

RACT ANNUAL REPORT 2024-2025





In the spirit of reconciliation, we not only acknowledge the ancient history of the Traditional Owners of Lutruwita/Tasmania, their continuing connection to family, community, and the land, sea, and waterways, but also incorporate this respect into our mission for a safer, more inclusive Tasmania.

We pay our deepest respects to those who have passed before us and acknowledge today's Tasmanian Aboriginal people, the Palawa, and their enduring connection to this island.

At RACT, we stand for a future that profoundly respects and acknowledges Aboriginal perspectives, culture, language and history. Together, we strive for a future that honours and celebrates the rich culture of the Palawa.

Contents

Guided by purpose, serving our members	4
Our people	5
Our year at a glance	6
President and GCEO report	8
Driving brighter futures	12
Elevating member voices on key issues	14
Listening to members	16
Excellence in member service	18
Being there when our members need us most	20
Products and services	22
Delivering more for our members	23
Empowering our people	24
Compliance and Risk	25
Financial commentary	26
Financial report	27
Directors' report	28
Auditor's Independence Declaration	33
Consolidated statement of profit or loss and other comprehensive income	34
Consolidated statement of financial position	35
Consolidated statement of changes in equity	36
Consolidated statement of cash flows	37
Notes to the consolidated financial statements	38
Consolidated entity disclosure statement	79
Directors' declaration	80
Independent Auditors Report	81
Club Directory	85

Guided by purpose, serving our members

Our Purpose

We're Tasmania's shoulder to lean on and voice when it matters

Our Vision

By 2030, RACT will have a valued relationship with every Tasmanian

RACT exists to serve our members. As a mutual organisation, we're owned by our members, for our members. This means everything we do is focused on their needs and interests, not profit margins. Our goal is to support our members, their families, and the communities they live in.

With a legacy spanning over 100 years and a member base of more than 220,000, we're proud to be the most trusted organisation in Tasmania.

Our Manifesto highlights our commitment to trustworthiness, integrity and empathy. We stand by our promises and make complex issues simple for our members. By putting our members at the centre of every decision and action, we're ensuring we serve and advocate for them effectively. We help our members navigate life's challenges and opportunities, providing the support they need to live fulfilling lives.





Our people



RACT employees

42% male

58% female

Number of mental health first aid trained staff increased to

160

868

voluntary learning courses completed

35

employees completed a bespoke Leadership program

232

development goals progressed

89

employees participated in self-care workshops

Our year at a glance



Corporate

\$214.5m
total operating revenue

\$334.2m
total assets

\$175.4m
net assets

153,000
members covered
by RACT Insurance

142,000
home products

153,000
motor products

132,000
members covered
by RACT Roadside



Corporate

Most trusted
Tasmanian brand

69% employee
engagement

Net promoter score **84.2**

221,400 members

425 RACT employees



Delivering for our members

Members saved more
than **\$4.1m** across our
rewards program

Over **738,631** visitors
to ract.com.au

Our branch network
supported more than
64,000 face to face
customer interactions

Approximately **347,000**
calls were answered across
the year

Over **28,739** survey
results collected and
synthesised (from members
and customers)



Shaping a safer community

4,929 students and experienced drivers engaged in road safety programs

1,104 Year 3 & 4 students over 50 sessions participated in RACT RoadSafe programs

987 Year 10-12 students participated in safe driving activities

2,469 children engaged through our road safety story time program, YIPPEE!

369 senior drivers engaged in community programs

79 suburbs engaged through our road safety programs

13,931 driver training lessons delivered

1,359 P1 assessments delivered

197 child restraints fitted



Mobility

5,490 people on average helped on the roadside each month

10,612 batteries sold and fitted



Insurance

Tasmania's only local insurance company covering **\$50bn** in Tasmanians' assets

On average more than **2,300** claims finalised per month

\$104m paid in claims

19,000 vehicle claims finalised

95% renewal rate



2024 northern windstorm

Three months of normal claims volume in 10 days

5% of insured members lodged a claim

More than **\$10m** in payments made to help community recovery.

President and GCEO report

We are pleased to present RACT's annual report for the 2024-25 financial year, which reflects our continued commitment to evolving into a resilient, member-centered organisation that delivers outstanding service to the Tasmanian community.



Alison Flakemore
PRESIDENT AND CHAIR



Mark Mugnaioni
GROUP CEO

This year has been marked by significant progress in our strategic transformation, with sustained investment in our people, services and products to ensure we continue to meet and exceed our members' expectations. Our focus on being a shoulder to lean on and voice when it matters has guided every decision and initiative throughout this period, with strong alignment between the Board's governance, oversight and organisational execution.

Listening to our members

This year saw our largest-ever member survey response, with more than 17,000 members participating. We asked about our strategy, as well as insurance, resilience and issues such as the cost of living, the environment and young people, with members providing us with more than 21,000 comments and nearly 1,000 suggestions.

This overwhelming response demonstrates the deep connection our members feel with RACT and their desire to help shape our future direction.



In July the Board endorsed the new RACT Advocacy Strategy, which focuses on three critical purpose areas that reflect the changing needs of our members and the community and where they would like RACT to support them. Three purpose pillars: Safer Journeys, Supporting Resilient Communities, and Connected Communities, will guide our advocacy and community programs.

Supporting members through challenging times

Our commitment to being there when members need us most was exemplified during the windstorm event from 27 August to 6 September 2024 - our largest claims event since the Hobart floods in 2018. With 5% of our insured members in northern Tasmania affected, we recognised this as a moment that our members would truly need a shoulder to lean on.

Our response showcased our commitment to member-centered service through the implementation of a case management model. Rather than members navigating multiple contacts, we assigned each affected member a dedicated team member who provided consistent, personalised support throughout their entire claim journey. This approach ensured members had a familiar voice to guide them during a challenging and often stressful time and will continue as the way we manage claims going forward.

This member-focused response is representative of our broader insurance business performance, which maintains a 91% renewal rate and saw us settle over \$104 million in claims throughout the financial year. These results reflect not just our operational strength, but the deep trust our members place in us when they need support most.



Innovation for tomorrow

Our technology transformation continues to deliver meaningful improvements in how our members engage with us while creating a stronger foundation for future products and services. This year's introduction of a new online portal supporting member self-service, a new finance platform and new point-of-sale systems across our branch network represents significant progress in our digital capabilities.

We have continued to prioritise the security of member and corporate information, with the Board's endorsement of comprehensive cybersecurity enhancements throughout 2024-25 financial year. The 5% reduction in our cyber insurance premiums reflects the measurable improvement in our security capabilities and our commitment to protecting member data.

The opening of our new concept store at Eastlands Shopping Centre represents an exciting evolution in our service delivery model. Designed as a connected community hub, this modern retail experience provides not only member services but also valuable community information, embodying our vision of being deeply embedded in Tasmanian communities.

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Commitment to sustainability

As we expand our digital capabilities, we remain committed to ensuring our corporate actions meet the expectations of our staff and our community. As one of Tasmania's significant employers and a trusted community institution, we recognise the important role we play in setting standards for responsible business practices.

Our commitment to corporate citizenship encompasses several key areas. We maintain strict standards around modern slavery prevention, ensuring our supply chains and business practices uphold human rights and ethical employment standards. This year we commenced a focused program to continue to reduce our broader environmental impact.

The transition of *Journeys* magazine to a digital-only format exemplifies this commitment, allowing us to deliver the same quality content - stories, tips, and updates - in a more timely, accessible, interactive, and environmentally responsible way.

Looking forward

The achievements outlined in this report reflect the dedication of our exceptional staff and the unwavering trust and support of our members. Together, we are building a safe, sustainable and prosperous future for all Tasmanians.

As we continue our journey for the next 100 years, we are confident that RACT is exceptionally well-positioned to deliver on our vision of having a valued relationship with every Tasmanian by 2030. The foundations we have built this year - stronger member engagement, enhanced digital capabilities, robust insurance performance, and clear strategic direction - will serve us well as we navigate the opportunities and challenges ahead.

From both governance and operational perspectives, we see an organisation that is thriving and evolving to meet the changing needs of our community. The strong partnership between our Board and management team ensures we maintain both strategic focus and operational excellence.



Farewell from our President

As I conclude my tenure as President and Chair of RACT in November, I reflect with immense pride on our achievements over the past four years and my broader 12-year commitment to this Board.

During this period, we have accomplished significant milestones that have strengthened RACT's position as Tasmania's largest mutual organisation. The transition to full ownership of RACT Insurance to become the state's largest and only local general insurer was a significant strategic achievement, while our focus on evolving and investing in our service model has positioned us to better serve members and customers across Tasmania. This transformation has been guided by our ambitious 2030 vision to establish a valued relationship with every Tasmanian.

The celebration of RACT's centenary has also been particularly meaningful, highlighting our deep community roots and enduring commitment to serving Tasmanians.

These achievements would not have been possible without the unwavering dedication of the fellow directors and dedicated management team and the continued trust and support of our 220,000 members and customers.

Our 420-strong workforce represents the heart of RACT, bringing diverse skills, local knowledge, and genuine commitment to serving Tasmanians across every aspect of our operations. Their professionalism, adaptability, and shared dedication to our mission



have been instrumental in driving our transformation and delivering outstanding service to our community.

I am delighted to welcome Keryn Nylander as my successor, whose extensive Board experience over the past two decades with organisations such as Bank of Us, Aurora Energy, the Tasmania JackJumpers and the Committee for Greater Hobart, is positioned perfectly to guide our next chapter.

As I step down, I do so with complete confidence that RACT is positioned on solid foundations for sustained success. It has been an extraordinary privilege to serve as your Chair and look forward to seeing what the future holds for RACT.

Alison Flakemore, outgoing President and Chair

Our 420-strong workforce represents the heart of RACT, bringing diverse skills, local knowledge, and genuine commitment to serving Tasmanians across every aspect of our operations.



Driving brighter futures

Road safety

RACT remains committed to improving road safety outcomes across Tasmania, recognising the tragic and lifelong impact of deaths and serious injuries on individuals, families, and communities. The second half of 2024-25 financial year saw a concerning increase in road deaths and serious injuries, with young Tasmanians continuing to be overrepresented in these statistics.

Youth Road Safety Project

In partnership with the Tasmanian Government, RACT is delivering an \$8 million nation-leading youth road safety education program. Following first-round funding approval in December, the project established strong momentum through a multidisciplinary Steering Committee, pictured below, comprising road safety, education, and youth experts.



Recognising the complexity of youth road safety challenges, we partnered with Queensland University of Technology to conduct a comprehensive global literature review of best-practice approaches. Extensive statewide community engagement with parents, grandparents, volunteer mentors, and professional instructors revealed that learner driver supervisors often feel unsupported – a key focus area for the program.

The project centers on genuine co-design with young Tasmanians, ensuring their voices and perspectives shape the program's development. The initiative will focus on three core areas: embedding road safety education in Years 9-12, providing enhanced support tools for parents and mentors, and solutions that address community disadvantage and diverse regional needs.

This comprehensive approach aims to create lasting positive change for all road users while specifically addressing the overrepresentation of young people in serious road incidents.

Talking youth road safety at Agfest

We were pleased to be a silver sponsor of Agfest in May at Carrick, sharing our road safety message with more than 60,000 people across three days. Our display included our road safety crash installation from our More Than a Statistic campaign to help promote conversations about youth road safety. Over 1,300 people pledged to talk about road safety with loved ones, prompted by our interactive installation, with the word MORE woven with string, representing the threads of conversations about road safety.

Building road safety knowledge needs to start when we are young. Our Passenger Power cards grew awareness of road safety and encouraged children to play a powerful role in the car. Children were invited to pick from four superpower options to aid safe travel including,

RACT remains committed to improving road safety outcomes across Tasmania, recognizing the tragic and lifelong impact of deaths and serious injuries on individuals, families, and communities.



Seatbelt Checker, Speed Supervisor, Mobile Monitor and Distraction Detector.

We'll continue to share our Passenger Power cards with the community when delivering our road safety education programs.

National Road Safety Week

National Road Safety Week (NRSW) is dedicated to raising awareness about road safety, honouring those affected by road trauma, and promoting safer habits for all road users. It's a week of education, advocacy, and collective action towards zero fatalities and injuries.

NRSW took place from Sunday 11 May to Sunday 18 May. RACT extended an invitation to the public to join us in making our roads safer for everyone. This week served as an opportunity for a call to action and a reminder for everyone to play a role in preventing road-related tragedies.

Elevating member voices on key issues

This year the Board endorsed RACT's Advocacy Strategy. The strategy outlines three Purpose Areas which will be the focus for RACT's advocacy and community work.



Safer journeys

Focuses on our traditional areas of road safety and advocating for change so that all Tasmanians have a safer journey. As a member of the Road Safety Advisory Council, we identified, advocated and provided a submission on speed management; collecting data for better decision-making including undertaking road safety surveys to inform investment; mobility issues including a submission on the Derwent River ferries; Brighton the Cambridge Freight Route and we continued to advocate for road safety cameras and infrastructure improvements.

Resilient communities

Surveys of members and the wider community have told us they are concerned about the costs and impact of weather events. We've been working with local, global and industry experts to understand and develop lasting solutions that will help our communities be more prepared. Evidence shows that the more we prepare and invest in protective measures, the more sustainable and resilient we will be.

As the state's largest and only local general insurer, RACT has significant expertise and skills in understanding Tasmanian risk. Tasmania has unique challenges compared to other Australian states; we also have some world leading expertise within the state to help us manage our risks. Over the year we engaged with local, state and federal government, private sector, and universities. This included giving presentations to the community and government stakeholders on insurance, affordability, and climate risk. We also presented to the Climate Change Forum of the Local Government Association of Tasmania (LGAT), the Disaster SMART Tasmanian Communities Briefing, Demonstration and Workshop, and at the State of GIS Seminar.

Connected communities

The third focus area comes from a consistent and clear message from members and the wider community that they would welcome support to help them have more vibrant, connected communities.

Communities that feel connected are safer, healthier and more resilient. As the state's largest mutual organisation we believe that these concerns are important and that we are in a strong position to support members and their communities. This will be a growing area of focus for us over the coming year.



Listening to members

Listening to members is core to our purpose.
It is how we ensure we are working to
deliver outcomes members need and want.

This year’s member survey had an outstanding participation rate, with more than 17,000 members responding. This generated more than 21,000 comments with nearly 1,000 ideas put forward.

We asked about a wide range of topics, with a focus on what members would most like to see from us in the future. What we heard:

- Improved road safety for all road users, especially young drivers
- Support for communities to be better prepared for extreme weather events

- Support for communities and community members to be better connected

Our surveys and other community listening and engagement programs inform our work, and we cannot over-emphasise the appreciation and value we put on our members in taking the trouble to share their thoughts, ideas and concerns. Thank you.

17,000+ members responded from these regions

4,111
Northwest

4,041
North

8,800
South



Excellence in member service

Through targeted programs, including Experience Training, we are equipping our frontline teams with additional skills and knowledge to deliver exceptional member experiences, making them more confident, capable and connected to our member's needs. We also supported frontline employees through learning programs designed to enhance product knowledge, and system proficiency. We designed and delivered targeted leadership uplift programs to strengthen internal leadership capability. By building strong, confident leaders, we are creating a more empowered frontline team, meaning members will experience faster solutions, more personalised service, and a consistently higher standard of care across every interaction.

A new in-store experience

RAC is committed to providing ongoing face-to-face service options for members. RAC was excited to open its new Eastlands Concept Store, which opened in March. The new outlet is gaining momentum, with more than 3,100 customer interactions from opening until June this year. This is compared to 1,006 interactions in the old Rosny store during same period last year.

Feedback has been that members love the refreshed look and feel of the store. As soon as people enter the store, our in-store Member Experience Specialists have been exceptional in providing the service offerings and customer experience. Our Group Operations team are in the process of rolling out a refreshed experience training to all our store locations.





