



Members' review 2016

We're here to keep people moving





2,481,577
Members

How can we move you?

Welcome to the 2016 Members' review – our look at what we've achieved and where the NRMA is headed in the future.



Ready to go?

The NRMA is an organisation on the move. It's an exciting time to be a Member. Right now, we're taking our years of experience, combining it with innovative new thinking and applying it to achieve our one core goal – to keep you moving forward.

Your car is an important asset, and there's a lot that comes with car ownership. That's where we come in. More than just helping at the roadside, we can help you through your whole motoring journey. From finding the right car, getting finance, servicing, insurance and general motoring advice, you can rely on us to keep you moving.



Driving in Australia presents a unique set of challenges. From potholes on country roads to congestion in our cities, we are your voice ensuring the best outcomes for our whole community. And as the way we get from A to B changes – with the connected car, parking, ride sharing, multimodal transport – we'll continue to reimagine the way people move.



Steve

Roadside assistance
“After diagnosing the trouble, Steve helped me push my motorbike nearly a kilometre home in the cold. Then he set up a tow for me the next day, all with a smile on his face. Nothing was too much trouble. Thanks Steve.”

Jase - Cremorne, NSW



Car servicing

“I was in Sydney for a concert, 500kms from home when I struck trouble with my radiator. Rebecca and the two Jakes from MotorServe Marrickville were understanding, efficient and professional. They worked overtime to help get my car to the workshop, then came in early the next day to make sure it was ready.”

Deborah - Griffith, NSW



Rebecca and the two Jakes



Keiran

Thrifty

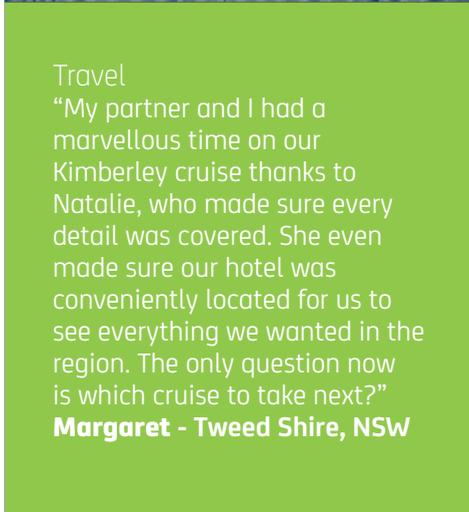
“After a disastrous Christmas Eve of missed flights and delays, Keiran at Thrifty’s Port Macquarie Airport branch saved the day. He was helpful, friendly and patient, and went out of his way to make sure we got our hire car and made it to our family Christmas reunion. We’ll definitely use Thrifty again.”

Laura - Croydon, VIC



your destination

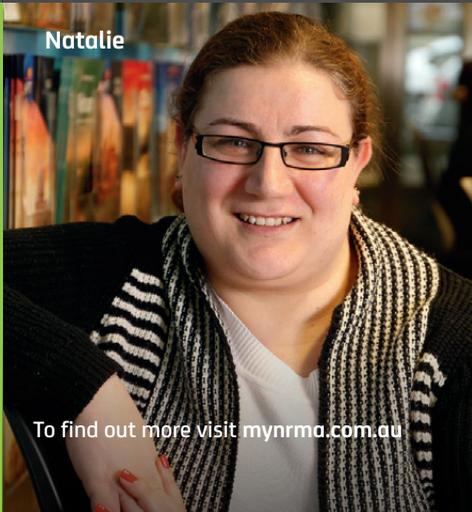
With a range of NRMA Holiday Parks and Travelodge Hotels, plus the lovely Kurrajong Hotel, we aim to reconnect Members with loved ones, local adventures, and the great Aussie road trip. We’re encouraging people to get out and about and explore what our country has to offer. By doing this, we’ll all be supporting the regional areas where so many of our Members live and work.



Travel

“My partner and I had a marvellous time on our Kimberley cruise thanks to Natalie, who made sure every detail was covered. She even made sure our hotel was conveniently located for us to see everything we wanted in the region. The only question now is which cruise to take next?”

Margaret - Tweed Shire, NSW



Natalie

To find out more visit mynrma.com.au

Working hard for our Members

It's been an exciting and challenging year. Here's a quick look at some of the ways we've helped our Members.

