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# BOANSW

BACKPACKER OPERATORS  
ASSOCIATION NSW

## ANNUAL REPORT

2019/2020

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The Backpacker Operators Association of NSW Inc.  
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INSURANCE

# ABOUT BOA NSW



The Backpacker Operators Association of NSW Inc. (BOA) was established in 1992 to address issues facing the backpacking industry. Today, the industry has progressed, and BOA is the peak industry body and voice of the Youth Tourism Industry in New South Wales (NSW) and the Australian Capital Territory (ACT). BOA has grown to represent the interests and concerns of all youth tourism operators targeting young and adventurous travellers, students and workers from around the world.

During 2019 / 2020, BOA had 57 members from all sectors of the industry including hostels and affordable accommodation; tour, transport and adventure operators; training, employment, job placement, immigration and visa specialists, tax agents; online bookings, wholesalers, inbound and travel agents; media publishers and communication providers; attractions, bars, clubs, entertainment and suppliers to the tourism and hospitality industry.

BOA works to address the concerns and issues of youth tourism operators, raise industry standards and promote industry cohesion. Through a voluntary Committee BOA's role is to influence, educate, collaborate and provide a platform for operators to work together to grow the youth tourism sector in NSW and ACT. This Annual Report presents the activities undertaken by BOA on behalf of its members in the 2019/2020 membership year.

This report is available for download on BOA's website, [www.boansw.org.au](http://www.boansw.org.au). If you have any comments or questions about this report, contact BOA via email at [boa@boansw.org.au](mailto:boa@boansw.org.au).



# BOA COMMITTEE

Members of the BOA Committee have a strong background in the industry, enthusiasm and a vision for youth tourism in NSW and ACT. They come from various sectors of the industry to ensure broad representation. Committee members volunteer their time in giving direction to the Association and dedicate their energy, skills and experience for the benefit of BOA members in NSW and ACT.



**Samantha Pearse-Marmont**

President  
Hostelworld



**Sophie Brown**

Committee Member  
Ultimate Travel



**Andrew Cowan**

Vice-President  
Millett Group



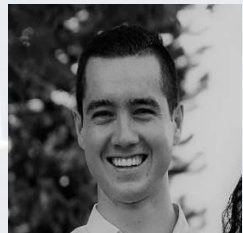
**Tristan Peters**

Committee Member  
Booking.com



**Campbell Shepherd**

Honorary Treasurer  
Lassoo



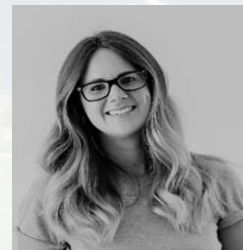
**Jacob Waugh**

Committee Member  
AAT Kings



**Sam Badans**

Honorary Secretary  
YHA Australia



**Jamie Page**

Secretariat



# PRESIDENT'S REPORT

This past year started extremely positive, taking a drastic turn that not one person saw coming! The COVID-19 pandemic has resulted in significant disruption for every individual, business, and completely changed the global travel and tourism industry as we knew it, at least for now. From the outset our focus was to remain positive and keep going however as international travel started to slow, we all learnt to adapt and adapt quickly and here we all are, holding on tight, stronger, with a few more grey hairs, but we are here.

I was lucky enough to step in as President of BOA NSW just 3 months ago. The committee has worked extremely hard under the forever changing market, especially over the last few months. Including a letter to Minister Birmingham lobbying for the inclusion of Skilled Temporary Visa holders into JobKeeper. Also, in June we lodged a submission to extend JobKeeper for Youth Tourism businesses beyond September 2020 to Treasurer Frydenberg. We recently had a wonderful opportunity to a new partnership with Business Australia, making great head way into some new sectors in which BOA NSW members now have a presence and a voice, find out more during the AGM.

Now for some good news, we are already ahead of planning, for the BOA Ball 2021 along with a long list of hopefully non-social distancing events in the pipeline to help support our industry. Prior to COVID-19 we had continued to build our strong relationship with Destination New South Wales (DNSW), holding monthly meetings and organising our 4th annual Product Showcase which of course, we would love to pick up in 2021 for our members to update and have networking opportunities with the DNSW team to help drive business as soon as possible.

To help support our long-standing members and to strengthen our collaboration, we reacted swiftly and purposefully to help protect the industry as best as possible renewing memberships complimentary this year and offer new memberships for just \$1.00.

We as an industry will emerge stronger than ever before, so hang in there! I would like to take this opportunity to thank all our members old and new for their continued support and to our Committee for all their hard work and commitment, it is an absolute pleasure to work alongside you all and the support you have shown through these challenging times.