Caring for vulnerable Tasmanians

In the last financial year, we completed extensive retraining for our insurance team and our operations leaders in how they interact with people who are vulnerable. This refers to people who are at risk, including from domestic violence, if they are elderly, if English isn't their first language, and/or if they are experiencing financial hardship or financial stress. We implemented these changes in response to a rise in the number of insurance cases involving vulnerable people and to respond to recent recommendations following the review of the General Insurance Code of Practice.

We have also started rolling out this training to the rest of our frontline operational staff.

We are also embarking on a journey to cross-skill our workforce, so we can offer members a broader range of services and a more meaningful experience when they interact with us at our store locations, or over the phone.



Being there when our members need us most



As Tasmania's only local insurer, we are proud to provide more than \$50bn-worth of comprehensive household coverage addressing the unique risks Tasmanians face, including bushfires, floods and storm damage.

Since RACT took 100% ownership of RACT Insurance in 2021, becoming the state's largest and only local general insurer, we have been focused on how to achieve the best outcome for Tasmanians.

For us this means not just the critically important way we serve and show up to support members when they need us most, but also supporting research and actions that have long term impacts on reducing the underlying costs driving insurance prices.

Over the last 18 months, we've collaborated with local, global, and industry experts (many based in Tasmania) to develop lasting solutions.

Local expertise

Our expertise in Tasmanian risk has enabled us to work with the broader insurance market, helping them become more informed about Tasmania's unique climate and landscape. An example of this work is the analysis of the effects of Low Pressure Systems, Cold Fronts and East Coast lows on Tasmania, where we partnered with the Bureau of Meteorology's extreme weather forecasting team to provide insurance insights supporting their analysis of extreme weather impacts. This collaboration linking weather forecasts and insurance outcomes helps make severe weather warnings more effective, not only in Tasmania but nationwide. In engaging with local experts, we are seeking to do similar work on bushfires and flood risks.



Responding to extreme weather

Being local matters. Recognising that last year's northern Tasmania storm would be significant, we deployed claims staff to northern branches to assist members with prompt claim lodgment and resolution, while sending SMS and email messages encouraging claims and highlighting our support.

Through our close relationships with our panel of builders and repairers, we alleviated pressure on northern trades, with Worsley Builders (Hobart-based) staff relocating to handle approximately 50 claims.

Innovative solutions

We partnered with CARe Auto to deliver a new approach for efficient, fast, quality outcomes for members – the first of its kind in Tasmania. This digital fast-track vehicle damage assessment sources parts and identifies potential alternatives, eliminating multiple repair site visits while reducing on-site inventory requirements. This creates savings throughout the claims process and reduces the time members are without their vehicles. CARe has also opened a Launceston location, improving member service access.

Keeping pace with new technologies
We've responded to Electric Vehicle (EV) uptake by expanding the number and types of EVs we insure. We refined how our systems categorise these vehicles' power-to-weight ratios – a fundamental vehicle safety metric – expanding EV eligibility while streamlining customer conversations and processes for vehicle reinsurance.

Products and services



Roadside assistance

We continued to focus on core business and worked hard to deliver outcomes for our members by responding to an average of 180 calls per day, with an average response time of 30 minutes in metropolitan areas and 82.5% of vehicles mobilised without the need for a tow. This not only minimises the inconvenience for our members, but also speaks to the expertise and dedication of our extensive network of nearly 70 patrols and agents.

We also completed the rollout of 'Pi Lit' safety lighting systems to all of our roadside vehicles and across our patrol contractor network, enhancing the safety of our people and our members on the roadside. We have also invested in the latest diagnostic tools and technology to better enable our patrols to diagnose and troubleshoot vehicle issues on the spot.

Driver training

We are offering more options for driving lessons, reflecting the demand for driving training particularly in regional areas that lack driver training services. Lessons are now available from all of our branches statewide.

In partnership with the Tasman Council, we undertook a successful trial of monthly lessons at Nubeena. We have also partnered with employment agency providers in the south of the state to increase community access to driving lessons. The result of these two initiatives is that they will help more young Tasmanians attain their driving licence and therefore improve their mobility so they can more easily get to and from education facilities and workplaces.

Our commitment to ensuring new drivers are ready for the road included almost 14,000 driver training lessons across the state and more than 1,350 P1 assessments. In partnership with the Tasmanian Government, we also helped vulnerable students gain the hours needed to attain their driver's licence, providing almost 2,450 driving lessons in high schools and colleges.

Delivering more for our members

AutoServe

Our AutoServe mechanical workshops in Launceston and Hobart continued to prioritise customer service and quality workmanship for mechanical repairs and vehicle servicing. We also offered comprehensive pre-purchase inspections for those considering car purchases, empowering our members to make informed and confident decisions.

Child seats

We installed almost 200 child seats during the year, reinforcing our dedication to ensuring the correct fitment of car seats. This vital service addresses the crucial issue of child safety and provides peace of mind to parents and caregivers.



Fuel partnership

In May we launched a new fuel partnership with two Tasmanian-grown businesses – Bennett's Petroleum and Bonney Energy. This reflects our commitment to provide benefits to our members and to support local businesses and the communities they serve. This partnership continues to expand, with more participating sites and more ways to save.

Car hire

We added value through new exclusive benefits with hire car companies Hertz Group and Europcar, adding to the partnership we already have with SIXT. Members can now also enjoy a seamless new digital experience that lets them search, compare, and book car hire across multiple brands in one place.

Travel insurance

We've continued to deliver more for members travelling interstate and overseas. During 2024-25 financial year, we increased the member discount on travel insurance through our partner Tokio Marine from 10% to 15%. We also helped members get more from their holidays by showcasing the range of RACT travel benefits, including discounts on travel insurance, international driving permits, and car hire.

Pet insurance

Tasmanian furry friends are in great hands with our pet insurance partnership with Pet Insurance Pty Ltd, covering dogs and cats to help keep them in optimal health. Pet insurance policyholders also have access to a range of additional benefits.





Empowering our people

We continue to invest in our most valuable asset – our people – upskilling and cross-skilling our workforce and focusing on their health and safety.

Capability development

We developed and implemented our comprehensive Capability Framework to continue our work to build a future-ready workforce to better deliver exceptional organisational performance. This framework provides a strategic foundation for enhancing future-ready capabilities across the organisation. By clearly outlining the essential skills, knowledge, and behaviour required in our employees and our desired culture, we can better achieve our strategic objectives. Through this structured approach, we are strengthening performance outcomes, while ensuring our organisation remains agile and adaptable in an evolving business landscape.

Mental health and wellbeing

We strengthened our commitment to fostering a mentally healthy workplace through several key initiatives. Following a successful pilot program, we extended our partnership with a Tasmanian-based psychology practice, providing our employees with an additional layer of mental health support that complements our existing Employee Assistance Program (EAP). We also launched our comprehensive mentally healthy workplace framework alongside a dedicated leader guide to equip our management team with the tools needed to support employee wellbeing. Our commitment extends beyond our organisation through active support of community-based mental health initiatives, while we continue to expand access to Mental Health First Aid training for the RACT workforce.

Compliance and Risk

RACT's Compliance and Risk division has continued to strengthen our operational risk and regulatory positioning throughout the 2025 financial year. As we advance towards our 2030 Vision, our commitment to robust risk management and compliance remains paramount.

Strengthening regulatory foundations

The 2024-25 financial year marked a significant milestone with the implementation of Australian Prudential Regulatory Authority's Operational Risk standard, enhancing our operational resilience and risk management capabilities. Our team has proactively navigated an evolving regulatory landscape, including preparation for the upcoming General Insurance Code of Practice changes and responses to Government inquiry recommendations, ensuring RACT remains ahead of regulatory expectations.

Building integrated risk culture

We've embedded a comprehensive 'three lines of defence' model, supported by an integrated compliance and risk management system. This approach has strengthened risk ownership throughout RACT, while providing enhanced visibility and control over our risk profile.

Protecting what matters most

Through enhanced business continuity planning, information security frameworks, and operational resilience measures, we've reinforced our ability to protect member data and maintain critical service during disruptions.

Preparing for tomorrow's challenges

As we look toward our 2030 Vision of having a valued relationship with every Tasmanian, our Compliance and Risk function is actively preparing for emerging challenges including environmental, social, and governance (ESG) compliance changes, AI governance, and evolving customer protection standards. This forward-thinking approach ensures RACT can continue to serve as Tasmania's trusted shoulder to lean on, today and into the future.



Financial commentary

For the 2024-25 financial year

Financial performance

The Group continued providing services to members in its core insurance and mobility products and its strategy of developing its membership model with replacement and upgrades to its technology and member facing services.

FY25 saw continued growth, with operating revenue increasing by 14% to \$214.5m, and total income growth to \$224.1m. Insurance was the major contributor, with revenue of \$187.6m, driven by growth in the number of policies. This was offset by an increase of 29% in the underlying costs of claims. Operating revenue for roadside and motor services, including driver training, increased by 5% to \$26.8m.

Underlying net profit after tax for the year was \$6.8m, with a one-off fair value gain on investment increasing it to \$9.1m, up from FY24's \$6.3m.

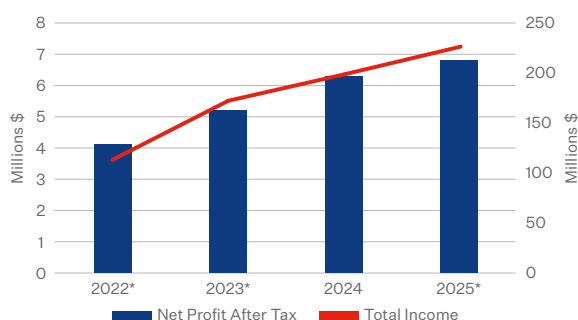
Continued high cash rates and strong share market performance increased returns on investment portfolios to \$7.0m, up from FY24's \$5.8m.

Financial position

FY25 gross assets increased to \$334.2m, up from \$319.2m from FY24. This was driven by the underlying growth in insurance, while net assets grew to \$175.4m, a 3% increase on FY24, and borrowings remained unchanged at \$51.5m.

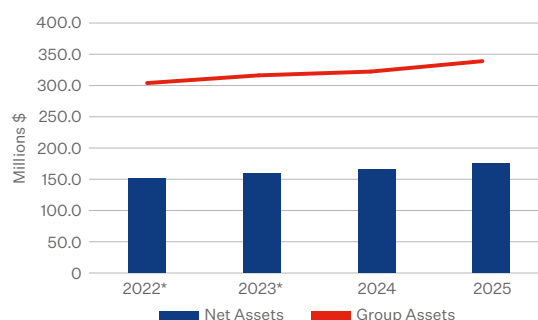
The major asset continues to be the insurance business, which has in-excess of \$100m of policyholder and shareholder funds available to meet insurance contract liabilities.

Financial Performance



* Revenue and Net Profit After Tax excludes the fair value adjustment recognised on receiving an updated valuation of an equity holding in 2025 and on the acquisition of the Insurance entity in the 2022 financial year. The Group adopted AASB 17 Insurance Contracts from 1 July 2023 and has restated the 2023 comparative year.

Financial Position



* The Group adopted AASB 17 Insurance Contracts from 1 July 2023 and has restated the 2022 and 2023 comparative years.

Financial report

Directors' report	28
Auditor's Independence Declaration	33
Consolidated statement of profit or loss and other comprehensive income	34
Consolidated statement of financial position	35
Consolidated statement of changes in equity	36
Consolidated statement of cash flows	37
Notes to the consolidated financial statements	38
Consolidated entity disclosure statement	79
Directors' declaration	80
Independent Auditors Report	81



Directors' report

The directors present their report together with the consolidated financial statements of the Group, comprising The Royal Automobile Club of Tasmania Limited ('RACT' or the 'Company') and its subsidiaries for the financial year ended 30 June 2025 and the auditor's report thereon.

1. Directors

The names of the directors during and since the end of the financial year are:

Mrs A J Flakemore (President)
Ms K L Nylander (Vice President)
Mr A M Coleman
Mr R P Doedens (to 15 November 2024)
Mr C A Ellis (from 15 November 2024)
Mr I A Gillespie
Mr M C Grey
Mr P A W Kolkert
Mr A S McKenzie
Ms J A L Richardson

Directors are all members in accordance with the Constitution. Directors' qualifications and experience are provided in section 15 of this report.



Mrs A J Flakemore



Ms K L Nylander



Mr A M Coleman



Mr R P Doedens



Mr C A Ellis



Mr I A Gillespie



Mr M C Grey



Mr P A W Kolkert



Mr A S McKenzie



Ms J A L Richardson

2. Company Secretary

Mr S Lester B.Com, CA, MAppFinInv was appointed to the position of Company Secretary in December 2023. Mr Lester also holds the role of Chief Financial Officer of RACT and Director of RACT Autoserve Pty Ltd, and is a member of CA, FINSIA, ARPI, TIA(Aff). Mr Lester has previously held senior roles within RACT, including Executive Officer, and Chief Risk Officer, and externally as Director, Huon Aquaculture Limited, Board Member, CatholicCare Tasmania, and Partner, Deloitte.

Mr M Hopster is the Assistant Company Secretary.

3. Principal activities and objectives

The principal activities of the Group are to advance the interests of, and advocate on behalf of, its members in regard to any matter that is determined to be relevant to members and the Group, and act as a roadside assistance provider, general insurance distributor, and a general insurance underwriter.

RACT's objectives, strategies, and measures of performance are included within annual report pages 4 - 26.

4. Financial results of the Group

The Group's profit for the year was \$9.136 million (2024, \$6.282 million) and total comprehensive income for the year ended 30 June 2025 was \$9.570 million (2024, \$5.471 million).

5. Review of operations

A review of operations is included in annual report pages 4 - 26.

6. Significant changes in state of affairs

There were no significant changes in the state of affairs of the Group for the year ended 30 June 2025.

7. Future developments

Disclosure of information regarding likely developments in the operations of the Group in future financial years and the expected results of those operations is likely to result in unreasonable prejudice to the Group. Except as disclosed in subsequent events below, this information has not been included in this report.

Directors' report

8. Meeting of Directors

The Board generally meets monthly, with additional meetings being arranged when required. The monthly meetings are split between formal Board meetings, education sessions and strategic workshops. Only the attendance at the formal Board meetings are recorded in the table below.

As at the date of this report, the Company had the following Committees to support the RACT Board, each of which has a clear operating charter and reports to the Board on a regular basis:

- Audit Committee
- Risk Committee
- Governance, Remuneration & Nomination Committee
- Transformation Committee

In addition, temporary Committees are formed by the Board as and when required. In the year ended 30 June 2025, this included a Committee to assess the skills, experience, and suitability of candidates in relation to nominations for election to the RACT Board (met three times in the year ended 30 June 2025, excluding candidate interviews). The members of the permanent Committees listed above and the number of times they met during the year can be found in the table below.

During the year there was ongoing scrutiny of the RACT's processes and procedures through the outsourced external assurance program. The Board regularly undertakes a review of its performance and that of its Committees to ensure its responsibilities are being carried out in the best possible manner. The Board periodically engages the assistance of external consultants to facilitate formal Board performance reviews.

An extensive system of documented and controlled policies and procedures is in place throughout RACT, including risk management, disaster recovery, fraud assessment, and business continuity. Since the completion of the acquisition of RACT Insurance on 30 November 2021 the governance structures and processes of RACT and RACT Insurance have been increasingly aligned with policy frameworks being combined into a single group-wide framework wherever regulations allow. The Boards of the two companies hold joint meetings, including strategic and education sessions, to assist in alignment and the transfer of knowledge and information. RACT's Board committees incorporate joint sessions with the equivalent committee's of RACT Insurance within their quarterly agendas.

Information about the RACT Board and its Committees, the RACT Constitution and By-Laws, the RACT Board Charter, and a full Corporate Governance Statement can be found on the RACT Website (www.ract.com.au).

