



choice • passion • life



2016-17

Annual Report

CORPORATE INFORMATION

BOARD OF DIRECTORS

Bruce Cowley
Chair

Simone Fraser
Deputy Chair

Susan Rix
Treasurer until November 2016

Simon Crane
*Joined the Board & appointed
Treasurer from November 2016*

DIRECTORS

Stephen Brady

Yvonne Burns (*until November 2016*)

Helen Chenery (*until June 2017*)

Dermot Lindsay

Michael Pini

Susan McKee (*joined the Board in June 2017*)

EXECUTIVE MANAGEMENT TEAM

Angela Tillmanns
*Chief Executive Officer, until 18th November
2016*

Rhys Kennedy
*Chief Executive Officer, from 21st November
2016*

Rhys Kennedy
*GM Product, Brand & Strategy, until 18th
November 2016*

Marc Nichols
GM Corporate Services

Wendy Lavelle
GM Services

Julie Byth
*GM Brand, Product & Fundraising, from
6th February 2017*

BUSINESS PARTNERS

Crowe Horwath
Auditors

Westpac
Bankers

Mills Oakley, Thomson Geer, HWL Ebsworth
Solicitors

JBWere
Investment Advisors

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full listing of our office locations.



Patron

Governor of Queensland,
His Excellency the Honourable,
Paul de Jersey AC



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ABOUT US

WHO WE ARE & WHAT WE DO

At CPL, we work with people of all ages to grow beyond expectations, seize new opportunities and do amazing things with their lives.

From going to school or finding a job through to enjoying your retirement years, CPL is there wherever life takes you. Our support packages include disability, therapy, employment and aged care services, so our clients can easily get all their services from one place.

We used to be known as the Cerebral Palsy League, but now we're CPL which stands for Choice, Passion and Life. We changed our name in 2014 to reflect that we support people of all abilities.

We tailor our support services in homes, schools and communities to each client's goals so they can live the life they choose with passion.

CPL is proud to offer solutions across Queensland.

OUR HISTORY

CPL was founded in 1948 in Brisbane by a group of concerned parents of children with cerebral palsy who felt they were not receiving the services they needed and imagined a better world for their children.

These families laid solid foundations for an organisation that has grown to become one of Queensland's largest service providers for people with disabilities.

OUR VISION

An inclusive society for all people.

OUR PURPOSE

To provide services for people with disabilities so they can live the life they choose with passion.

OUR DIFFERENCE

We've supported thousands of Queenslanders for close to 70 years and we pride ourselves on being part of every local community in which we work.

We work with each client and family to maximise independence so you can live the life you choose in your community.

THE CPL WAY

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

MESSAGE FROM THE CHAIR & THE CEO



The last 12 months have seen many changes for CPL, from new locations transitioning to the National Disability Insurance Scheme (NDIS) to a change in leadership as Angela Tillmanns retired as CEO after nine years.

When Angela was first appointed CEO of CPL in 2007, she had big plans and two major goals for the organisation. The first was for CPL to advocate for the NDIS to become a reality for people with disabilities. The second was to lead CPL into the NDIS world and support our clients to discover a future of new possibilities.

The Board are exceedingly thankful for her dedication to CPL. Angela achieved these goals and prepared CPL

well for a bright future under the NDIS.

In our search for a new CEO for CPL, the Board was looking for someone who could take the organisation forward into a new era. We knew we needed someone with a passion for innovation, as well as experience in creating exceptional client outcomes. Overwhelmingly, this person was Rhys Kennedy.

Rhys started at CPL over 10 years ago as an Occupational Therapist in Rockhampton. Since starting at CPL, Rhys has held a number of positions, from Allied Health Manager to CEO of joint venture: AsOne Therapy and most recently as General Manager of Strategy.

Amongst his professional achievements, one thing that stood out for the Board was Rhys' personal commitment and focus on ability - simply, what people can do and how he can work with them to achieve their goals.

The NDIS represents challenges and opportunities for CPL and our clients, but the Board believes that Rhys is the right person to lead CPL through these changes and deliver what's best for our clients and families. I am proud to work alongside Rhys and I am excited to see how the future will unfold through his leadership.