Let the next challenges await us and let us put our best foot forward.



Samantha Pearse-Marmont



# HON. SECRETARY'S REPORT

## Membership

At the end of the 2019/2020 financial year, BOA had 57 members. Due to the Covid-19 pandemic BOA has renewed all memberships for 2019/2020 complimentary. There has been an additional two members join the association since the beginning of the financial year bringing the current number of members to 59.

## September 2019 Elections and Committee

The following members were elected to the Committee at the Annual General Meeting in 2019:

- President: Sarah Flynn - *Adventium Technology*
- Vice-President: Samantha Pearse-Marmont - *Hostelworld*
- Hon Secretary: Sam Badans - *YHA Australia*
- Hon Treasurer: Hannah Cust - *Mad Monkey Group*
- Committee Member: Andrew Cowan - *The Millett Group*
- Committee Member: Sophie Brown - *Ultimate Travel*
- Committee Member: Jacob Waugh - *AAT Kings*
- Committee Member: Deon Carstairs - *Skydive Australia*
- Committee Member: Tristan Peters - *Booking.com*

Due to various reasons there were a number of changes to the Committee throughout the year which included Sarah Flynn stepping down as President and Hannah Cust stepping down as Honorary Treasurer. As a result, Samantha Pearse-Marmont was elected into the role of President, Andrew Cowan as Vice President and Campbell Shepherd as Honorary Treasurer.

The BOA Committee met seven times last year at various locations around NSW. Attendance by the current Committee in 2019/20 is laid out below:

- |                     |                                       |     |
|---------------------|---------------------------------------|-----|
| • President:        | Samantha Pearse-Marmont - Hostelworld | 7/7 |
| • Vice-President:   | Andrew Cowan - The Millett Group      | 7/7 |
| • Hon Secretary:    | Sam Badans - YHA Australia            | 7/7 |
| • Hon Treasurer:    | Campbell Shepherd - Lassoo            | 6/7 |
| • Committee Member: | Sophie Brown - Ultimate Travel        | 6/7 |
| • Committee Member: | Jacob Waugh - AAT Kings               | 7/7 |
| • Committee Member: | Tristan Peters - Booking.com          | 7/7 |



Officers of the Committee, consisting of the President, Vice President, Honorary Secretary and Honorary Treasurer, meet informally once a month to maintain open and regular channels of communication.

## **BOA Service Level Agreements (SLA)**

BOA has had an SLA with Jamie Page to conduct Secretariat duties for the Association since January 2020. This SLA was amended in May 2020 to minimise the duties carried out by the Secretariat to reduce costs to the Association. It has been agreed by both parties that this SLA will be terminated at the end of September 2020 to further reduce costs to the Association.

BOA also has an SLA with YHA Australia for the provision of financial management, compliance administration support and assistance to the advocacy of BOA NSW Inc. It has been agreed by both parties that this SLA will also be terminated at the end of September 2020 to reduce costs to the Association.

To ensure the future viability of the Association, the Committee has agreed to take on the duties of the Secretariat and YHA Australia from October 2020 until further notice.

## **Meetings and Events**

For the benefit of members, BOA generally maintains a dynamic year-round event schedule. Due to the coronavirus pandemic this schedule was significantly affected in 2019/20. The status of each event is outlined below:

• September 2019:	BOA AGM, Parliament House Sydney	38 pax
• October 2019:	Golf Day, Moore Park Sydney	17 pax
• October 2019:	Industry Lunch, Bar Ombre Circular Quay	22 pax
• November 2019:	Christmas Party, Beauchamp Hotel, Darlinghurst	137 pax
• March 2020:	TA Kitchen Update, Sydney CBD	Cancelled
• March 2020:	Cricket Day, Rushcutters Bay	Cancelled
• April 2020:	NSW Bushfire Relief, Blue Mountains	Cancelled
• May 2020:	BOA Ball, Sydney	Cancelled
• June 2020:	TA Kitchen Update, Sydney CBD	Cancelled
• June 2020:	DNSW Product Showcase, The Rocks	Cancelled
• July 2020:	Byron Bay Networking, Byron Bay	Cancelled



## Activity and Representation 2019/2020

It's been an active year for BOA maintaining relationships with Destination NSW and Tourism Australia representing the youth tourism industry.

This year more than any previous we have been collaborating with other state industry Associations Adventure Queensland (AQ) and Adventure Tourism Victoria (ATV) as well as the Backpacker and Youth Tourism Advisory Panel (BYTAP) on several industry related topics including the government inquiry into the Working Holiday Maker program and supporting the youth sector through the coronavirus pandemic.