During the financial year, 32 meetings of directors (including committees but excluding informal workshops) were held. The number of meetings attended by each director during the year is disclosed in the following table.

Board / Committee	Board	Transformation	Governance, Remuneration & Nomination	Audit	Risk
Total meetings held during 2024/2025	8	11	5	4	4
Director					
Mrs A J Flakemore (President)	8	*	5	4	4
Ms K L Nylander (Vice President)	7	*	5	*	*
Mr A M Coleman^	7	*	*	4	4
Mr R P Doedens (to 15 November 2025)	4 (out of 4)	*	*	2 (out of 2)	2 (out of 2)
Mr C A Ellis^ (from 15 November 2024)	4 (out of 4)	*	*	2 (out of 2)	2 (out of 2)
Mr I A Gillespie^	8	*	5	*	*
Mr M C Grey	8	10	*	2 (out of 2)	2 (out of 2)
Mr P A W Kolkert	8	*	5	2 (out of 2)	2 (out of 2)
Mr A S McKenzie	8	11	*	*	*
Ms J A L Richardson	8	9	*	*	*

* Director is not a member of this Committee.

^ Board-appointed directors

Directors' report

9. Subsequent events

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material or unusual nature likely, in the opinion of the directors of the Company, to affect significantly the operations of the Group, the results of those operations, or the state of affairs of the Group in future financial years.

10. Indemnity of officers and auditors

During the financial year, the Company paid a premium in respect of a contract insuring the directors of the Company (as named above), the directors and secretaries of RACT Insurance Pty Ltd and all other executive officers of the Company and of any related body corporate, against a liability incurred by such a director, secretary, or executive officer, to the extent permitted by the *Corporations Act 2001*. The contract of insurance prohibits disclosure of the nature of the liability and the amount of the premium. In addition, deeds of indemnity are in place between the Company and the aforementioned directors, secretaries and executive officers in accordance with the Company's Constitution.

The Company has not otherwise, during or since the financial year, indemnified or agreed to indemnify any other officer or auditor of the Company or of any related body corporate against a liability incurred by such an officer or auditor.

11. Corporate governance

The Group is committed to conducting its affairs consistent with the highest standards of corporate governance. The Board supports the Corporate Governance Principles and Recommendations as amended and published by the ASX Corporate Governance Council as those principles and recommendations apply to a non-listed entity such as the Group and the Co-operative Mutual Enterprise Governance Principles as they apply to the Company.

As at the date of this report, the RACT Board comprises nine non-executive directors. RACT's Constitution requires the composition of the Board to be six member-elected directors and up to three Board-appointed directors. The Board is responsible for setting and reviewing the strategic direction of RACT and monitoring the implementation of that strategy. The Board is also responsible for the management and control of the affairs of the organisation in accordance with the Company's Constitution, statutory and compliance obligations. In particular, the Board:

- Promotes ethical and responsible decision-making.
- Ensures compliance with laws, regulations and all appropriate accounting standards.
- Establishes long term business goals and approves strategic plans to achieve those goals.
- Approves the annual operating budget.
- Monitors the operating and financial performance of the Group.
- Monitors risk management and internal compliance and control.
- Approves and monitors major capital expenditure programs.
- Arranges the employment of the GCEO and ensures a clear relationship between performance and executive remuneration.
- Manages appropriate succession planning and renewal of the Board.
- Represents members in line with RACT's constituted purpose and ensures that the members are fully informed of material developments.

The GCEO is responsible for the day-to-day management of the Group with all powers, discretions and delegations authorised, from time to time, by the Board. The GCEO leads the executive leadership team, which meets regularly to review and report on the Group's business activities including operations, financial and investment performance, and strategic direction.

All directors have the right to seek independent legal and accounting advice (at the Company's expense) concerning any aspect of the Company's operations or undertakings.

Directors' report

12. Ownership

RAC T is incorporated under the Corporations Act 2001 as a company limited by the guarantee of the members. If the Company is wound up, its Constitution states that each subscribing member may be required to contribute up to \$2. As at 30 June 2025, the number of eligible members was 132,296, resulting in a total contribution of \$264,592 upon winding up.

13. Auditor's independence declaration

The lead auditor's independence declaration is set out on page 33 and forms part of the directors' report for the year ended 30 June 2025.

14. Rounding off

The Group is of a kind referred to in *ASIC Corporations (Rounding in Financial/Directors' Reports) Instrument 2016/191*, and in accordance with that Instrument, amounts in the directors' report have been rounded off to the nearest thousand dollars, unless otherwise stated.

Directors' report

15. Directors' qualifications and experience

Mrs A J Flakemore

B.Com (Hons), FCA, RCA, FAICD, PMIIA CIA
Chartered Accountant and Company Director
Senior Partner - Audit & Assurance, Crowe
National Council Member, Australian Automobile Association

Ms K L Nylander

BA
Company Director
Principal, Nylander Consulting Pty Ltd
Director, Aurora Energy
Director, RACT Insurance Pty Ltd
Director, Tempus Village Management Pty Ltd
Director, KLN Tasmania Pty Ltd

Mr A M Coleman

BA, MBA, Hon D.Bus (Macq), FIAA, CERA, FAICD
Actuary and Company Director
Director, RACT Insurance Pty Ltd
Director, Munich Re Insurance (Australia and NZ)
Director, Greenpeace Australia Pacific Ltd

Mr R P Doedens (to 15 November 2024)

B.Com (Acc) FCPA, GAICD
Executive Officer and Company Director
Executive Officer, Supported Affordable Accommodation Trust
Director, RACT Insurance Pty Ltd (to 15 November 2024)
Director, Crime Stoppers Tasmania

Mr C A Ellis (from 15 November 2024)

B.Com (Econ), ACA
Company Director
Director, Income Insurance Ltd

Mr I A Gillespie

AM, FAICD, FAIM, FCEOI
Company Director
Chair, RACT Insurance Pty Ltd
Director & Trustee, International Road Assessment Programme
Chair, Motorsport Risk & Safety Committee, Motorsport Australia
Director, Racing Together, Indigenous Australian Motorsport Program

Mr M C Grey

BA, CS, GDACG, FCPA, FAICD
Company Director
Director, St Giles Disability Services
Director, The Public Trustee Tasmania
Chair, General Practice Registrars Australia
Member, RSL Queensland Audit & Risk Committee

Mr P A W Kolkert

FAICD
Executive and Company Director
Executive Director & Secretary, Ditech Holdings Pty Ltd
Director, RACT Insurance Pty Ltd
Director & Secretary of DPJ (TAS) Properties Pty Ltd
Director, Glass Wall Labs Pty Ltd
Director & Secretary, 39 Sandy Bay Road Pty Ltd
Director, Treklok Pty Ltd

Mr A S McKenzie

BA LLB (Hons), GDLP
Legal Practitioner and Company Director
Director, McLean McKenzie & Topfer
Board Member, Tasmanian Community Fund (to 31 December 2024)
Chair, Tasmanian Rugby Union Judiciary
Member, Basketball Tasmania Judiciary

Ms J A L Richardson

JP, MBA, FAICD, FGIA, CAHRI
Company Director
Director, OneCare Ltd (from November 2024)
Panel Member, Local Gov Code of Conduct Panel

This director's report is made out in accordance with a resolution of the directors, this 30th day of September, 2025.

A J Flakemore
Director

A M Coleman
Director

Auditor's Independence Declaration



Lead Auditor's Independence Declaration under Section 307C of the Corporations Act 2001

To the Directors of The Royal Automobile Club of Tasmania Limited

I declare that, to the best of my knowledge and belief, in relation to the audit of The Royal Automobile Club of Tasmania Limited for the financial year ended 30 June 2025 there have been:

- i. no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

A stylized signature of the KPMG logo, where the letters are connected and written in a cursive-like font.

KPMG

A handwritten signature in cursive script, appearing to read 'Tracey Barker'.

Tracey Barker

Partner

Brisbane

30 September 2025

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Consolidated statement of profit or loss and other comprehensive income

FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$'000	2024 \$'000
Insurance revenue	2, 16.1	187,621	162,788
Insurance service expenses	3, 16.1	(120,970)	(94,235)
Allocation of reinsurance premiums	16.2	(22,968)	(22,222)
Amounts recoverable from reinsurers for incurred claims	16.2	6,128	974
Insurance service result		49,811	47,305
Revenue from contracts with members and customers	2	26,833	25,580
Investment income	6	9,366	5,833
Other income		2,543	2,860
Other employee benefits	3	(37,276)	(35,027)
Other operating expenses	3	(35,834)	(32,857)
Interest expense		(3,242)	(3,464)
Share of profit of equity-accounted investees, net of tax	7	139	90
Net finance expense from insurance contracts	16.1	(19)	(10)
Net finance (expense) / income from reinsurance contracts	16.2	(14)	7
Profit before income tax		12,307	10,317
Income tax expense	4	(3,171)	(4,035)
Profit for the year		9,136	6,282
Other comprehensive income			
<i>Items that will not be reclassified to profit or loss:</i>			
Fair value revaluation / (devaluation) of land and buildings, net of tax		434	(811)
Total other comprehensive income		434	(811)
Total comprehensive income for the year		9,570	5,471

The above consolidated statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes.

Consolidated statement of financial position

AS AT 30 JUNE 2025

	Note	2025 \$'000	2024 \$'000
Current assets			
Cash and cash equivalents	19.1	9,296	16,702
Trade and other receivables	5	5,847	5,410
Investments	6	126,594	101,703
Reinsurance contract assets	16	1,027	-
Other assets	10	1,670	2,999
Total current assets		144,434	126,814
Non-current assets			
Investments	6	8,184	9,286
Investment in associates	7	273	254
Property, plant and equipment	11	27,420	26,600
Right-of-use lease assets	12	3,673	3,001
Reinsurance contract assets	16	302	105
Intangible assets	8	16,060	18,898
Goodwill	9	127,833	127,833
Deferred tax asset	4	6,001	6,511
Total non current assets		189,746	192,488
Total assets		334,180	319,302
Current liabilities			
Payables	13	6,142	6,406
Current tax liability	4	238	1,198
Lease liabilities	12	1,084	960
Insurance contract liabilities	16	65,260	57,767
Reinsurance contract liabilities	16	-	1,850
Customer contract liabilities	2	13,986	12,184
Provisions	14	5,699	5,785
Total current liabilities		92,409	86,150
Non-current liabilities			
Borrowings	15	51,500	51,500
Provisions	14	1,275	760
Lease liabilities	12	2,803	2,233
Insurance contract liabilities	16	4,339	4,206
Customer contract liabilities	2	27	28
Deferred tax liability	4	6,430	8,598
Total non current liabilities		66,374	67,325
Total liabilities		158,783	153,475
Net assets		175,397	165,827
Equity			
Retained earnings		165,938	156,802
Reserves		9,459	9,025
Total equity		175,397	165,827

The above consolidated statement of financial position should be read in conjunction with the accompanying notes.

Consolidated statement of changes in equity

FOR THE YEAR ENDED 30 JUNE 2025

	Note	Asset revaluation reserve \$'000	Retained earnings \$'000	Total equity \$'000
Balance at 1 July 2023		9,836	150,520	160,356
Total comprehensive income for the year				
Profit for the year		-	6,282	6,282
Other comprehensive income				
Revaluation of land and buildings, net of tax		(811)	-	(811)
Total comprehensive income for the year		(811)	6,282	5,471
Balance at 30 June 2024		9,025	156,802	165,827
Balance at 1 July 2024		9,025	156,802	165,827
Total comprehensive income for the year				
Profit for the year		-	9,136	9,136
Other comprehensive income				
Revaluation of land and buildings, net of tax		434	-	434
Total comprehensive income for the year		434	9,136	9,570
Balance at 30 June 2025		9,459	165,938	175,397

The above consolidated statement of changes in equity should be read in conjunction with the accompanying notes.

Consolidated statement of cash flows

FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$'000	2024 \$'000
Cash flows from operating activities			
Insurance premiums received		191,311	164,815
Receipts from customers		36,465	34,049
Claims and other insurance services expenses paid		(104,742)	(88,490)
Payments made to employees and suppliers		(71,770)	(71,249)
Other insurance services expenses paid		-	64
Reinsurance recoveries received		4,569	3,746
Reinsurance premiums paid		(24,497)	(21,152)
Interest paid		(3,242)	(3,464)
Interest received		480	703
Insurance acquisition costs paid		(12,311)	(4,778)
Dividends and distributions received		-	87
Income tax paid / (refunded)		(5,976)	(1,782)
Net cash from operating activities	19	10,287	12,549
Cash flows from investing activities			
Payments for property, plant and equipment, and software		(1,759)	(1,091)
Proceeds from sale of property, plant and equipment		11	357
Proceeds from the sale or maturity of investments		8,601	7,540
Payments for purchase of investments		(23,500)	(16,856)
Dividends received		120	150
Net cash used in investing activities		(16,527)	(9,900)
Cash flows from financing activities			
Payment of principal portion of lease liabilities		(1,166)	(1,078)
Net cash used in financing activities		(1,166)	(1,078)
Net increase/(decrease) in cash held		(7,406)	1,571
Cash and cash equivalents at the beginning of the year		16,702	15,131
Cash and cash equivalents at the end of the year	19	9,296	16,702

The above consolidated statement of cash flows should be read in conjunction with the accompanying notes.

Notes to the consolidated financial statements

1. Reporting overview

Reporting entity

The Royal Automobile Club of Tasmania Limited ('RACT' or the 'Company') is a company limited by guarantee domiciled and incorporated in Australia. The Company's registered office is 179-191 Murray Street, Hobart, Tasmania, 7000.

The consolidated financial statements comprise the Company and its subsidiaries (together referred to as 'RACT Group' or the 'Group') and were authorised for issue by the Board of Directors on 30 September 2025. The Group is a for-profit entity for the purposes of preparing the financial statements. The Group's principal activities during the financial year were the provision of assistance, insurance, and services to members.

Statement of compliance

The consolidated financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (including Australian Interpretations) adopted by the Australian Accounting Standards Board and the *Corporations Act 2001*. The consolidated financial statements comply with International Financial Reporting Standards and Interpretations issued by the International Accounting Standards Board.

Material accounting policies have been included in the relevant note to which the policies relate. The accounting policies have been applied consistently to all periods presented in these consolidated financial statements, except as otherwise disclosed in this note.

Certain comparative amounts have been restated in the consolidated statement of profit or loss and other comprehensive income to align with the current year presentation. These were not material and did not impact the profit or other comprehensive income for the year.

Basis of preparation

The consolidated financial statements are presented in Australian dollars, which is the Group's functional currency. The financial statements have been prepared on the basis of historical cost, unless the application of fair value measurement is required by the relevant accounting standards.

The Group is of a kind referred to in *ASIC Corporations (Rounding in Financial/Directors' Reports) Instrument 2016/191* and in accordance with that instrument, amounts in the consolidated financial statements have been rounded off to the nearest thousand dollars, unless otherwise stated.

Critical accounting judgements and estimates

In preparing these consolidated financial statements, management has made judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances. Estimates and underlying assumptions are reviewed on an ongoing basis. Where revisions are made to accounting estimates, any financial impact is recognised in the period in which the estimate is revised, and any future periods where relevant.

The following are the critical judgements and key sources of estimation uncertainty applied in the Group's accounting policies that have the most significant effect on the amounts recognised in the financial statements:

	Note
Determination of fair values of investments	6
Intangible assets - initial measurement, impairment testing, and useful life	8
Impairment assessment of cash generating units containing goodwill.	9
Valuation of property	11
Estimation of useful lives	11
Measurement of insurance and reinsurance contracts	16

Notes to the consolidated financial statements

1. Reporting overview (continued)

Changes in material accounting policies

The Group has adopted AASB 2020-1 *Classification of Liabilities as Current or Non-current* and AASB 2022-6 *Non-current Liabilities with Covenants* from 1 July 2024. The Standards make amendments to AASB 101 *Presentation of Financial Statements* and AASB Practice Statement 2 *Making Materiality Judgements*. The amendments apply retrospectively. They clarify certain requirements for determining whether a liability should be classified as current or non-current and require new disclosures for non-current loan liabilities that are subject to covenants within 12 months after the reporting period.

