

2025 AGM Questions

Message	Response
<p>This question is raised under Section 6: General Business.</p> <p>In 2024, AusCycling spent \$15.48 million on salaries and consultants—representing 40.9% of total revenue and an 87% increase since 2021. During this time, membership declined 7%, insurance costs rose, net assets dropped to \$1.35 million, and the reported surplus was just \$186,885—a margin of only 0.5%.</p> <p>The Annual Report confirms AusCycling paid over \$2 million in Key Management Personnel compensation in 2024, likely covering 4–5 executives. Yet no Full-Time Equivalent (FTE) data or banded remuneration disclosures were provided, and consultant costs remain opaque.</p> <p>Who approved these internal cost increases, and how was value assessed? What measurable, club-facing outcomes were delivered from this spend? Will AusCycling commit to disclosing FTEs and publishing banded executive and consultant remuneration from 2025 onward? What accountability mechanisms exist to ensure consultants deliver outcomes aligned with member value?</p>	<p><u>Personnel Costs</u></p> <p>The 2021 Annual Report detailed personnel costs of \$14.7 million. Consultants were contained in other categories and not reported discretely.</p> <p>The 2024 total cost of Personnel and Consultants of \$15.48 million reflects increased staffing for the major events held in CY24 and additional staff employed to support the Olympic and Paralympic program (funded through increased government grants).</p> <p>The 2024 numbers also include additional Ausbike team members employed to roll out that program. This utilised previously provided Federal Government funding, not member funds. The AusBike initiative is an important part of the AusCycling strategy and aims to address the decline in children learning to ride bikes, which has a long-term effect on membership and engagement with clubs.</p> <p><u>Key Management Personnel</u></p> <p>The figure reported reflects nine (9) executive staff - banding disclosure is not required under the reporting legislation for our type of entity.</p> <p><u>Expenditure approvals / value</u></p> <p>The AusCycling Board approves the Corporate Strategy and KPIs in addition to the annual operational budget (which is based on the strategy).</p> <p>The organisation structure reflects the strategy and operational implementation and falls within the approved annual budget. The Board tracks KPIs and the associated financial forecasts. These are discussed in detail at each Board meeting and at the Finance Audit and Risk Committee meetings.</p>

	<p><u>Club Facing Outcomes:</u></p> <p>There are a number of areas within the AusCycling United Strategy2032, that support clubs. These include, but are not limited to:</p> <ul style="list-style-type: none">• The insurance program - public liability and personal accident.• Events.• Participation activity, for example the Ausbike program.• Workforce education (coaches & officials).• Athlete pathway programs and initiatives.• Membership team support.• Club / member / volunteer education initiatives.• Integrity and complaints management.• Technology systems.• State Operation teams. <p>The Annual Report provides further detail of progress in these areas, including club satisfaction score. As indicated, we continue to work to refine these initiatives to deliver better outcomes for the sport and clubs.</p>
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2025 AGM Questions

To encourage more riding at a club level can a club only licence to race be introduced. Not everyone wants to race in open events	AusCycling is currently reviewing its membership options. As part of this review, we are looking closely at how different types of members participate and how we can maximise the value-for-money of our membership, including those who only race at club level. We expect the results of this review, and any adjustments to our membership, to be released later this year.
Unfortunately, that sounds like we are being encouraged to vote for Anne Gripper. I am not comfortable with that type of pressure. We should vote for whoever we believe will do the best job. That could well be Anne.	<p>AusCycling has an independent Nominations Committee who have led this process, and it's important that we outline and explain the impact of policy changes, particularly those that affect funding. This information was provided in the AGM papers and latest Chair and CEO update.</p> <p>We are operating in an evolving environment in which government funding is dependent on achieving gender targets on our Board. If Anne is not elected, we will fall below a threshold that will mean our funding is at risk.</p> <p>Members are of course free to vote for who they wish, we just want to be clear about the impact on the sport, should we not achieve the required gender targets for the Board.</p>
I note that our insurance cover is only to Sept 2025 which is less than the 12 months cover of previous years. What are the reasons for this?	The change in date is to align the personal accident and public liability policy renewals with the other insurance policies held by the organisation as well as to move the renewal date away from peak racing season (summer) when certificates of insurance are most requested and the renewal process can be disruptive.
How are add-on memberships reported in the Membership Snapshot?	Add-on memberships were not included in this dataset.