The Committee has written to relevant state and federal ministers to lobby for support for skilled temporary visa holders through the coronavirus pandemic as well as extending support to the youth tourism sector through the extension of the JobKeeper subsidy. Additionally, we have worked with the state government on shared accommodation health and safety protocols.

BOA has represented the youth tourism sector in discussions with the Working Holiday Working Group which consists of representatives from the Consulate General of 15 countries.

The Association has been building our relationship with the Tourism Industry Council NSW (TIC), updating them on youth tourism industry related topics. We look forward to working closer with TIC in 2020/2021.

## Thank you

Thank you to all BOA members. You are the most important component of the Association and without you BOA would not exist. The Committee invests a significant amount of time to ensure the Association is active and the industry is well represented. The Youth Tourism Industry in New South Wales would not be in such a position without the members and committee's combined input. Your continued support is appreciated and vital to a healthy industry which will once again strive post-pandemic.

BOA would also like to express appreciation to Destination New South Wales and Tourism Australia for their continued support of the industry; and a very sincere thank you to Allsopp Bunting Insurance, our valued long-term sponsor.



Sam Badans



# HON. TREASURER'S REPORT

The 2019 – 2020 financial year for the Backpackers Operators Association of NSW Inc. (BOA) ended with a net loss of \$19,409.

Total income for the period was \$13,319. Total expenses for the period was \$32,727. Accumulated funds or cash position as at 30 June 2020 was \$64,249 down from the prior year end balance of \$80,124. Almost two thirds of this cash is held as a term deposit of \$41,881.

Membership income was down \$4,282 or 22% compared to last year with membership numbers declining with several business closures and the merger of several business groups.

Function and Sponsorship income is down \$64,527 from the prior year with the cancellation of the Annual BOA Ball. The BOA Ball is the main fundraising event for BOA with income from event sponsorship, raffle ticket sales and event ticket sales. The COVID -19 closures and social distancing rules forced its cancellation. Net income for this period for Functions and Sponsorships is -\$2,568. Prior year net income from Functions and Sponsorship was \$28,143. The funds received from sponsors of \$8,140 has been kept and allocated to next years event along with the deposit for the hireage of the venue of \$10,708.

Total operational expenses were down \$11,186 compared to last year. There were two major expense contributors, which included: The secretariat administration fees were \$25,338 which was down \$5,670 from last year. A reduction in hours required from the secretariat lead to this result. Last year's result also included the development of the associations new website a one-off expense.

To strengthen budget discipline for 2019/2020, the Committee continue to use the event budget templates, to be submitted for approval to the full Committee by event organisers that we continue to use to make sure spending is at maximum benefits to our members. Several cost saving measures are being put in place for the coming FY2021 year with the secretariat function being removed and the committee members taking on the role formally provided by the YHA secretariat function. This was thought to be prudent given the committee has made the decision to not charge fees for the current members for the 2020/2021 period and charge new members just \$1.00.



The Accounts of BOA for the financial year of 2019 - 2020 have been audited by Colquhouns QLD Pty Ltd - Certified Practicing Accountants dated 23rd July 2020. It should be noted that the auditors were changed for this financial period as the former auditor PBA Partnership is now deceased.

The Committee Members of the Backpacker Operators Association NSW Inc. declare that: · The Financial Statements in this report are drawn up so to demonstrate a true and impartial view of the financial position of the Association as at 30 June 2020, and its results for the year ended at that date, and there are reasonable grounds to believe that, at the date of this statement, that the Association will be able to pay its debts as and when they fall due. This declaration is made in accordance with a resolution of the Committee.



Campbell Shepherd



# INDEPENDENT AUDIT REPORT

## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF

### BACKPACKER OPERATORS ASSOCIATION NSW INC

#### Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Backpacker Operators Association NSW Inc, which comprises the balance sheet as at 30<sup>th</sup> June 2020, profit and loss statement for the year then ended, notes comprising a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

#### Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act 2009 (NSW) and the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the associations preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness



of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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

### **Independence**

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*.

### **Auditor's Opinion**

In our opinion, the financial report of the association presents fairly, in all material respects, the financial position of the association as at 30<sup>th</sup> June 2020 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

### **Basis of Accounting and Restriction on Distribution**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Associations Incorporation Act 2009 (NSW) and for distribution to members for the purpose of fulfilling the committee's financial reporting requirements under the association's constitution. We disclaim any assumption of responsibility for any reliance on this report, or on the financial report to which it relates, to any person other than the members, or for any purpose other than that for which it was prepared. As a result, the financial report may not be suitable for another purpose.