Bruce Cowley
Chair of the CPL Board



Stepping into the role of CEO in December 2016 was an incredible honour. I have been part of the CPL team for more than 10 years and have seen such enormous change over that period. However, at no time in our history has the organisation - and our Wclients - experienced such significant change.

I know that change isn't always easy or smooth. So the key priority for my first few months as CEO was to meet and speak with as many clients and their families - as well as CPL's own staff - about how we're doing.

Our clients and families told me they are tired.

Many families have been supporting their loved ones for over 40 years and while they're hopeful for new possibilities under the NDIS, they're also overwhelmed, confused and scared about navigating a new funding regime. This really resonated with me. I want every CPL client and family to know that CPL is committed to ensuring each and every person feels informed, confident and prepared for the NDIS.

While extensive resources have been put into supporting our clients to transition, what's less visible is the work happening behind the scenes on CPL's products, services, systems and processes. This work is equally important in ensuring CPL remains a sustainable and viable business, capable of delivering quality services well into the future.

It is fair to say that 2016/17 has been a very busy and productive year. Some highlights from the year include:

- Delivering 1.06 million hours of support
- Maintaining a 100 per cent completion rate of Mylestones Solutions' 'Ready for Work' courses
- Supporting our Townsville, Toowoomba and Ipswich locations to transition to the NDIS
- Introducing 15 new online training programs to CPL's learning management system for employees
- Growing volunteer roles more than 200%, offering more support to the business than ever before

These outcomes would not have been possible without the dedication and support of our employees, board members, donors, supporters and volunteers. Thank you to everyone who has been involved with CPL over the past year.

Rhys Kennedy
CPL Chief Executive Officer

YEAR IN REVIEW

CLIENT SERVICES

In 2016/17, CPL transformed its service delivery through the creation of service hubs from which clients can coordinate all of their support needs. This change contributed to significant growth, including a 10 per cent increase in total client numbers.

Key statistics from 2016/17:

- 1.06 million hours of support
- An average of 2,900 hours per day or 88,785 a month
- 78 per cent of those hours are via support at home programs
- On average, overnight support in 53 homes every night
- 93,238 hours of support (in addition to therapy and employment) during the month of March alone

SUPPORTING PEOPLE TO LIVE FULFILLING LIVES IN THEIR HOMES AND COMMUNITIES

Throughout 2016/17, CPL supported adults, children and their families in their homes and local communities. Support spanned from Cairns to the Gold Coast and as far west as Roma and Warwick. We also provided a broad range of one-on-one support and group programs.

The services we provide to people in their homes and communities included:

- Personal care, household management and domestic assistance to individuals and families' homes, and in shared accommodation settings
- Drop-in support to help people remain living in their homes
- Group and one-on-one programs for creative arts, life skills and education, plus learning opportunities in our service locations and in local communities

CPL continues to focus on achieving great client outcomes and providing an excellent customer experience through our home and community services. By focusing on client outcomes, our support staff receive greater job satisfaction and a better understanding of the importance of their roles at CPL.

CONTRIBUTING TO THE CULTURAL FABRIC OF COMMUNITIES

Our community support programs aim to build skills, grow confidence and maximise the independence of our clients. We are particularly proud of the quality creative arts programs we offer. Over the past decade, we've developed new recreational activities and ways to support career opportunities in creative art spaces. This has continued in 2016/17 with the addition of new specialisations in ceramics, woodworking, candle making and screen printing.

Through these innovative programs, clients are able to work as artisans earning an income by creating products to sell.

CPL clients are also drawing their talents together to produce high-quality art, textiles and photography work to improve their financial independence.

In addition to creative learning, clients can also undertake curriculum based programs where they learn life skills.

This can be formal, accredited or flexible giving clients more choice and control.





CREATING OUTCOMES AND GROWING INDEPENDENCE THROUGH THERAPY

To support our clients with NDIS preparation, CPL uses a consistent outcome measurement tool – the Canadian Occupational Performance Measure (COPM). This allows our clients to set meaningful and measurable goals, as well as ensuring our therapists are clearly articulating results and outcomes to clients.

Allied Health has also continued to stay at the forefront of complex communication and equipment prescription. A significant initiative in the complex communication space is the development of the Let's Talk and Camp Have a Chat programs.



