

## NOTE 15 - KEY MANAGEMENT PERSONNEL COMPENSATION

The aggregate amount of compensation paid to key personnel during the year was:

	1,748,105	1,724,384	1,595,245	1,581,765
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## NOTE 16 - COMMITMENTS

### Operating lease commitments

Commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows:

Within one year	124,631	65,241	124,631	65,241
Later than one year but not later than five years	385,429	14,931	385,429	14,931
	510,060	80,172	510,060	80,172

The operating lease commitments relate to a non-cancellable property lease with a remaining term of four years from year-end, with rent payable monthly in advance. Contingent rental provisions within the lease agreement require the minimum lease payments to be increased by 3% per annum. An option exists to renew the lease at the end of its term.



# Notes To The Financial Statements

## For The Year Ended 30 June 2017

### NOTE 17 - EVENTS OCCURRING AFTER THE REPORTING PERIOD

No material events have occurred after the reporting period. The financial report was authorised for issue on 19 September 2017 by the Board of Directors.

### NOTE 18 - LIMITATION OF MEMBERS' LIABILITY

The parent entity is registered under the Australian Charities and Not-for-Profits Commission Act 2012 as a company limited by guarantee. If the parent entity is wound up, its constitution states that each member is required to contribute a maximum of \$20 each towards meeting any outstanding obligations of the parent entity. At 30 June 2017 the number of members was 3,448 (2016: 3,433).

### NOTE 19 - CONTROLLED ENTITIES

Controlled Entities Consolidated	Country of Incorporation	Percentage Owned (%)	
		2017	2016
Parent Entity			
National Association of Testing Authorities, Australia	Australia	n/a	n/a
Controlled Entities			
Proficiency Testing Australia	Australia	100%	100%

### NOTE 20 - RELATED PARTY TRANSACTIONS

#### Parent and controlled entities

The consolidated group consists of the parent entity, National Association of Testing Authorities, Australia (NATA) and its wholly-owned controlled entity Proficiency Testing Australia.

#### Key management personnel

Aggregate compensation payments to key management personnel are included in note 15.

There were no other transactions with key management personnel or their related entities with the consolidated group during the current or previous financial year other than membership subscription and accreditation services revenue.

#### Transactions with related parties

Transactions between the parent entity and its controlled entities during the year consisted of:	Parent Entity	
	2017	2016
	\$	\$
Loans advanced by the parent entity	-	(2,992)
Loans repaid to the parent entity	2,992	-
Net decrease (increase) in loans to controlled entities	2,992	(2,992)
Other expenses recharged by the parent entity	177,360	172,783

The above transactions were made on normal commercial terms and conditions and at market rates.



## Directors' Declaration

The Directors of the National Association of Testing Authorities, Australia declare that:

- 1 The financial statements, which comprises the statement of financial position as at 30 June 2017, and the statement of profit or loss and other comprehensive income, statement of changes in funds and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
  - a comply with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013; and
  - b give a true and fair view of the financial position as at 30 June 2017 and of the performance for the year ended on that date of the company and consolidated group.
- 2 In the opinion of the Directors there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



**GG Hogg**  
Chair



**MB Callanan**  
Vice Chair

Sydney, 19 September 2017



# Independent Auditor's Report to the Members of National Association of Testing Authorities, Australia

## Opinion

We have audited the financial report of National Association of Testing Authorities, Australia (the parent entity) and National Association of Testing Authorities, Australia and its controlled entity (the consolidated group) which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, the statement of changes in funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Directors' Declaration.

- a) giving a true and fair view of the company's financial position as at 30 June 2017 and of its financial performance for the year then ended, and
- b) complying with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013.

## Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibility for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Australian Charities and Not-for-profits Commission Act 2012, which has been given to the Directors of the company, would be in the same terms if given to the Directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Directors' Responsibility for the Financial Report

The Directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission

Act 2012 and for such internal control as the Directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the company's financial reporting process.

## Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at The Auditing and Assurance Standards Board and the website address is <http://www.auasb.gov.au/Home.aspx>

We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**Stewart Brown**  
Chartered Accountants



**R.J. McGree**  
Partner

Sydney, 19 September 2017



## Glossary Of Terms

### accreditation

The formal recognition given by NATA that a laboratory has met a certain standard of operation, with particular regard to the technical competence required for the testing undertaken.