2025 AGM Questions

From our club's perspective is that there is little support to grass roots support for growth.	AusCycling has just finished a project to segment clubs, to better understand where and how we can support. We will be building out our Club Development Strategy over the second half of the year to help support clubs further. If you require any support immediately, we recommend speaking with your State / Territory Operations Manager who can also provide direct support.
Did Auscycling push back against the threat of 50% male to female board members for continued funding considering our membership is 77% male? Shouldn't we vote for the right person for the job regardless of gender.	<p>All sports have been encouraged to address the gender imbalance on their Boards for over a decade. During this time, the statistics on gender in sports governance have not materially improved. Governments have now responded to the lack of change by attaching gender in governance requirements to future grant funding.</p> <p>There is substantial evidence that diversity on Boards results in better performance and outcomes for the organisation. We are very fortunate to have three outstanding candidates for the Board.</p>
What type of insurance claims are being paid, injury or equipment?	A significant number of claims are made under both the personal accident and public liability policies. AusCycling's insurance does not include damage to personal equipment, such as bikes however it does provide cover when cyclists cause damage to vehicles.
What data is available in relation to add-on memberships?	We can provide this data post-AGM.
We are even losing Lifestyle members to Bicycle Network because it is seen as offering better value. Has a Bicycle Network partnership been investigated?	We don't believe there is any substantial loss of membership to Bicycle Network. Our insurance offering is currently being reviewed and compared against other offerings in the market, including Bicycle Network. At a high level, the costs and benefits of our insurance offerings are very similar. The main difference between AusCycling's policy and Bicycle Network is that AusCycling provides cover for racing. This is excluded by BN.

2025 AGM Questions

Does Auscycling offer any support to small clubs (20-30 member base) for the growth of the trail network. Specifically, regarding the assistance with council negotiation, environmental assessments and impact studies?	We have resources available to assist clubs with trail management and maintenance (AusCycling Facilities Guide, Australian Mountain Bike Trial Guidelines etc) and are developing more. However, with 470 clubs we can't always do everything we might want to. We recommend you reach out to your state or territory Operations Manager to discuss how AusCycling might be able to support your club.
Can part of the decline in youth memberships be attributed to the popularity of electric throttle bikes?	We are not aware of any research or data that indicates this is a factor.
Has AusCycling truly capitalised on the success of Saya Sakakibara and her story to grow the sport especially BMX and increase female participation?	<p>Saya has featured in AusCycling activities on several occasions, both before and after her triumph in Paris. She has helped promote AusBike, has been on the cover of national magazines, was a major attraction at the BMX Racing National Championships and more.</p> <p>We look forward to continuing working with her and her management to raise the profile and brand value of both BMX Racing and the sport more broadly.</p>
Will this broadcast be available as a recording or presentation after today?	Yes, the recording will be sent out post AGM.
Our members are almost exclusively lifestyle members and do question the cost/benefit balance of membership. Given the rising costs of insurance and that that 65c of each \$1 already goes to insurance, do the Board anticipate further "one off" fee increases?	<p>We completed a membership review in 2024 and are now working on membership products - information should come out to clubs later this year.</p> <p>We do not expect any one-off fee increases in the short term. As outlined in the meeting, the recent membership increases were directly linked to the insurance premium increase. We are working hard to ensure that premiums are reduced.</p>
Concerned that the KPI for club satisfaction is only 30%. Why is that? Shouldn't we be aiming for 70%+ (as per the workforce KPI)? What is the KPI for club satisfaction for this year?	<p>Answered live by Marne.</p> <p>CSAT is an industry standard for measuring customer satisfaction. The 30.4% score indicates satisfied or very satisfied, which is up from 21.5% at the end of 2023. The other key measures relating to CSAT are 'neutral' and 'dissatisfied'. "Neutral" was 35.7%, up from 28.5% at the end of 2023. "Dissatisfied" was 33%, down from 50% at the end of 2023.</p>