As disclosed in note 15, the Group has a secured bank loan that is subject to specific covenants. Under the changes, the Group only considers the loan covenants on or before the reporting date when determining the classification of the loan as current or non-current. There is no retrospective impact on the comparative consolidated statement of financial position.

Accounting standards issued but not yet effective

A number of new accounting standards are effective for annual periods beginning after 1 July 2025 and earlier application is permitted. However, the Group has not early adopted any new or amended accounting standards in preparing these consolidated financial statements. Those standards expected to have a material impact to the Group's accounting policies are detailed below.

AASB 18 *Presentation and Disclosure in Financial Statements* will replace AASB 101 *Presentation of Financial Statements* for the Group's annual reporting period beginning 1 July 2027. The standard establishes key presentation and disclosure requirements, including newly defined sub totals in the consolidated statement of profit or loss and other comprehensive income, the disclosure of management defined performance measures, and enhanced requirements for grouping information.

Notes to the consolidated financial statements

2. Revenue

2.1. Revenue streams

		2025 \$'000	2024 \$'000
Insurance contracts measured under the Premium Allocation Approach (PAA)	16	187,621	162,788
Subscriptions		21,966	20,784
Motoring services		4,867	4,796
Total operating revenue		214,454	188,368
Represented by:			
Insurance revenue		187,621	162,788
Revenue from contracts with members and customers		26,833	25,580
Total operating revenue		214,454	188,368
Timing of revenue recognition			
At a point in time		4,867	4,796
Over time		209,587	183,572
Total		214,454	188,368

Revenue recognition

Insurance revenue from contracts measured under the PAA is recognised as revenue on a straight line basis, based on the passage of time over the insurance coverage period, which is considered to closely approximate the pattern of risks underwritten.

Revenue from subscriptions is recognised evenly over the subscription term, which is usually one year. The Group recognises the unearned portion of membership subscriptions as customer contract liabilities on the Statement of Financial Position.

All other revenue from contracts with members and customers is recognised at a point in time.

2.2. Member and customer contract liabilities

	2025 \$'000	2024 \$'000
Unearned membership subscriptions	11,710	11,193
Unearned motoring services revenue	682	681
Other unearned revenue	1,621	338
Total member and customer contract liabilities	14,013	12,211
Current	13,986	12,183
Non Current	27	28
Total member and customer contract liabilities	14,013	12,211
Revenue recognised in the current year that was included in member and customer contract liabilities at the beginning of the year		
Unearned membership subscriptions	11,162	10,522
Unearned motoring services revenue	316	326
Other unearned revenue	115	40
Total	11,593	10,888

Notes to the consolidated financial statements

3. Expenses

3.1. Operating expenses

Insurance claims and benefits
Employee benefits
Contractor costs
Technology costs
Professional and consultancy costs
Advertising and marketing costs
Depreciation and amortisation expense
Other expenses
Total operating expenses

Represented by:

Insurance service expenses
Other employee benefits
Other operating expenses
Total operating expenses

2025 \$'000	2024 \$'000
99,696	75,844
55,076	48,466
8,255	6,678
9,595	8,792
4,516	5,228
3,053	3,172
5,603	5,934
8,286	8,005
194,080	162,119
120,970	94,235
37,276	35,027
35,834	32,857
194,080	162,119

3.2. Employee benefits

Salaries, wages, and other employee expenses
Defined contribution superannuation expense
Total employee benefits

2025 \$'000	2024 \$'000
49,941	44,247
5,135	4,218
55,076	48,465

4. Income tax

4.1. Income tax expense

The components of tax expense comprise:

Current tax expense
Deferred tax
Under/(over) provision from previous years
Total

2025 \$'000	2024 \$'000
4,815	1,968
(1,608)	2,015
(36)	52
3,171	4,035

Notes to the consolidated financial statements

4. Income tax (continued)

4.2. Numerical reconciliation of income tax expense to prima facie tax payable

	2025 \$'000	2024 \$'000
Prima facie tax on profit before income tax at 30% (2024:30%)	3,691	3,096
Add tax effect of:		
Mutual (profits)/loss	416	829
Non deductible expenses	(871)	21
Tax credits	(51)	(37)
Under/(over) provision from previous years	(14)	126
Total	3,171	4,035

4.3. Deferred tax recognised directly in other comprehensive income

	2025 \$'000	2024 \$'000
Relating to revaluation of property	187	(347)
Total	187	(347)

Notes to the consolidated financial statements

4. Income tax (continued)

4.4. Current and deferred tax balances

	2025 \$'000	2024 \$'000
Assets		
Deferred tax asset	6,001	6,511
Total	6,001	6,511
Liabilities		
Current tax liability	238	1,198
Deferred tax liability	6,430	8,598
Total	6,668	9,796
<i>Taxable and deductible temporary differences arise from the following:</i>		
Amounts recognised in profit or loss		
Property, plant and equipment	2,427	(1,256)
Investments	(903)	(927)
Payables	-	-
Provisions	2,680	3,199
Other assets	43	(20)
Receivables	-	-
Equity accounted investments	-	-
Insurance liabilities	-	-
Intangibles	(4,742)	(3,170)
Right of use assets	66	87
Net deferred tax liabilities	(429)	(2,087)
Movements		
Opening balance	(2,087)	(387)
Under/(over) provision from prior year	237	(32)
Credited to income statement	1,608	(2,015)
Debited to equity	(187)	347
Closing balance	(429)	(2,087)

Tax consolidation

The Company and all its wholly-owned Australian resident entities are part of a tax consolidated group under Australian taxation law. The Royal Automobile Club of Tasmania Limited is the head entity in the tax-consolidated group. Tax expense/income, deferred tax liabilities and deferred tax assets arising from temporary differences of the members of the tax-consolidated group are recognised in the separate financial statements of the members of the tax-consolidated group using the 'stand alone taxpayer within group' approach. Current tax liabilities and assets and deferred tax assets arising from unused tax losses and tax credits of the members of the tax-consolidated group are recognised by the Company (as head entity in the tax-consolidated group).

Due to the existence of a tax funding arrangement between the entities in the tax-consolidated group, amounts are recognised as payable to or receivable by the Company and each member of the group in relation to the tax contribution amounts paid or payable between the parent entity and the other members of the tax-consolidated group in accordance with the arrangement. Where the tax contribution amount recognised by each member of the tax-consolidated group for a particular period is different to the aggregate of the current tax liability or asset and any deferred tax asset arising from unused tax losses and tax credits in respect of that period, the difference is recognised as a contribution from (or distribution to) equity participants.

Notes to the consolidated financial statements

5. Trade and other receivables

Trade receivables and sundry debtors
Allowance for expected credit loss
Total trade and other receivables

2025 \$'000	2024 \$'000
5,959	5,484
(112)	(74)
5,847	5,410

6. Investments

Investment Income

Interest income on financial assets held at amortised cost
Net gains/(losses) on financial assets at fair value through profit or loss
Dividend and trust distribution income

Total investment income

2025 \$'000	2024 \$'000
4,658	4,159
3,553	820
1,155	855
9,366	5,834

Investments

Financial assets measured at fair value through profit or loss

Unit trusts

Equities

Financial assets measured at amortised cost

Floating interest rate investments

Fixed Interest rate investments

Total investments

Current

Non-current

Total investments

27,391	23,996
3,059	698
55,084	34,753
49,244	51,542
134,778	110,989
126,594	101,703
8,184	9,286
134,778	110,989

The three-level fair value hierarchy is presented in note 17, financial instruments.

Recognition and initial measurement of financial assets

The Group recognises deposits with financial institutions on the date on which they are originated. All other financial instruments (including bonds, equities and cash management trusts) are recognised on the trade date, which is the date on which the Group becomes a party to the contractual provisions of the instrument.

Classification and subsequent measurement of financial assets

The Group assesses the objective of the business model in which a financial asset is held for each portfolio of financial assets because this best reflects the way that the business is managed and information is provided to management.

Portfolios of financial assets that are managed and whose performance is evaluated on a fair value basis are measured at fair value through profit or loss. They are initially recognised at fair value, determined as the cost of acquisition excluding transaction costs, and are remeasured to fair value through profit or loss at each reporting date. Net gains and losses, including any interest or dividend income, are recognised in the profit or loss.

Investments measured at amortised cost comprise of debt instruments with contractual cash flows that are solely payments of principal and interest. These investments are initially recognised at fair value plus any directly attributable transaction cost using effective interest method. Net gains and losses, including any interest income, are recognised in the profit or loss.

Notes to the consolidated financial statements

6. Investments (continued)

Derecognition and contract modification of financial assets

The Group derecognises a financial asset when the contractual rights to the cash flows from the financial asset expire, or when substantially all of the risks and rewards of ownership of the financial asset are transferred.

On derecognition of a financial asset, the difference between the carrying amount at the date of derecognition and the consideration received is recognised in profit or loss.

7. Investment in associates

RACT AutoServe Pty Ltd

RACT Holdings Pty Ltd has held shares as part of a joint venture in RACT AutoServe Pty Ltd since 14 June 2012. RACT AutoServe Pty Ltd is incorporated in Australia and has provided general mechanical services to RACT members and the greater public from 8 October 2012.

Principal Activity - Mechanical repairs and servicing

Movements in the carrying amount of the Group's investment in associate

At 1 July

Share of profit after income tax

Dividends received

At 30 June

Equity interest	
2025	2024
50%	50%
\$'000	\$'000
254	314
139	90
(120)	(150)
273	254

Summarised financial information:

The following table illustrates summarised financial information relating to the Group's associate:

Extract from the associate's statement of financial position

Current assets

Non-current assets

Total assets

Current liabilities

Non-current liabilities

Total liabilities

Net assets

2025	2024
\$'000	\$'000
675	755
8	8
683	763
64	296
19	10
83	306
600	457

Extract from associate's statement of comprehensive income

Revenue

Net profit

2,491	2,389
278	377
139	90
139	90

Share of profit/(loss) of associates:

RACT AutoServe Pty Ltd

Total

Notes to the consolidated financial statements

7. Investment in associates (continued)

The Group's investment in its associates are accounted for using the equity method of accounting in the consolidated financial statements. The Group has significant influence over the jointly controlled associate.

After application of the equity method, the Group determines whether it is necessary to recognise any additional impairment loss with respect to the net investment in the associate.

The reporting dates of associate and the Group are identical and the Group's accounting policies conform to those used by the associate entities for like transactions and events in similar circumstances.

8. Intangible assets

As at 30 June 2025

Cost

Accumulated amortisation

Net book amount

Year ended 30 June 2025

Opening net book value

Amortisation

Closing net book value at 30 June 2025

2025		
Software \$'000	Customer relationships & customer contracts \$'000	Total \$'000
14,791	20,100	34,891
(10,746)	(8,085)	(18,831)
4,045	12,015	16,060
5,263	13,635	18,898
(1,218)	(1,620)	(2,838)
4,045	12,015	16,060

As at 30 June 2024

Cost

Accumulated amortisation

Net book amount

Year ended 30 June 2024

Opening net book value

Disposals

Amortisation

Closing net book value at 30 June 2024

2024		
Software \$'000	Customer relationships & customer contracts \$'000	Total \$'000
14,791	20,100	34,891
(9,528)	(6,465)	(15,993)
5,263	13,635	18,898
6,832	15,255	22,086
(8)	-	(8)
(1,561)	(1,620)	(3,180)
5,263	13,635	18,898

Impairment test

The Group assesses impairment at the end of each reporting period by evaluating the conditions and events specific to the Group that may be indicative of impairment triggers. No indicators of impairment were identified for the year ended 30 June 2025 (2024: None).

Software

Amortisation is calculated on a straight line basis and amortised over the estimated useful life. The estimated useful life of Computer Software is between 5 to 10 years. Software recognised on the acquisition of RACT Insurance Pty Ltd is amortised over a period of 8 years.

Notes to the consolidated financial statements

8. Intangible assets (continued)

Internally developed software

Development expenditure is capitalised only if the expenditure can be measured reliably, the product is technically feasible, future economic benefits are probable and the Group intends to and has sufficient resources to complete development and use the asset. Otherwise development costs are recognised in the profit or loss as incurred.

Subsequent to initial recognition, development expenditure is measured at cost less accumulated amortisation and any accumulated impairment losses. Development expenditure incurred prior to the asset being ready for use is recognised in Software work in progress.

Customer relationships

Customer relationships are amortised over 10 years.

9. Goodwill

	2025 \$'000	2024 \$'000
Goodwill on acquisition of RACT Insurance Pty Ltd	127,833	127,833
Total Goodwill	127,833	127,833

Impairment testing for CGUs containing goodwill

The Group has allocated Goodwill to the RACT Insurance Pty Ltd cash-generating unit (CGU). The recoverable amount of this CGU was calculated based on the value-in-use, estimated using discounted cash flows. The recoverable amount was determined to be greater than the carrying amount and as a result, no impairment has been identified.

The key assumptions used in the estimation of the recoverable amount are set out below.

	2025 %	2024 %
Discount rate	12.4	12.2
Terminal value growth rate	2.5	2.5

The discount rate was a post-tax measure estimated based on the economic, market, and other conditions at the date of assessment with the assistance of experts engaged by management.

The cash flow projections included specific estimates for four years and a terminal growth rate thereafter. The terminal growth rate was estimated based on long term target inflation.

Forecast cashflows were estimated taking into account past experience, budgeted business decisions, forecast growth rates in premium and volume growth across insurance products, and claims inflation considerations.

The estimated recoverable amount of the CGU exceeded its carrying amount by approximately \$88.2 million (2024: \$58.4 million).

The Group has considered and assessed reasonably possible changes for the key assumptions and have not identified any instance that could cause the carrying amount to exceed its recoverable amount.

10. Other assets

	2025 \$'000	2024 \$'000
Prepayments	1,670	2,999
Total other assets	1,670	2,999

Notes to the consolidated financial statements

11. Property, plant and equipment

	2025			
	Freehold land and buildings (fair value) \$'000	Leasehold improvements (cost) \$'000	Plant and equipment (cost) \$'000	TOTAL \$'000
Cost or fair value				
Balance at 1 July 2024	23,307	196	7,552	31,055
Revaluation	(30)	-	-	(30)
Additions	68	635	1,056	1,759
Disposals	-	-	(210)	(210)
Balance at 30 June 2025	23,345	831	8,398	32,574
Accumulated depreciation				
Balance at 1 July 2024	109	18	4,328	4,455
Revaluation	(654)	-	-	(654)
Disposals	-	-	(210)	(210)
Depreciation expense	545	27	991	1,563
Balance at 30 June 2025	-	45	5,109	5,154
Net book value				
Cost or fair value	23,345	831	8,398	32,574
Accumulated depreciation	-	(45)	(5,109)	(5,154)
As at 30 June 2025	23,345	786	3,289	27,420
	2024			
	Freehold land and buildings (fair value) \$'000	Leasehold improvements (cost) \$'000	Plant and equipment (cost) \$'000	TOTAL \$'000
Cost or fair value				
Balance at 1 July 2023	24,892	377	16,254	41,523
Revaluation	(1,714)	-	-	(1,714)
Additions	129	-	962	1,091
Disposals	-	(181)	(9,664)	(9,845)
Balance at 30 June 2024	23,307	196	7,552	31,055
Accumulated depreciation				
Balance at 1 July 2023	49	58	12,825	12,932
Revaluation	(554)	-	-	(554)
Disposals	-	(68)	(9,522)	(9,590)
Depreciation expense	614	28	1,025	1,667
Balance at 30 June 2024	109	18	4,328	4,455
Net book value				
Cost or fair value	23,307	196	7,552	31,055
Accumulated depreciation	(109)	(18)	(4,328)	(4,455)
As at 30 June 2024	23,198	178	3,224	26,600

Notes to the consolidated financial statements

11. Property, plant and equipment (continued)

		2025			
		Level 1	Level 2	Level 3	Total
		\$'000	\$'000	\$'000	\$'000
Fair value hierarchy					
Freehold land and buildings		-	10,262	13,083	23,345
Total		-	10,262	13,083	23,345

		2024			
		Level 1	Level 2	Level 3	Total
		\$'000	\$'000	\$'000	\$'000
Fair value hierarchy					
Freehold land and buildings		-	9,340	13,577	22,917
Total		-	9,340	13,577	22,917

Valuations of property

Property is measured at fair value. The Group holds three properties across the state of Tasmania. Every three years an independent property valuation is undertaken to assess the fair value of the property assets held. The last valuation covering all properties was performed in June 2025. The valuer has used the market approach to determine the fair value of the property. The primary approach has been by capitalisation of net income, with the direct comparison approach adopted as a secondary methodology and a discounted cash flow analysis as a tertiary check.