Camp Have a Chat and Let's Talk are ground-breaking in every way: first words communicated, life-long skills gained and importantly, life-long friendships formed. Peer mentoring continued to be a significant component of Camp Have a Chat and attendees have reported how motivating it is to work with and hear from others who are on a similar communication journey.

To further CPL's expertise in Assistive Technology prescription, and to ensure our ongoing accreditation as an equipment prescriber under NDIS, we have implemented ASTAR. The ASTAR framework aims to enhance customer engagement and satisfaction in the equipment prescription process. The framework provides the ability to quantify the number of hours taken to complete these services. This has enabled us to move towards a more efficient clinic based service for equipment provision and prescription.

CPL'S MY LIFE CONSULTANCY

CPL's My Life Consultancy is a host provider for the Queensland Government's Your Life Your Choice program. My Life continued to grow in 2016/17 and now supports more than 130 people across Queensland.

To prepare our clients for the NDIS roll out in Toowoomba, Ipswich, Bundaberg, Rockhampton and Gladstone, My Life, together with local staff, held numerous individual pre-planning sessions and three workshops across the year. These sessions helped clients better understand their choices under the new NDIS arrangements and increase their knowledge of CPL services and funding options.

SUPPORTING PEOPLE WITH EMPLOYMENT AND TRAINING

CPL is passionate about people living the life they choose and for many people this means being employed in their communities. Employment not only provides independent income but supports a social network, an opportunity to learn and a chance to connect.

During 2016/17, CPL continued to strengthen its commitment to employment and training opportunities for people with disabilities. CPL's Employment and Training service comprises:

Mylestones Employment, our Disability Employment Service

Mylestones Solutions, our range of Disability Social Enterprises

Mylestones Printing, our Australian Disability Enterprise

Mylestones Training, our Registered Training Organisation

These services support people to build their skills, undertake vocational training and find sustainable paid employment, allowing them to become contributing members of society. CPL also added a formal Transition to Work program to our suite of employment and training services.

MYLESTONES EMPLOYMENT

Mylestones Employment is a Disability Employment Service that matches Queensland job seekers with disabilities to employers who want hardworking and reliable staff. We support our job seekers to find long-term employment in jobs they love. Through Mylestones Employment, we are dedicated to building better businesses and stronger communities across Queensland.

Currently we have over 32 sites operating across Queensland. In the last financial year, we focused on increasing job opportunities for people with disability and increasing vocational training for our clients.

Mylestones has also grown numerous new partnerships with local community groups and like-minded organisations including:

- Police-Citizens Youth Club (PCYC)
- Mental Illness Fellowship Queensland (MIFQ)
- Queensland Mental Health (QMH)
- Indigenous groups
- University Specialist Employment Partnerships (USEP)



MYLESTONES SOLUTIONS

CPL offers Supported Employment options through our Disability Social Enterprise, Mylestones Solutions. We provide an inclusive, diverse and social working environment to empower people with a disability through supported employment.

Mylestones Solutions Crews include Garden Crews, Maintenance Crews, Market Crews and Warehouse crews.

In the last 12 months we experienced continued success with our Skills Hub and Coffee Cart in Strathpine and Garden Crews in Townsville and Brisbane. We also introduced new Crews in Cairns, Toowoomba, Bundaberg, Gladstone, Hervey Bay, Maryborough and an additional crew in Strathpine.

Mylestones Solutions continued to operate multiple 'Ready for Work' courses across the State and maintained a 100 per cent completion rate for traineeships in all locations.

MYLESTONES PRINTING

Mylestones Printing, CPL's Australian Disability Enterprise, currently employs over 40 people with disability to deliver high quality print and mail solutions for local businesses and the community. We provide our employees with on-the-job training so that they have the skills to be capable and engaged employees.

In the last financial year, we continued to diversify job roles and opportunities for employees with a disability, and we are looking to expand this further in 2017/18.

MYLESTONES TRAINING

Registered Training Organisation, Mylestones Training, provides employment and training to people with disabilities in a supported setting, as well as accredited training for people seeking work in the disability sector. Mylestones Training's programs are designed to meet the learning needs of the disability sector and improve the knowledge, skills and competencies of staff and students. Our training team also connects people with disabilities to pre-employment and vocational training and partners with others to provide tailored training.

In the last financial year, Mylestones Training integrated more closely with Mylestones Employment to deliver more vocational training and increase long-term employment opportunities.