### Accreditation Advisory Committee (AAC)

A group of volunteer technical experts with expertise relating to a particular type of testing, measurement or inspection, appointed by the NATA Board to advise each field/program on matters relating to accreditation.

### AIMS

NATA's Accreditation Information Management System.

### APLAC

Asia Pacific Laboratory Accreditation Cooperation ([www.aplac.org](http://www.aplac.org)).

### applicant facility

A laboratory or other facility that has applied to NATA for accreditation.

### ARK

NATA's Assessor Resource Kit.

### assessment

The on-site visit to each laboratory, attended by a selected team of Technical Assessors plus a representative from NATA. This team reviews the overall procedures and technical competence of the testing conducted by the laboratory.

### Assessor (or Technical Assessor)

A volunteer professional selected to participate in an assessment because of his/her recognised relevant expertise and experience in a particular area of laboratory testing, measurement or inspection activity.

### calibration

A process by which a device is checked or adjusted against a known reference device.

### certification

The formal recognition of a management system that complies with a national, or international, standard. This is confirmed by the issue of a formal certificate and scope document by a properly accredited body.

### corrective action

Action taken by the laboratory to correct a problem or deficiency.

### Diagnostic Imaging Accreditation Scheme (DIAS)

The Diagnostic Imaging Accreditation Scheme (DIAS) is a mandatory accreditation that links payment of Medicare benefits for imaging services to a facility's compliance with the DIAS practice accreditation standards.

### document review

A process conducted by NATA staff to compare each particular laboratory's documentation and procedures with the relevant accreditation requirements.

### evaluation (international)

An audit/review undertaken by (an) international counterpart(s), usually to determine the compliance or competence of an organisation to participate in a bilateral or multi-lateral recognition agreement.

### EDRMS

NATA's Electronic Document and Records Management System.

### field/program

NATA's accreditation activities are grouped into fields or programs related to the type of testing or measurement being undertaken. The names of these fields and programs and the abbreviations used are:

- Biological Testing (Bio)
- Calibration (CAL)
- Chemical Testing (CT)
- Construction Materials Testing (CMT)
- Forensic Science (FS)
- Information and Communications Technology (ICTT)
- Inspection (INSP)
- Mechanical Testing (MT)
- Medical Imaging (MI)
- DoHA Diagnostic Imaging
- Medical Testing (MT)
- Non-Destructive Testing (NDT)
- Performance and Approvals Testing (PAT)
- Proficiency Testing Scheme Providers (PTSP)
- Recognition - Good Laboratory Practice (GLP)
- Reference Material Producers (RMP)
- Research and Development (R&D)
- Sleep Disorders Services
- Veterinary Testing (VT)



## GLP

GLP refers to the OECD Principles of Good Laboratory Practice, which were developed in the late 1970s to promote the development of quality test data associated with non-clinical studies. They also form the basis for the mutual acceptance of test data from such studies amongst OECD countries. Any facility claiming to be compliant with the Principles of Good Laboratory Practice of the Organization for Economic Cooperation and Development (OECD) under the Australian GLP compliance monitoring program must be recognised by NATA for that compliance.

## ILAC

International Laboratory Accreditation Cooperation ([www.ilac.org](http://www.ilac.org)).

## inspection accreditation

The formal recognition offered by NATA of the competence of an inspection body and its inspectors. ISO/IEC 17020 — General criteria for the operation of various types of bodies performing inspection is the internationally recognised inspection accreditation standard. It is this document that is used by NATA to accredit inspection bodies.

## Integrated Accreditation

Integrated Accreditation is the separation of the management of accreditation (surveillance) activities (and related products) from the management of NATA's internal technical infrastructure (such as the technical input from Accreditation Advisory Committees (AAC) and/or other sources). It is intended to achieve better engagement with members and responsiveness to their needs, greater consistency in accreditation policies and procedures, and improvements to NATA's technical capacity.