Valuation inputs and relationships to fair value

The following table summaries quantitative information about the significant unobservable inputs used in the recurring level 3 fair value measurements and how a reasonable change in the input would affect the value:

	Range of inputs		Relationship of unobservable inputs to fair value
	2025	2024	
Office Building - RACT House			
Discount Rate	7.75%-8.25% (8%)	7.25%-7.75% (7.5%)	The higher the discount rate, capitalisation rate and terminal yield, the lower the fair value
Terminal Yield	8%-8.5% (8.25%)	7.5%-8% (7.75%)	
Capitalisation Rate	7.75%-8.25% (8%)	7.25%-7.75% (7.5%)	

Depreciation

The following estimated useful lives are used in the calculation of depreciation:

Plant and equipment	4 to 15 years
Leasehold improvements	4 to 7 years
Buildings	40 years

Restrictions on assets

Any disposal of RACT House would trigger a mandatory prepayment to the secured bank loan, detailed in note 15, for the value of the net proceeds.

Notes to the consolidated financial statements

12. Leases

12.1. Description of lease activities

Real estate leases

The Group leases land and buildings for some office and retail sites. Lease terms are negotiated on an individual basis and contain a wide range of different terms and conditions. Leases range from a fixed period of 1 to 5 years and may include extension options which provide operational flexibility.

Vehicle leases

The Group leases vehicles for roadside assistance operations, driving school and daily operations of the business. Leases range from 3 to 7 years.

IT software

The Group also leases IT software to support the operations of the Group. The average contract duration is 3 years.

12.2. Right-of-use assets

	2025			
	Buildings \$'000	Motor vehicle \$'000	Software \$'000	Total \$'000
Balance at 1 July	1,066	1,744	191	3,001
Additions	703	950	-	1,653
Modifications	221	(4)	4	221
Depreciation expense	(504)	(611)	(87)	(1,202)
Balance at 30 June	1,486	2,079	108	3,673

	2024			
	Buildings \$'000	Motor vehicle \$'000	Software \$'000	Total \$'000
Balance at 1 July	909	1,528	17	2,454
Additions	-	875	-	875
Modifications	614	(17)	258	855
Disposals	-	(96)	-	(96)
Depreciation expense	(457)	(546)	(84)	(1,087)
Balance at 30 June	1,066	1,744	191	3,001

Right of use assets lease term

The Group has considered any extension options on buildings and determined it is not reasonably certain that the Group will choose to exercise the options. Therefore the lease payments that would arise during the optional extension periods have not been included in the lease liability.

12.3. Lease Liabilities

	2025 \$'000	2024 \$'000
Maturity analysis - contracted undiscounted cashflows		
Less than one year	1,264	901
One to five years	2,804	1,746
More than five years	397	145
Total undiscounted lease liabilities	4,465	2,792

Notes to the consolidated financial statements

12. Leases (continued)

12.3. Lease Liabilities (continued)

Lease liabilities included in the statement of financial position at 30 June

	2025			
	Buildings \$'000	Motor vehicle \$'000	Software \$'000	Total \$'000
Current	412	582	90	1,084
Non-current	1,176	1,604	23	2,803
Total lease liabilities	1,588	2,186	113	3,887

	2024			
	Buildings \$'000	Motor vehicle \$'000	Software \$'000	Total \$'000
Current	395	481	84	960
Non-current	798	1,326	109	2,233
Total lease liabilities	1,193	1,807	193	3,193

12.4. Amounts recognised in profit or loss

	2025 \$'000	2024 \$'000
Interest on lease liabilities	(214)	(163)
Depreciation on right-of-use assets	(1,202)	(1,087)
Expenses relating to short-term and low value leases	(81)	(72)

12.5. Reconciliation of movements in lease liabilities to cash flows arising from financing activities

	2025 \$'000	2024 \$'000
Lease liabilities at 1 July	3,193	2,621
Financing cash flows		
Payment of principal portion of lease liabilities	(1,166)	(1,078)
Other movements		
New leases	1,649	875
Lease modifications	211	878
Lease disposals	-	(103)
Interest expense	214	163
Interest paid (operating cash flows)	(214)	(163)
Lease liabilities at 30 June	3,887	3,193

Notes to the consolidated financial statements

13. Payables

	2025 \$'000	2024 \$'000
Sundry creditors and accrued expenses	5,531	5,903
GST payable	611	503
Total payables	6,142	6,406

14. Provisions

	2025 \$'000	2024 \$'000
Employee benefits	6,870	6,115
Remediation provision	92	430
Other	12	-
Total provisions	6,974	6,545
Current	5,699	5,785
Non-Current	1,275	760
Total provisions	6,974	6,545

The provision for employee benefits represents amounts for annual leave, long service leave and personal leave benefits.

As the Group expects that most employees will not use all of their annual leave entitlements in the same year in which they are earned or during the following 12-month period, obligations for annual leave entitlements are classified under AASB 119 as other long-term employee benefits and, therefore, are required to be measured at the present value of the expected future payments to be made to employees.

Remediation provision

	2025				
	Balance at 1 July \$'000	Additions \$'000	Amounts used \$'000	Unused amounts reversed \$'000	Balance at 30 June \$'000
Remediation provision	430	-	(112)	(226)	92
Total	430	-	(112)	(226)	92

	2024				
	Balance at 1 July \$'000	Additions \$'000	Amounts used \$'000	Unused amounts reversed \$'000	Balance at 30 June \$'000
Remediation provision	5,190	90	(3,812)	(1,038)	430
Total	5,190	90	(3,812)	(1,038)	430

Following a review of pricing practices dating back several years, the Group recognised a customer remediation provision where it had been identified that policy pricing promises were not fully delivered.

Except for the matter disclosed above, the directors are not aware of any circumstances or information which would lead them to believe that any other material liabilities will crystallise.

Notes to the consolidated financial statements

15. Borrowings

Interest-bearing loans

Non-current

Secured bank loan

Total borrowings

2025 \$'000	2024 \$'000
51,500	51,500
51,500	51,500

The secured bank loan agreement is held with The Australia and New Zealand Banking Group Ltd (ANZ) and matures on 14 June 2027. The loan is on interest only terms, though voluntary prepayments of the principal balance are allowable. The interest charged is set quarterly in advance at a rate of BBSY + 1.5%.

The loan was initially fully drawdown on 30 November 2021 for \$55m and has reduced by the value of prepayments made to the principal balance. These prepayments can not be redrawn. The loan is secured over all assets of:

- The Royal Automobile Club of Tasmania Limited
- RACT Pty Ltd
- RACT Holdings Pty Ltd
- RACT Destinations Pty Ltd
- Destinations Property Pty Ltd in its personal capacity and as trustee for the Destinations Property Unit Trust

The loan is subject to financial covenants to be complied with within 12 months of the reporting date.

There are two covenants tested and reported for the 12 month periods ending on 30 June and 31 December each year:

1. Earnings before income tax depreciation amortisation (EBITDA) to interest expense of the Group is no less than 3:1 times. At 30 June 2025 the Group held a ratio of 5.45:1 (2024, 5.96:1).
2. The gearing of the borrowing arrangement is no greater than 25% (25% at 30 June 2024). At 30 June 2025 the Group held a ratio of 22.70% (2024, 23.70%).

The Group expects to comply with the covenants within 12 months after the reporting date.

Interest rate risk

Details regarding interest rate risk are disclosed in note 18.

Notes to the consolidated financial statements

16. Insurance disclosures

16.1. Movement in net insurance contract liabilities

The following reconciliation shows how the net carrying amount of insurance contracts changed during the year as a result of cash flows and amounts recognised in the Statement of profit and loss.

Insurance contracts analysis by remaining coverage and incurred claims - Contracts measured under the PAA

	2025			
	Liability for remaining coverage	Liability for incurred claims		Total
		Estimates of present value of future cash flows	Risk adjustment	
	\$'000	\$'000	\$'000	\$'000
Opening liabilities at 1 July 2024	30,040	29,974	1,959	61,973
Changes in the statement of profit or loss and OCI				
Insurance revenue				
Insurance contracts measured under the PAA	(187,621)	-	-	(187,621)
	(187,621)	-	-	(187,621)
Insurance service expenses				
Insurance acquisitions costs	12,311	-	-	12,311
Incurred claims (current year) and other attributable expenses	-	132,468	2,186	134,654
Changes that relate to past services (prior years)	-	(24,138)	(1,857)	(25,995)
Total Insurance service expenses	12,311	108,330	329	120,970
Insurance service result	(175,310)	108,330	329	(66,651)
Net finance (income)/expense	-	19	-	19
Total changes in the statement of profit or loss and OCI	(175,310)	108,349	329	(66,632)
Cash flows				
Premiums received	191,311	-	-	191,311
Claims and other attributable expenses paid	-	(104,742)	-	(104,742)
Insurance acquisition cash flows	(12,311)	-	-	(12,311)
Total cash flows	179,000	(104,742)	-	74,258
Closing liabilities at 30 June 2025	33,730	33,581	2,288	69,599
Current	33,730	29,515	2,016	65,260
Non-current	-	4,066	272	4,339
Closing liabilities at 30 June 2025	33,730	33,581	2,288	69,599

Notes to the consolidated financial statements

16. Insurance disclosures (continued)

16.1. Movement in net insurance contract liabilities (continued)

The following reconciliation shows how the net carrying amount of insurance contracts changed during the year as a result of cash flows and amounts recognised in the Statement of profit and loss.

Insurance contracts analysis by remaining coverage and incurred claims - Contracts measured under the PAA

	2024			
	Liability for remaining coverage	Liability for incurred claims		
		Estimates of present value of future cash flows	Risk adjustment	Total
	\$'000	\$'000	\$'000	\$'000
Opening liabilities at 1 July 2023	28,013	28,980	1,912	58,905
Changes in the statement of profit or loss and OCI				
Insurance revenue				
Insurance contracts measured under the PAA	(162,788)	-	-	(162,788)
	(162,788)	-	-	(162,788)
Insurance service expenses				
Insurance acquisitions costs	4,714	-	-	4,714
Incurred claims (current year) and other attributable expenses	-	111,991	1,555	113,546
Changes that relate to past services (prior years)	-	(22,517)	(1,508)	(24,025)
	4,714	89,474	47	94,235
Insurance service result	(158,074)	89,474	47	(68,553)
Net finance (income)/expense	-	10	-	10
Total changes in the statement of profit or loss and OCI	(158,074)	89,484	47	(68,543)
Cash flows				
Premiums received	164,953	-	-	164,953
Claims and other attributable expenses paid	-	(88,490)	-	(88,490)
Insurance acquisition cash flows	(4,788)	-	-	(4,788)
Other movements	(64)	-	-	(64)
Total cash flows	160,101	(88,490)	-	71,611
Closing liabilities at 30 June 2024	30,040	29,974	1,959	61,973
Current	30,040	25,979	1,748	57,767
Non-current	-	3,995	211	4,206
Closing liabilities at 30 June 2025	30,040	29,974	1,959	61,973

Notes to the consolidated financial statements

16. Insurance disclosures (continued)

16.2. Movement in net reinsurance contract assets

The following reconciliation shows how the net Assets for Remaining Coverage (ARC) and Assets for Incurred Claims (AIC) have changed during the year as a result of cashflows and amounts recognised in the Statement of profit and loss.

Reinsurance contracts analysis by remaining coverage and incurred claims

	2025			
	Assets / Liabilities for remaining coverage	Assets for incurred claims		Total
		Estimates of present value of future cash flows	Risk adjustment	
	\$'000	\$'000	\$'000	\$'000
Net opening reinsurance contracts assets/(liabilities)	(3,562)	1,717	100	(1,745)
Changes in the statement of profit or loss and OCI				
Allocation of reinsurance premiums	(22,968)	-	-	(22,968)
	(22,968)	-	-	(22,968)
Amounts recoverable from reinsurers				
Recoveries of incurred claims and other expenses	-	6,583	109	6,692
Changes that relate to past services (prior years)	-	(534)	(30)	(564)
	-	6,049	79	6,128
Effect of changes in non-performance risk of reinsurers	-	-	-	-
Net expenses from reinsurance contracts	(22,968)	6,049	79	(16,840)
Net finance income from reinsurance contracts	-	(14)	-	(14)
Total changes in the statement of profit or loss and OCI	(22,968)	6,035	79	(16,854)
Cash flows				
Reinsurance premiums paid	24,497	-	-	24,497
Reinsurance recoveries received	-	(4,569)	-	(4,569)
Total cash flows	24,497	(4,569)	-	19,928
Net Closing reinsurance contracts assets/(liabilities)	(2,033)	3,183	179	1,329
Current	(2,033)	2,897	163	1,027
Non-current	-	286	16	302
Net Closing reinsurance contracts assets/(liabilities)	(2,033)	3,183	179	1,329

Notes to the consolidated financial statements

16. Insurance disclosures (continued)

16.2. Movement in net reinsurance contract assets (continued)

The following reconciliation shows how the net Assets for Remaining Coverage (ARC) and Assets for Incurred Claims (AIC) have changed during the year as a result of cashflows and amounts recognised in the Statement of profit and loss.

Reinsurance contracts analysis by remaining coverage and incurred claims

	2024			
	Assets / Liabilities for remaining coverage	Assets for incurred claims		
		Estimates of present value of future cash flows	Risk adjustment	Total
	\$'000	\$'000	\$'000	\$'000
Net opening reinsurance contracts assets/(liabilities)	(2,492)	4,482	100	2,090
Changes in the statement of profit or loss and OCI				
Allocation of reinsurance premiums	(22,222)	-	-	(22,222)
	(22,222)	-	-	(22,222)
Amounts recoverable from reinsurers				
Recoveries of incurred claims and other expenses	-	3,278	50	3,328
Changes that relate to past services (prior years)	-	(2,304)	(50)	(2,354)
	-	974	-	974
Effect of changes in non-performance risk of reinsurers	-	-	-	-
Net expenses from reinsurance contracts	(22,222)	974	-	(21,248)
Net finance income from reinsurance contracts	-	7	-	7
Total changes in the statement of profit or loss and OCI	(22,222)	981	-	(21,241)
Cash flows				
Reinsurance premiums paid	21,152	-	-	21,152
Reinsurance recoveries received	-	(3,746)	-	(3,746)
Total cash flows	21,152	(3,746)	-	17,406
Net Closing reinsurance contracts assets/(liabilities)	(3,562)	1,717	100	(1,745)
Current	(3,562)	1,618	94	(1,850)
Non-current	-	99	6	105
Net Closing reinsurance contracts assets/(liabilities)	(3,562)	1,717	100	(1,745)

Notes to the consolidated financial statements

16. Insurance disclosures (continued)

16.3. Material accounting policies for insurance and reinsurance contracts

Contracts under which the Group accepts significant insurance risk are classified as insurance contracts. Contracts held by the Group under which it transfers significant insurance risk related to underlying insurance contracts are classified as reinsurance contracts. Insurance and reinsurance contracts also expose the Group to financial risk.