FINANCIAL SUSTAINABILITY

2016/17 saw continued improvement in CPL's financial results. The result of CPL's NDIS readiness strategy to quarantine all property rationalisation proceeds and major bequests has contributed to a successful investment account with JB Were. Currently, all investment gains are reinvested and no funds have been required for the transitioned regions of Townsville, Toowoomba and Ipswich.

The Board's strategy to review property assets, and liquidate non-core property assets to maximise flexibility and increase cash reserves in preparation for the NDIS rollout over the coming years, has resulted in some non-recurring items in the Statement of Profit or Loss. The profit before



depreciation and amortisation includes a gain on the sale of CPL's former head office in New Farm in September 2016, as well as major bequests. The surplus has funded business transformation projects to ensure CPL's ability to grow its business under the NDIS. The rollout of efficiency programs to ensure CPL's processes and systems are appropriate to the business needs, improved accountability measures, and a robust business planning and review framework were all major factors that contributed to this very positive result.

RATIONALISING PROPERTY ASSETS

The sale of the New Farm property in September 2016 completed the Board's strategy, achieving an optimum result for CPL.

With the NDIS officially live in Queensland, the Board believes CPL's current cash reserves will adequately fund the continued NDIS readiness and rollout activities for CPL across Queensland.

In addition, current cash reserves will fund future investment required in IT infrastructure and systems to automate the processes required to improve service delivery and meet NDIS price expectations.

LOOKING FORWARD

CPL continues to look for new opportunities in the competitive market created by the NDIS. To ensure financial sustainability, all service functions are being reviewed to fully understand the impact of the funding model on the cost base of these services, the market for these services and the CPL point of difference.

CPL is prepared for the change the NDIS represents for the sector. The focus in the year ahead will continue to be on business development, capturing the learnings from the NDIS rollout so far, and reviewing and adapting CPL's position to ensure we continue to offer products and services that meet the needs of our clients to live the life they choose with passion.



CLIENT AND COMMUNITY ENGAGEMENT

CPL undertook a range of activities and events in 2016/17 to better support our clients and engage with the wider community.

UNDERSTANDING OUR CLIENTS

In 2016/17, CPL embarked upon the biggest program of work to understand the needs of our clients and other users of disability services to inform future decision making and innovation around our products and services.

The centrepiece of this work was market research around client's expectations of our services and their perceptions of CPL. CPL sincerely thanks every client who participated in this research. Your feedback is already supporting CPL to meet your needs through improved access to information and resources through channels such as our 1800 number and website, as well as the development of new products.

Supporting this initiative, CPL CEO Rhys Kennedy travelled around the State to meet and engage with clients (and employees) and find out what CPL is doing well and what we can do better.

CPL will build upon its client understanding in 2017/18 with more opportunities for CPL clients to share their stories, experiences and feedback.

LIVE LARGE

Live Large Festival, delivered by CPL in partnership with Treasury Brisbane, was Australia's first festival celebrating what it means to be alive and diverse. Held over two days at Easter 2017, Live Large was a free festival with music, food, entertainment and the arts, inspiring new thinking about what it means to live large and how this one idea brings us together as a community.

Live Large was a fully accessible and inclusive event designed for people of all ages and all abilities. This meant a wider range of accessibility features than seen previously at any major event including wider pathways and suitable terrain for mobility equipment, varied seating and serving heights, a personal care tent and chill out zone, fully accessible toilet facilities, guided tours and translation of entertainment acts, support for assistance animals, accessible dining options for food vendors, as well as charging stations throughout the event to recharge mobility and assistive tech devices.

EVENT OVERVIEW

-  **40 ENTERTAINMENT ACTS**
-  **9 MARKET STALLS**
-  **8 DISABILITY ORGANISATIONS**
-  **17 FOOD VENDORS**
-  **75 VOLUNTEERS**
-  **11 WORKSHOPS**

17,000 ATTENDEES



DISABILITY ACTION WEEK

CPL marked Disability Action Week (11 to 17 September 2016) with a variety of fun and engaging community events and activities across the State.

Despite one in five Queenslanders having a disability, significant stigma still exists within the broader community. Disability Action Week is a great opportunity to break down negative perceptions and instead focus on how we can empower people with disabilities and improve access and inclusion within our community.