2025 AGM Questions

	<p>There is no industry standard in sport at present, so AusCycling will continue to measure and report annually. Whilst there's work to do, it was pleasing to see the improvement we have over the last 12 months.</p> <p>Our targets for the end 2025: CSAT – 37%; Neutral – 39%; Dissatisfied – 24% We aim to deliver year on year increases in our CSAT score.</p> <p>With respect to the workforce score, the nature of the relationship is different, and we would expect higher employee engagement scores.</p>
The Cycling NSW issue was remarked on last year. Can we have more info about how it is being resolved?	<p>Answered live by Marne.</p> <p>This is an ongoing dispute that involves the Cycling NSW Board and others, and which has resulted in legal proceedings. AusCycling is not a party to the legal proceedings and is not involved in the dispute beyond supporting and providing advice to the Cycling NSW President and legal advisor.</p> <p>Our hope is that this matter is resolved quickly and that Cycling NSW funds will be preserved and made available to support NSW clubs as was agreed in the transition agreement.</p>
Employee expenses were \$15m for FY2024. How many FTEs do Auscycling employ?	149 employees - FTE of 136.9 (breakdown was 116 fulltime across the year and 33 Part Time)
We have seen a fall in membership numbers over the past 12 months - is it naive to assume they will not continue to fall in the next year? Doesn't that mean the budget is built on wrong assumptions?	<p>Answered live by Marne.</p> <p>The budget was developed in November 2024. We monitor the budget on a monthly basis, and we will adjust expenditure should membership revenue not meet targets.</p>
I see no budget allocation for facility development. As a mountain biking club, providing a place to ride locally is the key reason we exist, yet we have been battling Parks Victoria for over 10 years to achieve almost nothing to this point.	We currently have a project running in which we are working with Outdoors Victoria, Parks Victoria, Sport and Rec and other agencies to improve their support for MTB in Victoria. It is a challenging task, but we are hoping to make some progress and help clubs like yours in developing and managing mountain bike trails.

2025 AGM Questions

<p>Our Come & Try day we had over 60 participants and have turned almost 15 into members 🍌 mostly in the under 7 space! We used lots of community advertising.</p> <p>The Rev sports platform was a great platform to communicate to all participants.</p>	<p>It's great to hear that the Come & Try initiatives have worked for your Club.</p>
<p>As “the Performance function is solely financed by government funding, and the funds, along with any surplus are not available for ordinary operating activities” (annual report p82) what was the ordinary operating deficit for 2024?</p> <p>Did insurance expense increase by \$300,000 (as per annual report p.83) or \$200,000 (as per AR Notes p.95)</p>	<p>The \$200,000 includes a \$100,000 payment from the previous broker in settlement of a matter.</p> <p>The \$300,000 increase relates to a like-for-like comparison excluding that settlement.</p>
<p>Why can't the insurance cover be rolled over a few weeks before the current expiration date, so Clubs can get new Certificates of Currency? This would avoid the angst of Clubs scrambling at last minute to submit documents, to Council and Police etc, to obtain Permits for potentially events the next day.</p>	<p>Insurance expires at a 'point in time' and renewal occurs to ensure coverage is in place. Unfortunately, the Certificates of Currency can't be provided until the new cover is in place.</p> <p>We recognise that the timing of cover at the end of February is at a busy time, so we are now renewing at a different time of year (October) to minimise the angst.</p> <p>If you have any issues, AusCycling will work with you, Council and Police to appease any concerns – we do this every year. First point of contact would be your State / Territory Operations Manager.</p>
<p>65% of membership fees were spent on insurance. What was the rest spent on? \$8m membership subs at 65% is \$5.2m. Yet only \$4.5m is reported for insurance? Can you clarify the discrepancy?</p>	<p>The remainder was spent on delivering our organisational objectives which include membership services, events, club and community development, pathways, state operations and advocacy.</p>