## international standards

ISO/IEC 17025 is the internationally recognized standard which provides the criteria used by NATA for laboratory accreditation. Other international standards provide the criteria for other programs such as accreditation of Inspection bodies, Medical Testing Facilities, Reference Materials Producers and Proficiency Testing Scheme Providers.

## laboratory

A facility that is engaged in the evaluation, measurement or testing of a product or material so as to determine its characteristics.

## measurement, standards and conformance infrastructure

In Australia, the measurement, standards and conformance infrastructure (or technical infrastructure) consists of the primary bodies responsible for the development, operation, maintenance and supervision of Australia's national physical and documentary standards.

It also embraces the certification and accreditation of organisations and individuals on whom we depend for the quality and accuracy of products and services involving measurement, analysis, testing and calibration.

## measurement audit

For the calibration fields the proficiency testing activity used to assess laboratory performance is a Measurement Audit.

## measurement uncertainty (MU)

Every measurement made has an error associated with it, and the parameter that defines the boundaries of the error of a measurement is termed the 'measurement uncertainty' or 'uncertainty of measurement'.

## members

Laboratories and other facilities holding NATA accreditation. NATA is an association of its member facilities.

## members portal

The NATA web portal which facilitates communications and exchange of documents with members

## NAR(s)

The abbreviation for NATA's Accreditation Requirements (for each field/program).

## NATA Board

NATA is guided and monitored by a Board of Directors. They supervise the management of the property, business and affairs of the Association. The Board may make Regulations which regulate the affairs of the Association and may amend and repeal Regulations.

## NMI

National Measurement Institute—responsible for establishing and maintaining Australia's units and standards of measurement and for coordinating Australia's national measurement system ([www.measurement.gov.au](http://www.measurement.gov.au)). NMI is also used to mean the National Measurement Institutes of other countries.



## Glossary Of Terms

### overdue facilities

In its surveillance program for accredited facilities, NATA sets a specific period for future surveillance visits to each facility. If, for some reason, such a visit is delayed beyond the specified period the surveillance of that facility is termed as 'overdue'.

### proficiency testing

A means of assessing the ability of laboratories to competently perform specific tests.

### quality control procedures

All the activities undertaken by a facility to ensure that its sampling, handling, testing, measurement and reporting practices are in accord with its quality assurance system.

### quality management system

In a laboratory, the (documented) system that details the practices and procedures used to ensure the production of quality test or calibration data.

### reassessment

The assessments organised to accredited facilities, as part of NATA's ongoing surveillance program.

### reference materials

A material or substance, one or more property values of which are sufficiently homogeneous and well established to be used for the calibration of an apparatus, the assessment of a measurement method, or for assigning values to materials.

### scope of accreditation

NATA accreditation for any laboratory is described in terminology that details the particular types of testing covered by the accreditation. The collective description of the scope of a laboratory's accreditation is termed the 'scope of accreditation' (previously known as 'terms of accreditation').

### sector

Fields and programs which have a similar industry or sector focus are grouped together into sectors with a Sector Manager having responsibility for their technical management.

### strategic plan

The Strategic Plan describes NATA's priorities and intentions in three year periods.

### Supplementary Application Document (SAD)

A NATA document that helps a laboratory or other facility to apply the requirements of an international standard (such as ISO/IEC 17025) to their field or discipline.

### supplementary requirements for accreditation

Each field/program for which NATA offers accreditation has produced one of these documents which helps a laboratory or other facility to apply the requirements of an international standard (such as ISO/IEC 17025) to their particular field or discipline.

### surveillance program

The ongoing evaluation of all accredited facilities to ensure that the requirements for accreditation are being met.

### suspended accreditation

An accreditation made temporarily invalid, either in full or for part of the scope of the accreditation.

### Technical Assessor forums

Meetings organised by NATA for assessors from individual fields/programs to discuss developments in their field relating to accreditation.

### technical committee

A general term for the committees of volunteers which assist NATA in undertaking its accreditation activities. Some examples are Accreditation Advisory Committees and Technical Groups.

### technical units

A technical unit is a measure of the assessment effort required to service an accredited facility. It usually equates to the number of assessors required to cover the facility's scope of accreditation.

### withdrawn facility

A facility whose accreditation has been voluntarily or involuntarily terminated, in full.





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