Aggregation and recognition of insurance and reinsurance contracts

Insurance contracts

Insurance contracts are aggregated into groups for measurement purposes. Groups of insurance contracts are determined by identifying portfolios of insurance contracts, each comprising contracts subject to similar risks and managed together, and then into three groups based on the profitability of contracts:

- any contracts that are onerous on initial recognition;
- any contracts that, on initial recognition, have no significant possibility of becoming onerous subsequently; and
- any remaining contracts.

All the insurance contracts held have been classified into 'remaining contracts' as there are no contracts identified as onerous on initial recognition and all contracts have the potential to be loss making in the event of a claim.

Groups of insurance contracts issued by the Group is recognised from the earliest of:

- the beginning of its coverage period (i.e. the period during which the Group provides services in respect of any premiums within the boundary of the contract);
- when the first payment from the policyholder becomes due or, if there is no contractual due date, when it is received from the policyholder; and
- when facts and circumstances indicate that the contract is onerous.

Reinsurance contracts

The Group has one group of reinsurance contracts as the contracts are established for the purpose of capital and risk management.

A group of reinsurance contracts is recognised at the beginning of the coverage period of the group of reinsurance contracts.

Measurement

The Group uses the PAA to simplify the measurement of groups of contracts as the following criteria are met at inception.

- Insurance contracts: The coverage period of each contract in the group is one year or less.
- Reinsurance contracts: The Group has loss occurring reinsurance contracts and the coverage period of each contract in the group is one year or less.

Liability for remaining coverage

On initial recognition of each group of contracts, the Liability for Remaining Coverage (LRC) is measured as the premiums received on initial recognition less any insurance acquisition cash flows allocated to the group at that date. The Group has chosen to immediately expense insurance acquisition cash flows when they are incurred.

Subsequently, the carrying amount of the LRC coverage is increased by any premiums received and decreased by the amount recognised as insurance revenue for coverage that has been provided.

Notes to the consolidated financial statements

16. Insurance disclosures (continued)

16.3. Material accounting policies for insurance and reinsurance contracts (continued)

Liability for remaining coverage (continued)

The Group expects that the time between providing the insurance services and the premium due date is no more than one year. Accordingly, the Group has chosen not to discount the LRC. If at any time during the coverage period, facts and circumstances indicate that a group of contracts is onerous, then the Group recognises a loss in profit or loss and increases the LRC to the extent that the current estimates of the fulfilment cash flows that relate to remaining coverage exceed the carrying amount of the LRC.

A corresponding loss-recovery component within the reinsurance Asset for Remaining Coverage (ARC) depicts amounts recoverable in respect of losses on onerous contracts covered by reinsurance contracts held.

Liability for incurred claims

The Group recognises the Liability for Incurred Claims (LIC) of a group of insurance contracts at the amount of the fulfilment cash flows (sum of present value of future cash flows and a risk adjustment) relating to incurred claims and attributable expenses that have not been paid, including claims that have been incurred but not yet reported. The future cash flows are discounted.

Reinsurance contracts

The Group applies the same accounting policies to measure a group of reinsurance contracts held under PAA method which are applied to the underlying contracts. Under the PAA, the Asset for Remaining Coverage (ARC) is measured as reinsurance premiums paid less reinsurance expense recognised for the services received. The Group does not discount the ARC.

The Assets for Incurred Claims (AIC) is measured as the discounted present value of expected future receipts due from reinsurers net of any allowance for non-performance risk.

Derecognition and contract modification

The Group derecognises a contract when it is extinguished – i.e. when the specified obligations in the contract expire or are discharged or cancelled. The Group also derecognises a contract if its terms are modified in a way that would have changed the accounting for the contract significantly had the new terms always existed, in which case a new contract based on the modified terms is recognised. If a contract modification does not result in derecognition, then the Group treats the changes in cash flows caused by the modification as changes in estimates of fulfilment cash flows.

Presentation

Portfolios of insurance contracts that are assets and those that are liabilities, and portfolios of reinsurance contracts that are assets and those that are liabilities, are presented separately in the statement of financial position. Any assets or liabilities recognised for cash flows arising before the recognition of the related group of contracts are included in the carrying amount of the related portfolios of contracts.

The Group disaggregates amounts recognised in the Statement of profit or loss into:

- (a) an insurance service result, comprising insurance revenue and insurance service expenses; and
- (b) insurance finance income or expenses.

Income and expenses from reinsurance contracts are presented separately from income and expenses from insurance contracts. Income and expenses from reinsurance contracts, other than insurance finance income or expenses, are presented on a gross basis as 'allocation of reinsurance premiums' and 'amounts recoverable from reinsurers for incurred claims' in the insurance service result.

The Group does not disaggregate changes in the risk adjustment for non-financial risk between the insurance service result and insurance finance income or expenses. All changes in the risk adjustment for non-financial risk are included in the insurance service result.

Notes to the consolidated financial statements

16. Insurance disclosures (continued)

16.4. Critical accounting judgements and estimates for insurance and reinsurance contracts

Outstanding liabilities and assets arising from insurance contracts

The Group’s estimation of its liability for incurred claims includes the expected future cost of claims notified to the Group as at reporting date as well as claims incurred but not reported (IBNR) and claims incurred but not enough reported (IBNER). Projected payments are risk adjusted for non-financial risk, and an estimate of direct expenses expected to be incurred in settling these claims is determined. The liability is measured based on a valuation performed by the Appointed Actuary.

The Group takes all reasonable steps to ensure that it has appropriate information regarding its claims exposures, with estimates and judgements continually being evaluated and updated based on historical experience and other factors. However, given the uncertainty in the estimation process, it is likely that the final outcome will prove to be different from the original liability established.

The estimation of claims IBNR and claims IBNER are generally subject to a greater degree of uncertainty than the estimation of the cost of settling claims already notified to the Group, where more information about the claim event is generally available.

Estimation of assets arising from reinsurance and other recoveries are also calculated using this method. The recoverability of these assets is assessed on a periodic basis, taking into consideration factors such as counterparty and credit risk.

Actuarial assumptions and methods

The Group has two portfolios, Motor and Home. The estimates of future cash flows for each class of business are based on multiple actuarial techniques that analyse experience, trends and other relevant factors utilising the Group’s specific data, relevant industry data and general economic data.

The use of multiple actuarial methods assists in providing a greater understanding of the trends inherent in the historical data. The projections obtained from various methods also assist in setting the range of possible outcomes. The most appropriate method or a blend of methods is elected, taking into account the characteristics of each portfolio and the extent of the development of each past accident period.

Assumptions

The following assumptions have been made in determining the liability for incurred claims.

	2025	2024
Weighted average term to settlement (years)	0.45	0.42
Weighted average economic inflation rate	3.25%	3.25%
Discount rate	3.53%	4.63%
Claims handling expense ratio	4.94%	5.76%
Risk adjustment	6.53%	6.51%

Process used to determine assumptions

A description of the processes used to determine these assumptions is provided below:

Weighted average term to settlement – The weighted average term to settlement is calculated separately by class of business and is based on historic settlement patterns.

Economic inflation – Economic inflation is based on economic indicators such as the consumer price index and/or increase in average weekly earnings. Inflation assumptions are set at a class of business level and reflect experience and future expectations.

Notes to the consolidated financial statements

16. Insurance disclosures (continued)

16.4. Critical accounting judgements and estimates for insurance and reinsurance contracts (continued)

Discount rate - A bottom up approach is utilised to determine the discount rates used to discount insurance and reinsurance contract cash flows. The discount rates under this approach are determined based on a risk free yield curve adjusted to reflect the liquidity characteristics of the insurance contracts through the addition of an illiquidity premium.

The Group's liability for incurred claims is relatively illiquid as the policyholder has limited ability to influence the timing of the cashflows. The Group has adopted an illiquidity ratio of 75% to reflect this. The illiquidity ratio is less than 100% to reflect the limited ability of the policyholder to influence the timing of the cashflows (e.g. through delaying the notification of the claim). The inclusion of the illiquidity premium in the discount rates does not have a material impact due to the short nature of the liabilities.

There is no impact on the liability for remaining coverage as it is calculated based on the PAA approach which is undiscounted.

Claims handling expense ratio – Claims handling expense ratio is calculated with reference to past experience of claims handling costs as a percentage of past claim payments.

Risk adjustment - Risk adjustments for non-financial risk reflects the compensation that the Group requires for bearing uncertainty about the amount and timing of the cash flows that arise from non-financial risk. The Group uses the Confidence Level Approach to calculate the risk adjustment.

The risk adjustment recognised in relation to the liability for incurred claims (net of reinsurance held) corresponds to a confidence level of 75% (2024: 75%).

Impact of changes in key variables

The Group conducts sensitivity analyses to quantify the exposure to the risk of changes in the key underlying actuarial assumptions.

A sensitivity analysis is conducted on each variable while holding all other variables constant.

The table below summarises the sensitivity of the profit or loss to changes in key variables. All amounts are net of reinsurance and taxation at the Group's effective tax rate.

	Movement in variable	2025 Profit/(loss) \$	2024 Profit/(loss) \$
Weighted average term to settlement	+0.1 years	2,706	32,394
	-0.1 years	(2,706)	(32,428)
Weighted average economic inflation rate	+1%	(149,552)	(124,397)
	-1%	150,351	125,094
Discount rate	+1%	154,965	132,421
	-1%	(144,088)	(113,712)
Claims handling expense ratio	+1%	(413,053)	(359,699)
	-1%	413,053	359,699
Risk adjustment	+1%	(323,176)	(285,696)
	-1%	323,176	285,696

Notes to the consolidated financial statements

16. Insurance disclosures (continued)

16.4. Critical accounting judgements and estimates for insurance and reinsurance contracts (continued)

Onerous contracts

Insurance contracts are onerous when the LRC is insufficient to pay future claims and other insurance service expenses attributable to the contracts.

The Group measures contracts under PAA and assume that contracts are not to be onerous on initial recognition unless facts and circumstances indicate otherwise. In identifying facts and circumstances that may be indicators of onerous contracts, the Company considers management information for Group planning and performance management, in combination with other indicators where relevant. If there are facts and circumstances that may indicate the existence of possible onerous contracts, the onerous contract losses are measured based on the extent to which the fulfilment cash flows attributable to the group of contracts exceed the LRC for that group.

Onerous contract losses are measured on a gross basis (excluding the effect of reinsurance contracts held) and are immediately recognised in profit or loss. A loss component of the LRC is established (or increased) to depict the onerous contract losses recognised. Where the onerous contracts are covered by reinsurance contracts held, reinsurance income is recognised in profit or loss and a corresponding loss-recovery component of the reinsurance asset for remaining coverage is established to depict expected recoveries attributable to the onerous contract losses.

The Group has determined there are no groups of onerous contracts (2024: nil).

Notes to the consolidated financial statements

17. Financial instruments

The Group classifies the fair values of financial assets using the following three-level hierarchy which reflects the significance of the inputs used to measure fair value:

Level 1: derived from quoted prices (unadjusted) in active markets for identical financial instruments that the Group can access at the measurement date.

Level 2: derived from other than quoted prices included within Level 1 that are observable for the financial instruments, either directly or indirectly.

Level 3: inputs for the fair value measurement is not based on observable market data.

The following table provides the fair values of the Group's financial assets and financial liabilities and their categorisation within the fair value hierarchy. It does not include fair value information for financial assets and financial liabilities not measured at fair value if the carrying amount is a reasonable approximation of fair value.

		2025		
		Level 1 \$'000	Level 2 \$'000	Total \$'000
Financial assets				
Investments		107,387	27,391	134,778
Total		107,387	27,391	134,778
Financial liabilities measured at amortised cost				
Borrowings		-	51,500	51,500
Total		-	51,500	51,500
		2024		
		Level 1 \$'000	Level 2 \$'000	Total \$'000
Financial assets				
Investments		86,993	23,996	110,989
Total		86,993	23,996	110,989
Financial liabilities measured at amortised cost				
Borrowings		-	51,500	51,500
Total		-	51,500	51,500

Level 1: the Group's level 1 investments comprise fixed interest rate investments and floating interest rate investments held in term deposits and at call funds. The fair value of these investments is based on their market value at the end of the reporting period without any deduction for estimated future selling costs.

Level 2: the Group's level 2 investments comprise investments in unlisted unit trusts. Investments in unlisted unit trusts are recorded at the redemption value per unit as reported by the investment manager of the funds. The unlisted unit trusts are open for applications and redemptions on a regular basis.

Borrowings are deemed to represent fair value as they are at a market value of interest.

Notes to the consolidated financial statements

18. Financial risk management objectives and policies

Policies

The RACT Risk Management Strategy defines “the purpose of risk management is the creation and protection of value. It improves performance, encourages innovation, and supports the achievement of objectives.”

While the Group is not subject to APRA regulation (APRA Core Prudential Standard 220 Risk Management requires the adoption of a risk appetite statement and risk management strategy), sound risk management practices are critical to making decisions and setting strategy to enable the Group to manage uncertainty and meet our objectives in a consistent manner.

The Boards of the RACT Level Two Insurance Group and the Royal Automobile Club of Tasmania Limited review and approve a consolidated Risk Management Strategy (RMS) and Risk Appetite Statements (RAS) annually for both entities that complies with APRA Prudential Standards CPS 220 and CPS 510. The RMS and RAS were last approved in May 2025.

The purpose of the RMS is to:

1. Establish risk management practices that support the Group’s goals and objectives;
2. Describe the benefits of effective risk management;
3. Build a risk aware workforce and an environment that encourages responsible risk-taking while ensuring legitimate precautions are taken to observe the risk appetite and tolerance limits outlined in the Risk Appetite Statement, protect directors, employees, customers and other stakeholders;
4. Improve compliance and governance;
5. Align with AS ISO 31000:2018 Risk Management Guidelines;
6. Comply with APRA Prudential Standards CPS 220 and CPS 510 (for the Level 2 Insurance Group and to the extent practicable for the non-regulated Group entities); and
7. Enhance stakeholder trust.

The Board and management recognise that effective risk management is critical to the achievement of the Group’s objectives. The Board Risk Committee (BRC) has delegated authority from the Board to have oversight of the adequacy and effectiveness of the risk management frameworks and processes within the Group.

The Board has delegated authorities and limits to the CEO to manage the business. Management recommends to the Board, and the Board has approved, various frameworks, policies and limits relating to the key categories of risk faced by the Group within the CEO’s authorities and limits.

The Executive Leadership Team provides executive oversight and direction-setting across the Group, taking risk considerations into account. The Chief Risk Officer, a member of the Executive Leadership Team, is charged with the overall accountability for the risk management framework (in accordance with CPS 220 sections 39 and 40).

The risk management strategy and risk appetite statement are subject to an annual review, updated for material changes as they occur and are approved by the Board. The risk management strategy uses the 3 Lines of Defence Model (3LoD), a widely used risk management model. The model explains the relationship between functions that own and manage risks (1st line of defence), functions that assist in the development, implementation and compliance with the risk management framework (2nd line of defence) and functions that provide independent assurance on the appropriateness, effectiveness and adequacy of the risk management framework (3rd line of defence).

Notes to the consolidated financial statements

18. Financial risk management objectives and policies (continued)

Policies (continued)

The material risk categories and enterprise level risks identified in the Company's risk management framework are defined below. Further context on the risks is in the RAS (which also sets out tolerance (will/will not) statements for each risk).