2025 AGM Questions

Keen to understand more detail on the Digital Transformation program and updates on the approach and progress to replace/improve the membership platform?	The Digital team will reach out to discuss this with you. A digital roadmap has been developed and validated externally. The plan will be rolled out over the next four years with a membership platform and marketing tool the year 1 priority areas. An RFI is in market at the moment for the membership platform.
We are not getting new members in our club as a direct result of the cost for Auscycling membership, (even non racing/ social members). What other options do we have to reduce the cost for small club memberships?	Clubs provide diverse offerings – discipline, age group focus, from racing to social or a mix of both. We are currently finalising a review of membership which may assist, and the Club Development Project will focus on supporting Clubs to achieve their objectives.
What was the total number of nominations considered by the Nominations Committee in 2024?	Three (3).
The government leaves us no choice. Not happy with that concept but it is what it is, and you DID need to point it out. Thanks.	Noted.
What reimagined/ refined membership offer is being considered (annual report p12, 34)	We expect results from the membership review to be released later in the year, along with any proposed changes to membership.
What data is generated in regard to club level road/crit racing? What KPIs are monitored for club level road/crit racing?	As clubs often use different technology platforms to manage their events, we are not able to collect data for club-level racing. We can only monitor state level and above racing that occurs through our platforms. We have KPIs for growing state-level racing and above and we are currently exceeding those KPIs. We acknowledge, however, that club are under pressure to grow participation for a variety of reasons and our Club and Community Enhancement pillar is focused on helping clubs with these challenges.

2025 AGM Questions

<p>Will AusCycling publicly disclose a breakdown of the \$15.48M in personnel and consultant costs by function (e.g. AusBike, High Performance, Events, Admin)?</p> <p>Will the Board commit to introducing banded executive remuneration reporting from 2025 onward to align with best-practice transparency in grant-funded sport governance?</p>	<p>We will refer your questions to the board at their next meeting. Banded disclosure is not required under the reporting legislation for our type of entity.</p>
<p>Is Craig referring to Don Blackman's Notice of Motion or is that something different?</p>	<p>Yes, he is referring to the Notice of Motion.</p>
<p>Is there a current Org chart for Auscycling on the website?</p>	<p>No. If you need support, you are best to reach out to your State / Territory Operations Manager.</p>
<p>Could this AGM not be programmed on the Mothers Day weekend please. It is very difficult to visit parents & grandparents on the Sunday when they dont all live in the one area. Most members are in the same position so not easy to find another member to take the delegates place for the meeting.</p> <p>Thank you Betty Bathersby</p>	<p>We understand that weekends don't always suit everyone. As you may know many weekends around this time have significant events, however we'll look into this moving forward.</p>
<p>Where on the Auscycling website are the documents/slides describing Horizon 2?</p>	<p>The strategy is on the website now. Strategy AusCycling AusCycling</p>
<p>Is there a task force/ dedicated committee to assist with course access? In particular securing long term crit / road courses? Anecdotaly, there appears to be a larger focus on BMX and "pump tracks"</p>	<p>AusCycling does not have a committee specifically dedicated to facility development or access. Our team is available to support clubs where there is opportunity to progress new or upgraded facilities and we are currently working on several criterium circuit projects around the country. There is no priority focus on any particular discipline and we are support facility projects for all disciplines.</p>

2025 AGM Questions

How many full time equivalent people were employed by Auscycling at the end of the year? How many full time equivalent people were employed by Auscycling at the end of the previous year? (not addressed in annual reports). How many are anticipated to be employed ins 12 months time?	2023 - 136 2024 - 149 2025 – we will report at the end of the year; it will increase based on increased performance funding. FTE is variable from year to year based on a variety of factors. Usually, it relates to major events, one off grants, and / or high-performance funding.
Is the insurance levy instituted in 2023 now permanent?	The insurance levy will remain in place for 2025.
NSW appears to be only state to not have a representative. The role is currently filled by Nick Hannan (ACT) who is also an EGM.	Nick Hannan is undertaking aspects of the State Operations Manager role, as well as being EGM Transformation. We are currently recruiting a State Ops lead based in Sydney, who will support Nick in this role.
What are the trends in membership numbers by metropolitan/regional area? (2023 and 2024 annual report provided comparison by state)	This data is currently not available.
Wondering if AusCycling can look at improvements to TidyHQ. Also, congrats on a highly professional AGM. SKCC is keen to hear more about Horizon 2.	Thanks for the feedback, we are continuing to look at our technology platforms.
Many of AusCycling’s current commissaires are ageing, and we are seeing increasing difficulty recruiting and retaining younger officials. This poses a serious succession risk for event delivery at both national and club levels. Can the Board outline what AusCycling is doing to: Create a national pipeline for new commissaires, especially younger and more diverse entrants? Support club-level development and reduce barriers to entry for officiating roles? Recognise, retain, and resource existing commissaires to avoid burnout and attrition?	This forms part of our Horizon 2 Strategy. There are a range of activities that will support this objective, which will primarily be delivered through our Clubs and Community / Major Events teams.