2026 Annual General Meeting
Chair's Address by Derek Stanwell

Welcome again everyone.

It is a pleasure to have the opportunity to present to this AGM and to take members' questions. It is a particular pleasure to welcome Mike. Mike is only 3 months in, but he's already having a big impact, and I'm excited to see what the next few years will bring.

Before I pass to Mike, there are three aspects of what we do here at the NRMA that I'd like to speak about.

The first and most natural place to start is with our core roadside assistance business. This business has been central to the life of the NRMA for most of the last 106 years, and it continues to be absolutely critical. To deliver roadside assistance so effectively, over such a large country, is a massive logistical exercise. The business depends critically on our exceptional people - our patrols, our tow teams, our country service network, and the people in our call centres.

A couple of weeks ago, the Board had the opportunity to visit our call centre at Sydney Olympic Park. We were able to listen to calls with members. It was really impressive to watch our people at work, dealing calmly and capably with all sorts of complex and challenging situations. We will continue to invest and innovate in this business so we can continue to deliver truly world class roadside assistance to members.

The second aspect of the NRMA that I'd like to touch on is some of the other businesses that we've developed, to enable us to support our members more fully. If we look back almost a hundred years, we see NRMA establishing a string of motor camps. They did this so members could enjoy affordable family holidays. Today we're doing the same thing but motor camps are now called holiday parks and we have 58 of them across Australia.

Last year, guests stayed with us for 1.4 million nights - and, importantly, members accounted for almost half of those. This business may have grown in scale over the last decade. But, like so many things we do, it's a business firmly grounded in NRMA history.

Our EV charging business has also seen significant recent growth. Last year, the network supplied enough energy to power 70 million kilometres of driving which is a staggering 76% increase on the year before. It's worth saying that it's not our business to tell members whether they should drive a petrol car or diesel car or an EV. Everyone gets to make their own choice on that.

However, we've always had a strong voice on fuel, and it's important that we have a strong voice on electrification. It's also important that we support members who do drive EVs, including in rural and regional areas where EV chargers are not widespread. Our network has now grown to 186 fast charging sites and 157 of those are in rural and regional areas.

The third aspect of the NRMA I'd like to speak about is advocacy, which has always been central to our purpose. This year we've been active on sensible safety measures for e-bikes, we've opposed the weakening of drug driving laws, and we continue to press government for increased road funding. We will always be a strong independent voice for members and we'll also work to deliver practical solutions in partnership with government and other organisations.

An example of this is driver education for young drivers in regional areas. This program provides direct, practical, and in some cases quite confronting education for young drivers. By no means do we do this by ourselves, we play our part, but it is a partnership involving many others - the Police, the Volunteer Rescue Association, Fire and Rescue NSW, the heavy vehicle industry, and local councils. It's an example of a really impactful program that works because we all see the need and we're all committed to doing something about it.

From a financial perspective, last year our business grew revenue by over 4%, which shows that members and customers are keen to engage with us. Our operating profit was also up but our profit after tax was down. We have work to do to strengthen our financial performance and that remains a priority for all of us.

Finally, I must acknowledge the sterling efforts of three directors who are coming to the end of their terms at the NRMA: Fiona, Marisa and Kate. All three have been directors for almost 12 years and have always brought to the NRMA their energy and enthusiasm and the benefit of their experience, expertise and their excellent judgement. They have represented their regions with passion and have always put members at the heart of every decision.

Fiona has been Deputy Chair of the NRMA for more than a decade and has always treated that role with great care and commitment.

So, on behalf of the board and all of us here at the NRMA, sincere thank you to Fiona, Marisa and Kate.