Roy S Colquhoun  
Director

COLQUHOUNS QLD PTY LTD  
Chartered Accountants



# BALANCE SHEET

## BACKPACKER OPERATORS ASSOCIATION NSW INC

### BALANCE SHEET AS AT 30 JUNE 2020

	Note	2020 \$	2019 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Bank	2	64,249	88,597
Receivables		1,348	3,548
<b>TOTAL CURRENT ASSETS</b>		<b>65,597</b>	<b>92,145</b>
<b>NON CURRENT ASSETS</b>			
Computer Equipment		1,255	1,255
Accumulated depreciation		(1,255)	(1,185)
		-	70
<b>TOTAL ASSETS</b>		<b>65,597</b>	<b>92,215</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Creditors & Accruals		6,250	12,193
GST Payable	3	(1,368)	(102)
<b>TOTAL CURRENT LIABILITIES</b>		<b>4,882</b>	<b>12,091</b>
<b>TOTAL LIABILITIES</b>		<b>4,882</b>	<b>12,091</b>
<b>NET ASSETS</b>		<b>60,715</b>	<b>80,124</b>
<b>EQUITY</b>			
Retained earnings	4	60,715	80,124
<b>TOTAL EQUITY</b>		<b>60,715</b>	<b>80,124</b>

# BALANCE SHEET

## BACKPACKER OPERATORS ASSOCIATION NSW INC

### PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
<b>INCOME</b>		
Membership Fees	14,970	19,252
Functions & Sponsorship		
Income	8,140	72,667
Expenses	(10,708)	(44,524)
Total Functions & Sponsorship	(2,568)	28,143
Port Stephens Sub Committee		
Income	-	239
Expenses	-	-
Total Port Stephens Sub Committee	-	239
Byron Bay Sub Committee		
Income	-	709
Expenses	-	-
Total Byron Bay Sub Committee	-	709
Interest Received	916	889
<b>TOTAL INCOME</b>	<b>13,319</b>	<b>49,232</b>
<b>EXPENSES</b>		
AGM & Committee Meetings	1,596	2,029
Audit Fees	1,850	1,700
Bank Fees	816	719
Conferences and Training	-	-
Depreciation	70	418
Insurance	394	370
Secretariat Fees	25,338	31,088
Website	-	7,434
Printing & Photocopying & Postage	435	14
Stationery	-	-
Registration Fees	2,233	
Travel	103	
Sundry	(108)	141
	32,727	43,913
<b>Profit (Loss)</b>	<b>(19,409)</b>	<b>5,319</b>



# NOTES TO THE FINANCIAL STATEMENT

## BACKPACKER OPERATORS ASSOCIATION NSW INC

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

#### 1 Statement of Significant Accounting Policies

The committee has prepared the financial statements on the basis that the association is a non reporting entity because there are no users dependent on general purpose financial statements. The financial statements are therefore special purpose financial statements that have been prepared in order to meet the needs of members.

The financial statements have been prepared in accordance with the significant accounting policies disclosed below which the committee has determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

The financial statements have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes.

	2020 \$	2019 \$
<b>2 Bank</b>		
Cheque Account	1,061	36,316
Cash Reserve Account	21,307	5,619
Term Deposits	41,881	46,662
	<u>64,249</u>	<u>88,597</u>
<b>3 GST</b>		
GST Payable	(709)	238
GST Receivable	(660)	(340)
	<u>(1,368)</u>	<u>(102)</u>
<b>4 Retained Earnings</b>		
Retained earnings at the beginning of the financial year	80,124	74,809
Net profit (loss) attributable to members of the association	(19,409)	5,315
Retained earnings at the end of the financial year	<u>60,715</u>	<u>80,124</u>

# STATEMENT BY MEMBERS OF THE COMMITTEE

## BACKPACKER OPERATORS ASSOCIATION NSW INC

### STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report:

- 1 Presents fairly the financial position of the Backpacker Operators Association NSW Inc. as at 30 June 2020 and its performance for the year ended on that date.
- 2 At the date of this statement, there are reasonable grounds to believe that the Backpacker Operators Association NSW Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Signature: S Pearce-Marmont

Name: Samantha Pearce-Marmont - President

Date: 28-07-2020

Signature: [Signature]