TOUCHSTONE MAGAZINE

Touchstone is CPL's flagship publication: a quality, glossy magazine that addresses a wide range of disability news, issues, research, services and products. Published quarterly, Touchstone also shares the achievements, stories and passions of CPL clients and staff across the state.

In 2016/17, we distributed around 20,000 hard copies and 7,000 electronic copies of Touchstone magazine. This year, we continued to refine the design, look and feel of the magazine and also introduced some guest writers and articles including Jacki 'Jax' Brown - a notable personality and disability advocate; Rachael Watson - Paralympic athlete; and Madeline Stuart - international model and spokesperson.









ONLINE ENGAGEMENT

CPL continues to drive engagement with the community and clients through our online presence. Social media, particularly Facebook, is fast becoming the preferred way for people to hear client stories, find out about the NDIS and see what's happening in their community.

CPL's Facebook following in 2016/17 grew more than 22 per cent to 12,455. However, it is the level of engagement with our followers of which we are most proud. The increasing 'likes' and 'comments' demonstrate that we are building a community who understand our vision.

CPL's website also experienced increased traffic as Queenslanders seek out information about the NDIS and how we can support them under this new funding model.

	15/16	16/17
 WEBSITE	199,232	211,768
 FACEBOOK	10,523	12,455
 TWITTER	1,433	1,584
 YOUTUBE	20,040	19,365
 LINKEDIN	1,487	1,902
 INSTAGRAM	250	397

FUNDRAISING ACHIEVEMENTS

CPL continued to experience strong support from individuals, community groups and corporate partners, whose generous support enabled us to fund key programs and vital equipment for clients. No matter how small or large the contribution, we are grateful to all who support CPL, and are committed to being responsible stewards of the gifts we receive.

In 2016/17 our fundraising efforts included community fundraising, appeals, regular giving, major gifts, bequests, trusts and foundations, art unions and corporate gifts. Each of these channels provides us not only with the opportunity to raise funds, but also share the inspiring stories of our clients - challenging perceptions and stereotypes of people with disability in the community. In fact, over the course of the year, we had more than 400,000 conversations with members of the Queensland community.

Two of the most popular ways individuals supported CPL this year were regular giving and Friendship Bank. Friendship Bank is our small change collection program, which involves individuals, families and small businesses placing a small tin in their home or workplace and filling it with loose coins. CPL collects the tins periodically throughout the year or donors can take their tin to a local bank and deposit the funds directly.



The number of tins scattered throughout Queensland topped 8,400 this year, with plans to expand this grassroots program even further in 2017/18.

Friendship Bankers love the ease of giving to CPL, as do our regular donors who donate to CPL throughout the year by direct debit. Our regular givers ensure CPL can commit with certainty to important projects that require funding.

2016/17 also saw a growing level of support from business.

Scentre Group - the construction division of the Westfield Group - continued its long and valued partnership with CPL with their fundraising efforts topping \$170,000 for the year. Over the past five years, the dedicated and committed team at Scentre Group has contributed more than half a million dollars - supporting hundreds of children to access equipment and therapy. The impact of this funding cannot be underestimated and CPL sincerely thanks Scentre Group for its continued support.

A further 20 corporate partners - both new and established - participated in our annual Wheel Make a Change. Returning for the fifth time in June 2017, this year's event raised more than \$112,000, ensuring Camp Have a Chat can be delivered in more locations throughout Queensland across the year.

Live Large was also a chance for many of our corporate supporters - including co-presenting partner, Treasury Brisbane - to publicly demonstrate their commitment to access and inclusion. Their involvement ensured a highly successful event with higher than anticipated participation and attendance.

CPL looks forward to continued support from individuals, community and corporate partners in 2017/18 when CPL celebrates its 70th birthday.



PEOPLE, LEARNING & CULTURE

This year, the People, Learning and Culture team focused on growing and sustaining a capable, skilled and resilient workforce and responding to the needs of our clients, particularly through the introduction of NDIS.

PREPARING FOR GROWTH

In July 2016, the Recruitment and Volunteer Services teams successfully rolled out a new online recruitment system. Moving new employee paperwork to an online environment not only increased the efficiency of recruitment and onboarding processes, but has positioned CPL to respond to workforce growth anticipated as the result of NDIS. Transitioning of new employees into CPL was also streamlined through the centralisation of the orientation and induction program.