Risk Category	Risk Title	Risk Context
Strategic	ER-1 Strategic Risk	Development and execution of an inappropriate or materially suboptimal enterprise strategy and/or material strategic objectives, which negatively impacts the value that RACT creates for its members and stakeholders, and/or fails to support organisational sustainability.
	ER-2 Strategic Execution Risk	The organisation fails to generate and execute the right plans, in an appropriate way, within an affordable budget, and within an acceptable timeframe, to seize strategic opportunities and respond to strategic challenges.
	ER-3 Brand/ Reputation Risk	Reputation and Brand is damaged from ineffective management practices that result in external stakeholder dissatisfaction.
Operational	ER-4 People Risk	Inability to attract / retain appropriately skilled employees, including the risk of failing to maintain an appropriate organisational culture and conduct risk.
	ER-5 Product Risk (excluding RACTI)	We design and provide member offerings that are inappropriate or not suitable, based on member desirability.
	ER-6 Compliance Risk	RACT fails to act in accordance with laws, regulations, internal policies, prescribed good practice or contractual obligations.
	ER-7 Finance Risk	Ineffective financial management practices -including potential material misstatement in the financials, non-compliance with accounting standards, prudential standards, taxation law or other relevant legislation, internal fraud or inappropriate financial projections.
	ER-8 Technology Risk	Business systems cannot be safely or securely accessed or fully utilised.
	ER-9 Data Risk	An event where Information/data loss, leak or integrity occurs. Inadequate data management practices.
	ER-10 Business Continuity Risk	The risk that RACT is unable to operate effectively, arising from Interruption to business operations
Safety	ER-11 Safety Risk	The risk that people (Workers as defined by the relevant WHS legislation, members or other people) are harmed by physical or psychosocial hazards at RACT workplaces.
Credit	ER-12 Credit Risk	The risk of loss that may occur from a counterparty's failure to settle an outstanding amount in accordance with the contractual terms, or failure of a banking institution.
Market & Investment	ER-13 Market & Investments Risk	Adverse impact on the value of RACT's investment assets (including the value of insurance business and associated goodwill) and insurance liabilities, from changing operating internal or external factors.
	ER-14 Capital Risk	Inability to access capital at a price point that is acceptable to the entity.
Liquidity	ER-15 Liquidity Risk	RACT will be unable to meet short-term financial obligations with available, liquid funds.
Insurance	ER-16 Reinsurance Risk (RACTI)	The risk of unacceptable financial strain, significant earnings volatility or insolvency from the failure to establish adequate reinsurance arrangements to mitigate potential extreme catastrophic loss experience (i.e., a single extreme event or multiple lower order catastrophic events), large casualty losses or large property per risk losses.
	ER-17 Insurance Product Risk (RACTI)	The risk of significant financial loss, brand damage, and non-compliance with key regulatory obligations.
	ER-18 Insurance Claims Risk (RACTI)	Net Incurred Claim (NIC) Cost increase unexpectedly and significantly beyond projected / budgeted NIC.

Notes to the consolidated financial statements

18. Financial risk management objectives and policies (continued)

Policies (continued)

Further discussions on the application of Group's risk management practices are presented in the following sections:

- Note 18.1 Insurance risk management (ER-16 to ER-18)
- Notes 18.2 to 18.5 Risk management for financial instruments: credit, liquidity and market risks (ER-12 to ER-15)

18.1. Insurance risk management

Policies and practices for mitigating insurance risk

Risk appetite statements are in place and controls are implemented to manage the following components of insurance risk:

- Pricing, including defined pricing principles and strategies, technical pricing and pricing adequacy reviews;
- Roles and responsibilities for pricing, the development and approval of new products and changes to existing products;
- Processes that identify and respond to changes in the internal and external environment impacting insurance products;
- Underwriting, including processes to consider aggregate exposure from a portfolio perspective to determine the actual exposure to particular risks or an event, monitoring of significant accumulation and concentration of risk, and guidelines around the utilisation of reinsurance in pricing and underwriting;
- Delegated authorities for the acceptance, assessment and settlement of claims including operational and ex-gratia authority limits;
- Procedures relating to the notification, assessment and settlement and closure of claims, and processes to detect and reduce loss associated with claims risk; and
- Reserving practices and procedures at individual claim and portfolio level.

The Board receives the Financial Condition Report from the Appointed Actuary who also provides advice in relation to premium, issuing of new policies and reinsurance arrangements in accordance with APRA Prudential Standards.

Concentration of insurance risk is mitigated through diversification over classes of insurance business, the use of reinsurer coverage and ensuring there is an appropriate mix of business. Property catastrophe, per risk and casualty reinsurance contracts are purchased to ensure that any accumulation of losses from a single event is mitigated.

Notes to the consolidated financial statements

18. Financial risk management objectives and policies (continued)

18.2. Credit risk

The Group is exposed to and manages the following key sources of credit risk:

Key sources of credit risk	How these are managed
Premium receivable	Outstanding premiums on policies arise on those which are generally paid on an instalment basis. Payment default will result in the termination of the insurance contract with the policyholder, as provided by law, eliminating both the credit risk and insurance risk for the unpaid balance.
Investments in financial instruments	Investments in financial instruments in the investment portfolios are held in accordance with the Group's investment policy. Credit limits have been established within the policy guidelines to ensure counterparties have appropriate credit ratings and exposure is appropriately diversified amongst a broad range of counterparties to mitigate credit risk.
Reinsurance recoveries	Eligible recoveries under reinsurance arrangements are monitored and managed internally and by specialised reinsurance brokers operating in the international reinsurance market. Reinsurance is placed with companies with Standard & Poor's credit ratings of A- or better and downgrade clauses are present within contractual terms to afford the Group the opportunity to replace a reinsurer on its program in the event that a reinsurer's credit rating falls below the A- threshold. Where applicable reinsurers are not APRA-authorised reinsurers, collateralised security of outstanding liabilities is obtained in line with treaty stipulations.

The carrying amount of the relevant asset classes in the Statement of Financial Position represents the maximum amount of credit exposures as at the end of the financial year.

The following table provides information regarding credit risk exposure of financial assets, classified according to Standard & Poor's counterparty credit ratings. AAA is the highest possible rating. Assets rated below BBB are classified as non-investment grade.

Notes to the consolidated financial statements

18. Financial risk management objectives and policies (continued)

18.2. Credit risk

Exposure to credit risk by credit risk rating

	2025					
	AAA \$'000	AA \$'000	A \$'000	Below A \$'000	Not rated \$'000	Total \$'000
Cash and cash equivalents	-	9,296	-	-	-	9,296
Premium Receivable	-	-	-	-	80,260	80,260
Trade and Other Receivables	-	21	-	-	5,826	5,847
Receivables within Insurance Contract Liabilities	-	-	-	-	5,879	5,879
Investments	-	73,066	-	-	61,712	134,778
Receivables within reinsurance contract assets	-	2,007	1,179	-	176	3,362
Total	-	84,390	1,179	-	153,853	239,422

	2024					
	AAA \$'000	AA \$'000	A \$'000	Below A \$'000	Not rated \$'000	Total \$'000
Cash and cash equivalents	-	16,702	-	-	-	16,702
Premium Receivable	-	-	-	-	68,938	68,938
Trade and Other Receivables	-	39	-	-	5,371	5,410
Receivables within Insurance Contract Liabilities	-	-	-	-	5,779	5,779
Investments	-	64,079	-	-	46,910	110,989
Receivables within reinsurance contract assets	-	959	743	17	98	1,817
Total	-	81,779	743	17	127,096	209,635

Notes to the consolidated financial statements

18. Financial risk management objectives and policies (continued)

18.2. Credit risk (continued)

Exposure to credit risk by past due/impaired

	2025					
	Neither past due nor impaired \$'000	0- 3 months \$'000	3 - 6 months \$'000	> 6 months \$'000	Impaired \$'000	Total \$'000
Premium Receivable	78,669	1,540	-	1	50	80,260
Receivables within reinsurance contract assets	3,362	-	-	-	-	3,362
Trade and Other Receivables	5,735	-	-	-	112	5,847
Other insurance contract receivable	5,879	-	-	-	-	5,879
Total	93,645	1,540	-	1	162	95,348

	2024					
	Neither past due nor impaired \$'000	0- 3 months \$'000	3 - 6 months \$'000	> 6 months \$'000	Impaired \$'000	Total \$'000
Premium Receivable	67,053	1,705	127	4	50	68,938
Receivables within reinsurance contract assets	1,817	-	-	-	-	1,817
Trade and Other Receivables	5,336	-	-	-	74	5,410
Other insurance contract receivable	5,779	-	-	-	-	5,779
Total	79,985	1,705	127	4	124	81,945

Notes to the consolidated financial statements

18. Financial risk management objectives and policies (continued)

18.3. Liquidity Risk

To ensure payments are made when they fall due, the Group has the following key facilities and arrangements in place to mitigate liquidity risks:

- Investment policy guidelines stipulate that sufficient cash deposits be held at all times to meet day-to-day obligations;
- Investment funds set aside within the portfolio can be realised to meet significant claims payment obligations;
- In the event of a major catastrophe, cash access is available under the terms of reinsurance arrangements;
- Mandated liquidity limits; and
- Regularity of premiums received provides substantial liquidity to meet claims payments and associated expenses as they arise.

The following table summarises the maturities of the Group's financial liabilities based on the remaining undiscounted contractual obligations, except for outstanding claims, which are discounted.

	2025				
	Carrying amount \$'000	1 year or less \$'000	1- 5 years \$'000	over 5 years \$'000	Total \$'000
Outstanding claims	35,869	31,530	4,339	-	35,869
Payables	6,126	6,126	-	-	6,126
Borrowings	51,500	-	51,500	-	51,500
Amounts due to reinsurers	2,033	2,033	-	-	2,033
Total	95,528	39,689	55,839	-	95,528

	2024				
	Carrying amount \$'000	1 year or less \$'000	1- 5 years \$'000	over 5 years \$'000	Total \$'000
Outstanding claims	37,680	33,474	4,206	-	37,680
Payables	6,406	6,406	-	-	6,406
Borrowings	51,500	-	51,500	-	51,500
Amounts due to reinsurers	3,562	3,562	-	-	3,562
Total	99,148	43,442	55,706	-	99,148

18.4. Market risk

18.4.1. Interest rate risk

Interest rate risk exposure arises mainly from investment in interest-bearing securities and from ongoing valuation of insurance liabilities. Interest rate sensitive securities within the portfolios include cash, term deposits, at-call investments and indirectly held notes and bonds within pooled investment schemes.

The investment portfolios, which hold significant interest-bearing securities in support of corresponding outstanding claims liabilities, are invested in a manner consistent with the expected duration of claims payments.

The sensitivity of profit and loss after tax to movements in interest rates in relation to interest-bearing financial assets held at the reporting date is shown in the table below. It is assumed that all residual exposures for the shareholder after tax are included in the sensitivity analysis, that the percentage point change occurs at the reporting date and that there are concurrent movements in interest rates and parallel shifts in the yield curves.

Notes to the consolidated financial statements

18. Financial risk management objectives and policies (continued)

18.4. Market risk (continued)

18.4.1. Interest rate risk (continued)

	2025			2024		
	Exposure at June 2025 \$'000	Change in interest rate bp	Profit/ (Loss) after tax \$'000	Exposure at June 2024 \$'000	Change in interest rate bp	Profit/ (Loss) after tax \$'000
Interest bearing securities	131,164	+100 -50	1,149 (575)	115,724	+100 -50	1,157 (579)
Borrowings	(51,500)	+100 -50	(515) 258	(51,500)	+100 -50	(515) 258

18.4.2. Equity price risk

The Group is exposed to equity risk through indirectly held Australian shares within a pooled investment scheme. The table below presents a sensitivity analysis showing the impact on profit or loss after tax for price movements for exposures as at the reporting date, with all other variables remaining constant.

The movements in equity prices used in the sensitivity analysis for 2025 have been subject to a comprehensive review and determined to be unchanged over the next twelve months, given observations and experience in the investment markets during the financial year.

	2025			2024		
	Exposure at 30 June 2025 \$'000	Movement in Variable	Profit/ (Loss) before tax \$'000	Exposure at 30 June 2024 \$'000	Movement in Variable	Profit/ (Loss) before tax \$'000
Units in Equity Trusts	9,851	+10% -10%	985 (985)	11,412	+10% -10%	1,141 (1,141)

18.4.3. Credit spread risk

The Group is exposed to credit spread risk through its investments in interest-bearing securities, which are largely comprised of corporate notes and bonds indirectly held within pooled investment schemes. This risk is mitigated by incorporating a diversified investment portfolio, establishing maximum exposure limits for counterparties and minimum limits on credit ratings.

The table below presents a sensitivity analysis on how credit spread movements could affect profit or loss for the exposure as at the reporting date.

The movements in credit spread used in the sensitivity analysis for 2025 have been subject to a comprehensive review and determined to be unchanged over the next twelve months, given observations and experience in the investment markets during the financial year.

	2025			2024		
	Exposure at 30 June 2025 \$'000	Change in interest rate bp	Profit/ (Loss) before tax \$'000	Exposure at 30 June 2024 \$'000	Change in interest rate bp	Profit/ (Loss) before tax \$'000
Credit securities	17,541	+70 -30	13 (6)	12,585	+70 -30	204 (102)

Notes to the consolidated financial statements

19. Notes to the statement of cashflows

19.1. Reconciliation of cash

For the purpose of this statement of cash flows, cash includes cash on hand and in banks, not classified as investments. Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the consolidated statement of financial position:

	2025 \$'000	2024 \$'000
Cash at bank	7,832	16,702
Restricted cash	1,464	-
Cash and cash equivalents	9,296	16,702

Restricted Cash

Restricted cash relates to grant funds received and not yet used, from the Department of State Growth for the Youth Road Safety Program to be delivered by RACT and the Road Safety Advisory Council. The funds are held in a separate bank account and cannot be used for general operations.

These funds are part of an \$8 million grant provided over five years to November 2029 and are subject to conditions outlined in the grant agreement, including that the cash be used solely to design and plan the delivery of a comprehensive driver safety education program, that is targeted at year 9-12 students in Tasmania.

A liability equivalent to the value of the unused funds is recognised as other unearned revenue, within member and customer contract liabilities on the consolidated statement of financial position.

19.2. Reconciliation of profit after income tax to net cash flows from operating activities

	2025 \$'000	2024 \$'000
Profit for the year	9,136	6,282
Add/(less) items classified as investing activities		
Net (profit)/loss on disposal of property, plant and equipment	(11)	(94)
Add/(less) non-cash items		
Movement in fair value of investments	(8,890)	(5,038)
Depreciation and amortisation expense	5,603	5,934
Share of profit of associate	(139)	(90)
Other non-cash items	(204)	363
Changes in operating assets and liabilities		
Increase / (decrease) in insurance contract liabilities	7,626	3,067
(Decrease) / Increase in reinsurance contract assets/liabilities	(3,074)	3,835
Decrease/(Increase) in receivables	(437)	(637)
Decrease/(Increase) in other assets	1,329	(459)
Decrease/(Increase) in deferred tax asset/liability	(1,658)	1,700
(Decrease)/Increase in payables and provisions	165	(3,347)
(Decrease)/Increase in customer contract liabilities	1,801	829
(Decrease)/Increase in provision for income tax liabilities	(960)	204
Net cash from operating activities	10,287	12,549

Notes to the consolidated financial statements

20. Ownership

The Group is incorporated under the Corporations Act 2001 as a company limited by the guarantee of the members. If the company is wound up, its Constitution states that each subscribing member may be required to contribute up to \$2. As at 30 June 2025, the number of subscribing members was 132,296 (2024 - 132,134).

21. Related party disclosures

21.1. Transactions with key management personnel

Transactions between directors and director-related entities are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated. The directors may obtain discounted services from the group. These services are obtained on the same terms and conditions as those obtained by employees of the group.

Intuit Technologies, of which Mr P Kolkert, is Executive Director and part owner of its ultimate parent company Ditech Holdings, provides Information Technology services to the Group. All transactions between the two entities are undertaken on a normal commercial basis.