Name: Sam Badans - Hon Secretary

Date: 30-07-20



# MEMBERS 2019 / 2020

<b>4WD Tours R Us</b> - Tour Operator	<b>Hostelworld</b> - Online Travel Agent
<b>790 on George</b> - Accommodation	<b>Intro Travel</b> - Tour Operator
<b>AAT Kings</b> - Tour Operator	<b>Jolly Swagman</b> - Accommodation
<b>Adventium Technology</b> - Technology	<b>Jucy</b> - Car / Van Rental
<b>AIFS</b> - Education Travel	<b>Let's Go Surfing</b> - Tour Operator
<b>AussieYou</b> - Tour Operator	<b>Mad Monkey Backpackers</b> - Accommodation
<b>Big Hostel</b> - Accommodation	<b>Stoke Beach House</b> - Accommodation
<b>Blue Mountains YHA</b> - Accommodation	<b>Mews Systems</b> - Technology
<b>Booking.com</b> - Online Travel Agent	<b>Mojo Surf</b> - Tour Operator / Accommodation
<b>Bridgeclimb Sydney</b> - Tour Operator	<b>My Dream Adventures</b> - Travel Agent
<b>Byron Bay Beach Hostel</b> - Accommodation	<b>Rasko Linen</b> - Commercial Linen
<b>Byron Bay YHA</b> - Accommodation	<b>Smart Bunks</b> - Beds / Bunks
<b>Cape Byron YHA</b> - Accommodation	<b>Sheet Shack</b> - Commercial Linen
<b>Cape Byron Kayaks</b> - Tour Operator	<b>Simplify</b> - Technology
<b>Cavalier Pest Control</b> - Pest Control	<b>Soul Surf School</b> - Tour Operator
<b>Cloudbeds</b> - Technology	<b>South Sea Cruises</b> - Tour Operator
<b>Coogee Beach House</b> - Accommodation	<b>Spaceships Rentals</b> - Van Rentals
<b>Dave's Travel Group</b> - Tour Operator	<b>Stray Australia</b> - Tour Operator
<b>Digital Signage Group</b> - Technology	<b>The Byte</b> - Media Publication
<b>Eco Treasures</b> - Tour Operator	<b>Tourism Australia</b> - Other Business
<b>Freedom Travel Group</b> - Travel Agent	<b>TPC Training</b> - Training Provider
<b>Get Lost Travel Group</b> - Tour Operator	<b>Travellers Autobarn</b> - Tour Operator
<b>Gregor Consultancy</b> - Consultant	<b>Tweed Byron Transit</b> - Transport
<b>Hero Travel</b> - Technology	<b>Ultimate Adventure Travel</b> - Tour Operator
<b>Home Backpackers</b> - Accommodation	<b>Wake Up</b> - Accommodation
<b>Hostels Australia</b> - Accommodation	<b>YHA Australia</b> - Accommodation
<b>Melalueca Surfside Backpackers</b> - Accommodation	
<b>Tourism Adventure Group</b> - Accommodation / Tour Operator	
<b>Surf Camp Australia</b> - Tour Operator / Accommodation	
<b>Summerhouse Backpackers</b> - Accommodation	



# Get the right cover for your business

As a business owner, having the right cover is essential to protect your workforce, premises and your ability to stay open if you're sued or a disaster occurs. Without it, you could risk losing everything you've worked so hard to build. But with so many options available, how can you be sure you're making the right choice?

That's where we can help. We can take the time to understand exactly what risks your business faces - and then help ensure that you're properly covered. We can even help you negotiate a better price for your policy - and support you if you need to make a claim. You can get on with your day-to-day business without the worry, knowing that your insurance is in capable hands.

**Cost-effective business insurance, without the stress.**

## 3 Ways we can help you find the right cover



### Experience

Our brokers have a deep understanding of businesses across a range of industries. We can also take the time to understand your company's specific risk profile. This means we can provide expert advice on tailoring insurance policies for your business - so you don't waste valuable time researching and comparing cover options.



### Negotiating power

As part of the Steadfast network, our brokers have the power to negotiate better prices and policy terms. We have access to exclusive Steadfast policy terms that offer broader and more comprehensive cover for our clients. We can also arrange for customised policy options, so no matter how unique your needs, we can help ensure your risks are covered. This means better protection for your business - at a more competitive price.



### Strength

Enjoy the backing of Australia's largest general insurance broker network, which manages more than 2.3 million policies for small to medium businesses. As part of the Steadfast network, we have access to policies across local and international markets - so we can help you find the cover you need, at a competitive price.



#### Allsopp Bunting Insurance

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# BOANSW

BACKPACKER OPERATORS  
ASSOCIATION NSW

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