Members saved

\$105m



Exclusive benefits

Members get more with a range of special offers and discounts. Put your Membership to work and you could save hundreds every year.

Car servicing

Our new mobile car servicing has been a big success, so now Australia's most trusted mechanics can come to you. We've opened three new outlets, including our first country site in Wagga Wagga, employing seven locals including two apprentices. And our child restraint fit and check service keeps us at the forefront of family safety.



1.725m

roadside assistance calls for help answered

Your homes away from home

1.4m+

nights of NRMA accommodation booked

Stay with us at our Holiday Parks, Travelodge and Hotel Kurrajong Canberra. You can also get deals on flights, accommodation, cruises, packages and more.

Motoring

With over 1.7 million calls answered for help, the road is still where we help most often, and get 9 out of 10 Members back on their way, right away. Then with car insurance, batteries, auto glass and more, we help make car ownership easy. And we're not stopping there.

What are the top 5 issues at the roadside?

- Lockouts
- Cooling systems
- Car electrics
- Wheels & tyres
- Batteries

Thrifty

Being a wholly NRMA-owned business, you can unlock great savings on your car rental. Members booked over 230,000 days of rentals with Thrifty branches across Australia and New Zealand.



Thrifty grew **5.5%**

16% more



cars serviced



14%
more students

Driver training

Driver training with the NRMA is about more than just passing a test. It's about being a safer driver for life. Whether it's your Ls at any age, upskilling employees, a senior driver's assessment or just a brush up – we provide the highest standard of training across NSW and ACT. And we've recently expanded our country network to Parkes, Forbes and Orange.

Keeping our community moving

The NRMA was formed nearly a century ago to campaign for **better roads and facilities for motorists**. That core motivation still drives us today and we continue to get results through our **Advocacy, Community and Education** efforts.



Delivering transparency on fuel prices with the **my nrma app**

We're proud of our role in delivering **transparency on fuel prices** via the my nrma app. And we successfully lobbied to **reduce public transport fare increases**.

The idea to **display the speed limit on warning signs for mobile speed cameras** came from an NRMA Member on our **Speak Out forum**. We took it to the highest levels of government and saw it turned into official practice.

We hit the road with an interstate truck driver and filmed a short documentary about highway road safety. **A Truckie's View** was **watched 720,000 times** and sparked a national discussion.



A Truckie's View was watched **720,000** times

NRMA volunteers delivered over **\$100,000** worth of work across more than **40 farms** in drought stricken Lightning Ridge, and raised awareness with **706,000 views** on our video about the plight. An **Indigenous Driver Training Program** in Wagga Wagga has been a success with the help of local Members.



52,000

children reached in **road safety and pedestrian awareness campaigns**

We've helped educate children through a **touring road safety program** in schools and **pedestrian awareness campaigns** in our Holiday Parks. Young people are engaged by our **driver behaviour app**, and our series about **two parents learning to drive** has been a social media hit.

To find out more visit mynrma.com.au



7,000+
Members

attended our **Fit to Drive** forums in 22 meetings across **NSW and ACT**



Moving towards a brighter future



45%

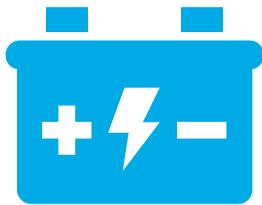
increase in website
visits on mobile



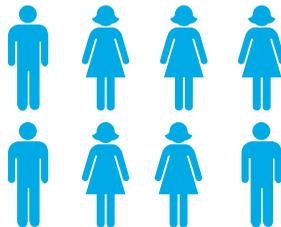
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we've doubled the number of
motor mechanic
apprentices
including 2 women

153,774



batteries
recycled



63%

women at
board level



21%

reduction
on injuries

Lost time injuries: 15
Frequency rate: 4.43



9 out of 10

Members rate their
experience with us
as great



16%

reduction
in carbon emissions
since 2010

To find out more visit our Sustainability Report at mynrma.com.au/sustainability

Financial snapshot

A fresh direction is setting a strong foundation for future growth. Our results are very pleasing, driven by strong investment income, cost reduction initiatives and better operating rhythm in all businesses.

Revenue

+4.8%
\$557.6m

Net assets

+3.6%
\$884.0m

Total
Members

+2.8%
2.482m

Profit

36.8m

before significant
one-off costs

To find out more visit our full Financial Report at mynrma.com.au/annual-reports