21.2. Transactions with other related parties

Amounts included in the determination of profit before tax that resulted from transactions with related parties for the year ended 30 June:

RACT AutoServe Pty Ltd - Joint venture

Rental income	168,843	162,243
Share of profit of equity-accounted investees, net of tax	138,755	90,351
Total	307,598	252,594

Outstanding balances receivable from / (payable to) related parties at 30 June:

RACT AutoServe Pty Ltd - Joint venture

Trade and other receivables	37,288	37
Payables	(23,940)	-
Total	13,348	37

Notes to the consolidated financial statements

22. Key management personnel

The total compensation for key management personnel was comprised of the following:

	2025 \$	2024 \$
Short-term employee benefits	4,295,673	4,487,844
Long-term benefits	79,646	80,879
Post-employment benefits	512,974	479,730
Termination benefits	223,979	41,546
Total compensation	5,112,272	5,089,999

Total key management personnel compensation includes \$479k for directorship fees (2024:\$511k), which is within the member approved limit of \$690k, in accordance with cl.9.15(a) of the Constitution.

The key management personnel of the Group comprise all directors of RACT and the executives having authority and responsibility for planning, directing and controlling the activities of the Group.

At 30 June 2025, in addition to the ten directors, ten executives were included as key management personnel (30 June 2024: twelve directors, eleven executives)

Key management personnel during the financial year (excluding directors):

M Mugnaioni - Chief Executive Officer	S Pennicott - Chief Operations Officer
B Callaway - Chief Mobility Officer (to 26 July 2024)	J Reid - Chief Risk Officer
D de Vries - Chief Technology Officer	P Riley - Chief Insurance Officer
D Harris - Chief Mobility Officer (from 2 September 2024)	I Shannon-Smith - Chief People Officer
S Lester - Chief Financial Officer	K Wasinski - Chief Experience Officer

23. Parent entity information

Information relating to The Royal Automobile Club of Tasmania Limited:

	2025 \$'000	2024 \$'000
Result of parent entity		
Profit/(loss)	(10,755)	(11,799)
Other comprehensive income	-	-
Total comprehensive income	(10,755)	(11,799)
Financial position of parent entity at year end		
Current assets	31,187	26,908
Non-current assets	174,119	171,734
Total assets	205,306	198,642
Current liabilities	82,467	66,610
Non-current liabilities	56,651	55,525
Total liabilities	139,118	122,135
Net assets	66,188	76,507
Total equity of the parent entity comprising of:		
Retained earnings	56,729	67,485
Asset revaluation reserve	9,459	9,022
Total equity	66,188	76,507

Notes to the consolidated financial statements

24. Details of controlled entities

	Percentage of shares held	
	2025	2024
Parent entity		
The Royal Automobile Club of Tasmania Limited (i)		
Controlled entities		
RACT Pty Ltd (ii)	100	100
RACT Holdings Pty Ltd (ii)	100	100
RACT Destinations Pty Ltd (ii)	100	100
Destinations Property Pty Ltd (as trustee for Destinations Property Unit Trust) (ii)	100	100
RACT Investment Holdings Pty Ltd (ii)	100	100
RACT Insurance Pty Ltd (ii)	100	100

All entities are incorporated in Australia.

(i) The Royal Automobile Club of Tasmania Limited is the head entity within the tax consolidated group.

(ii) These companies are members of the tax consolidated group.

25. Deed of cross guarantee

Pursuant to ASIC Corporations (Wholly-owned Companies) Instrument 2016/785 the wholly-owned subsidiaries listed below are relieved from the Corporations Act 2001 requirements for preparation, audit and lodgement of financial reports, and Directors' reports.

It is a condition of the Instrument that the Company and each of the subsidiaries enter into a Deed of Cross Guarantee. The effect of the Deed is that the Company guarantees to each creditor payment in full of any debt in the event of winding up of any of the subsidiaries under certain provisions of the Corporations Act 2001. If a winding up occurs under other provisions of the Act, the Company will only be liable in the event that after six months any creditor has not been paid in full. The subsidiaries have also given similar guarantees in the event that the Company is wound up.

The Subsidiaries subject to the Deed are:

- RACT Pty Ltd
- RACT Holdings Pty Ltd
- RACT Destinations Pty Ltd
- Destinations Property Pty Ltd (as trustee for Destinations Property Unit Trust)

Notes to the consolidated financial statements

25. Deed of cross guarantee (continued)

A consolidated statement of profit or loss and other comprehensive income and consolidated statement of financial position, comprising the Company and controlled entities which are a party to the Deed, after eliminating all transactions between parties to the Deed of Cross Guarantee, are set out as follows:

Consolidated statement of profit or loss and other comprehensive income

For the year ended 30 June 2025

	Consolidated parties to the Deed	
	2025 \$'000	2024 \$'000
Revenue		
Revenue from contracts with members and customers	63,600	50,982
Investment income	16,991	15,582
Other income	2,488	2,559
Total Revenue	83,079	69,123
Expenses		
Employee benefits	(45,469)	(36,454)
Other operating expenses	(32,407)	(29,612)
Interest expense	(3,238)	(3,414)
Total Expenses	(81,114)	(69,480)
Share of profit of equity-accounted investees, net of tax	139	90
Profit before income tax	2,104	(267)
Income tax benefit	3,514	3,593
Profit for the year	5,618	3,326
Other comprehensive income		
<i>Items that will not be reclassified to profit or loss:</i>		
Fair value revaluation / (devaluation) of land and buildings, net of tax	434	(811)
Total other comprehensive income	434	(811)
Total comprehensive income for the year	6,052	2,515

Notes to the consolidated financial statements

25. Deed of cross guarantee (continued)

Consolidated statement of financial position

As at 30 June 2025

	Consolidated parties to the Deed	
	2025 \$'000	2024 \$'000
Current assets		
Cash and cash equivalents	4,582	13,121
Trade and other receivables	11,829	4,167
Investments	17,033	8,077
Other assets	1,588	2,197
Total current assets	35,032	27,562
Non-current assets		
Investments	52	663
Investment in associates	167,756	167,754
Property, plant and equipment	27,364	26,492
Right-of-use lease assets	3,565	2,809
Intangible assets	125	456
Deferred tax asset	4,574	3,682
Total non current assets	203,436	201,856
Total assets	238,468	229,418
Current liabilities		
Payables	4,796	4,885
Current tax liability	433	1,198
Lease liabilities	994	876
Customer contract liabilities	13,987	11,961
Provisions	4,489	3,813
Total current liabilities	24,699	22,733
Non-current liabilities		
Borrowings	51,500	51,500
Provisions	1,085	680
Lease liabilities	2,780	2,124
Customer contract liabilities	27	28
Deferred tax liability	1,315	1,343
Total non current liabilities	56,707	55,675
Total liabilities	81,406	78,408
Net assets	157,062	151,010
Equity		
Retained earnings	147,603	141,985
Reserves	9,459	9,025
Total equity	157,062	151,010

Notes to the consolidated financial statements

26. Auditors' remuneration

KPMG Australia

	2025 \$	2024 \$
Audit and review services		
Audit of financial reports	329,554	262,000
Other regulatory audit services	70,770	80,000
Total auditor's remuneration	400,324	342,000

27. Contingent liabilities - regulatory and internal reviews

Reviews and enquiries from regulators may result in investigation costs, administrative costs, legal costs, system changes, compensation and/or remediation payments (including interest), or fines and penalties. The Group also conducts its own internal reviews of its regulatory compliance, which may result in similar costs. An assessment of the likely cost of the Group of reviews and customer complaints has been made on a case-by-case basis but cannot always be reliably estimated. To the extent that the potential impact can be reliably estimated, the amount has been provisioned.

28. Subsequent events

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material or unusual nature likely, in the opinion of the directors of the Group, to affect significantly the operations of the Group, the results of those operations, or the state of affairs of the Group in future financial years.

Consolidated entity disclosure statement

AS AT 30 JUNE 2025

Entity Name	Body corporate, partnership or trust	Place incorporated/formed	% of share capital held directly or indirectly by the Company in the body corporate	Australian or foreign tax resident	Jurisdiction for foreign tax resident
The Royal Automobile Club of Tasmania Limited (the Company)	Body corporate	Australia		Australian	N/A
RACT Pty Ltd	Body corporate	Australia	100%	Australian	N/A
Destinations Property Pty Ltd	Body corporate - Trustee of Destinations Property Unit Trust	Australia	100%	Australian	N/A
Destinations Property Unit Trust	Trust	Australia	N/A	Australian	N/A
RACT Holdings Pty Ltd	Body corporate	Australia	100%	Australian	N/A
RACT Destinations Pty Ltd	Body corporate	Australia	100%	Australian	N/A
RACT Investment Holdings Pty Ltd	Body corporate	Australia	100%	Australian	N/A
RACT Insurance Pty Ltd	Body corporate	Australia	100%	Australian	N/A

Key assumptions and judgements

Determination of tax residency

Section 295 (3A) of the Corporation Acts 2001 requires that the tax residency of each entity which is included in the Consolidated Entity Disclosure Statement (CEDS) be disclosed. In the context of an entity which was an Australian resident, "Australian resident" has the meaning provided in the Income Tax Assessment Act 1997. In determining each entity as Australian tax residents, the consolidated entity has applied current legislation and judicial precedent, including having regard to the Commissioner of Taxation's public guidance in Tax Ruling TR 2018/5.

Trusts

Australian tax law does not contain specific residency tests for trusts. Generally, these entities are taxed on a flow-through basis so there is no need for a general residence test. There are some provisions which treat trusts as residents for certain purposes, but this does not mean the trust itself is an entity that is subject to tax.

Directors’ declaration

1. In the opinion of the directors of The Royal Automobile Club of Tasmania Limited (the Company):
- a) the consolidated financial statements and notes thereto, are in accordance with the *Corporations Act 2001*, including:
 - (i) giving a true and fair view of the Group’s financial position as at 30 June 2025 and of its performance for the financial year ended on that date; and
 - (ii) Complying with the Australian Accounting Standards and the *Corporations Regulations 2001*;
 - b) the consolidated entity disclosure statement as at 30 June 2025 is true and correct.
 - c) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable
2. The directors draw attention to Note 1 to the consolidated financial statements, which includes a statement of compliance with International Financial Reporting Standards.

Signed in accordance with a resolution of the directors:

A J Flakemore
Director

A M Coleman
Director

Hobart, 30th September 2025

Independent Auditors Report



Independent Auditor's Report

To the members of The Royal Automobile Club of Tasmania Limited

Opinion

We have audited the **Financial Report** of The Royal Automobile Club of Tasmania Limited (the Company).

In our opinion, the accompanying Financial Report of the Company gives a true and fair view, including of the **Group's** financial position as at 30 June 2025 and of its financial performance for the year then ended, in accordance with the Corporations Act 2001, in compliance with Australian Accounting Standards and the Corporations Regulations 2001.

The **Financial Report** comprises:

- Consolidated Statement of financial position as at 30 June 2025;
- Consolidated Statement of profit or loss and other comprehensive income, Consolidated Statement of changes in equity, and Consolidated Statement of cash flows for the year then ended;
- Consolidated entity disclosure statement and accompanying basis of preparation as at 30 June 2025
- Notes, including material accounting policies; and
- Directors' Declaration.

The **Group** consists of the Company and the entities it controlled at the year-end or from time to time during the financial year.

Basis for opinion

We conducted our audit in accordance with *Australian Auditing Standards*. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report.

We are independent of the Group in accordance with the *Corporations Act 2001* and the ethical requirements of the *Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the Financial Report in Australia. We have fulfilled our other ethical responsibilities in accordance with these requirements.

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Other Information

Other Information is financial and non-financial information in The Royal Automobile Club of Tasmania Limited's annual report which is provided in addition to the Financial Report and the Auditor's Report. The Directors are responsible for the Other Information.

Our opinion on the Financial Report does not cover the Other Information and, accordingly, we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Financial Report, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Financial Report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor's Report we have nothing to report.

Responsibilities of the Directors for the Financial Report

The Directors are responsible for:

- preparing the Financial Report in accordance with the *Corporations Act 2001*, including giving a true and fair view of the financial position and performance of the Group, and in compliance with *Australian Accounting Standards* and the *Corporations Regulations 2001*
- implementing necessary internal control to enable the preparation of a Financial Report in accordance with the *Corporations Act 2001*, including giving a true and fair view of the financial position and performance of the Group, and that is free from material misstatement, whether due to fraud or error
- assessing the Group and Company's ability to continue as a going concern and whether the use of the going concern basis of accounting is appropriate. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate the Group and Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Report

Our objective is:

- 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 *Australian Auditing Standards* will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They 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 the Financial Report.



A further description of our responsibilities for the audit of the Financial Report is located at the *Auditing and Assurance Standards Board* website at: https://www.auasb.gov.au/media/apzlvn0y/ar3_2024.pdf this description forms part of our Auditor's Report.

KPMG
KPMG


Tracey Barker
Partner

Brisbane
30 September 2025



Club Directory

ANNUAL REPORT 2024 – 2025
THE ROYAL AUTOMOBILE CLUB OF TASMANIA LIMITED
ABN 62 009 475 861

President

Mrs A J Flakemore

Vice President

Ms K L Nylander

Board

Mr A M Coleman

Mr C A Ellis

Mr I A Gillespie AM

Mr M C Grey

Mr P A W Kolkert

Mr A S McKenzie

Ms J A L Richardson

Company Secretary

Mr S Lester

Honorary Life Members

Ms J M Archer

Mr AJ Beck*

Mr EC Best AM*

Mr JR Bloomfield

Mr DM Catchpole

Mr TG Challen OAM*

Mr BF Clark

Mr BB Cox*

Mr MG Dixon

Mr PA Dixon

Mr GW Fysh*

Mr PJ Joyce

Mr KM Kidd*

Mr CJ Langdon

Mr HD Loane OBE*

Mr RS Locke

Mr HR Mitchell*

Mr DC Nation

Mr CAS Page OBE*

Mr TAC Preston*

Prof P Scott AO OBE*

Mr CL Sherry*

Mr RC Southee*

Mr AC Stacey AM

Mr TA Stephens*

Mrs JM Trethewey OAM*

Mrs KA Westwood

**Deceased*

Executive Leadership Team

(as at 30 September 2025)

Mr D de Vries – Chief Technology Officer

Mr D Harris – Chief Mobility Officer

Mr G Hinkins – Transformation Office Director

Mr S Lester – Chief Financial Officer

Mr M Mugnaioni – Chief Executive Officer

Ms S Pennicott – Chief Operations Officer

Ms J Reid – Chief Risk Officer

Mr P Riley – Chief Insurance Officer

Ms I Shannon-Smith – Chief People Officer

Ms K Wasinski – Chief Experience Officer

Registered Head Office

179-191 Murray Street,
Hobart, Tasmania, 7000

Postal Address

GPO Box 1292,
Hobart, Tasmania, 7001

Contact Details

Telephone: 13 27 22

Website: ract.com.au

Branches

Hobart (Murray Street);
Launceston; Devonport;
Burnie; Eastlands;
Glenorchy; Kingston

Useful Numbers:

RACT General Enquiries:
13 27 22

RACT Roadside Assist:
13 11 11

RACT Ultimate Members:
1800 088 865

RACT AutoServe:
1300 127 684

RACT Driving Training:
13 27 22

Travel enquiries:
1300 368 111

Auditors

KPMG
3/100 Melville Street Hobart,
Tasmania, 7000



Burnie

24 North Terrace, 7320

Devonport

68 Rooke Street Mall, 7310

Glenorchy

Cnr Main Road & Terry Street, 7010

Hobart

179-191 Murray Street, 7000

Kingston

Shop 60, Channel Court, 7050

Launceston

Cnr York & George Streets, 7250

Rosny Park

Eastlands Shopping Centre, 7018

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