Other key initiatives in 2016/17 included:

- Key work related to aged care (including regulatory requirements) following CPL's successful tender for Transition Care in two Queensland regions
- Introduction of 15 new online training programs to CPL's learning management system, CPL Academy
- Greater professional development programs for supervisors and managers
- Upgrading CPL's human resources information and payroll system, Aurion, to enable greater workforce insights and reporting

INCREASING ENGAGEMENT

Volunteering at CPL saw significant growth in 2016/17. The number of volunteers in the business more than doubled contributing to a total of 22,403 volunteer hours with a value of more than \$800,000. This level of growth was only possible through the efficiencies in recruitment and onboarding discussed earlier.

Employee engagement was also high on the agenda in 2016/17 with particular focus on employee benefits and internal communication - both of which were highlighted for attention through the 2016 Employee Engagement Survey.

This work delivered two outcomes:

- Appointment of a Communications Manager to coordinate internal communications
- The launch of Caboodle, an online employee benefits platform, offering discounts at more than 350 retailers, peer recognition and CPL communications and information

Qualitative and quantitative insights into our people were improved in 2016/17 through surveying of new employees and interviews with exiting staff. This feedback has provided a better understanding of the employee experience, as well as common themes and trends to support managers and inform improvements and decision-making around recruitment, rostering, and learning and development offerings.



INFORMATION TECHNOLOGY

CPL's digital strategy had two distinct focuses in 2016/17. The first focus was enhancing business enabling technologies in preparation for NDIS and the second was understanding and preparing for our digital future.

Key projects undertaken in 2016/17 in support of one or both of these strategies included:

- Improving internal operating efficiencies to enable better technology support to all CPL sites
- Digitisation of rostering and scheduling procedures to provide greater certainty to clients around their service delivery
- Centralising client records to improve information management, while also facilitating better client understanding and insights
- Acquisition of an organisation wide employee platform to enhance communication, collaboration and analysis
- Investment in data analytics and visualisation tools to enable real time insights into business operations and outputs
- Moving forward, this approach will provide CPL with a stronger digital footprint and a collaborative approach to innovation.





CAIRNS

The focus in Cairns in 2016/17 was the launch of new programs and investing into employment, pathways to employment and skill-building for people with disabilities.

Highlights from 2016/17 include:

- Launching a “Get Ready for Work” program, delivered through the Queensland Government’s Skilling Queenslanders for Work initiative.
- Launching Mylestones Solutions Garden and Maintenance Crews, allowing CPL to provide employment and skill development for people with disability in Cairns
- Hosting a successful Let’s Talk Day for children with Complex Communication Needs and their families
- Delivering a training program to early childhood educators to promote inclusion of people with a disability in mainstream activities
- Launching a social skills program for young people and teens (thanks to Willis Towers Watson)



YOU’RE HIRED!

As little as two per cent of job applicants receive an interview, with almost half of all resumes thrown into the shredder. For job seekers looking to stand out from the crowd, success lies in preparation, as 18-year-old Cairns local, Nicholas Hill (pictured above) explained.

Nicholas joined CPL’s Student Work Experience and Employment Training (SWEET) program in Cairns, funded by Skilling Queensland’s Get Ready for Work program.

SWEET has been getting Queenslanders’ feet into industry doors since 2010 and Nicholas says he can’t imagine what his life would be like without it.

“Before I joined CPL’s SWEET program, there were times where I would get really nervous in an interview. I would get stuck on what to say,” he explained.

“But now that I’ve done the program, I think it has made me as employable as possible.”

SWEET supports job seekers aged 15 to 24 to overcome barriers and be ready to enter the workplace, giving people like Nicholas crucial skills in resume writing, interview performance and workplace procedures.

“It not only increased my employability but also gave me the opportunity to make new friends and become more confident - especially in interviews. It’s been absolutely incredible.”

Nicholas has since started with CPL’s Mylestones Solutions Garden Crew in Cairns, learning about mowing, trimming and whipper-snipping while starting a Certificate 1 in Garden Maintenance. For the teen, it was a step closer to independence and the life of his dreams.

“I just want enough money to be able to support myself and I’m feeling a lot more prepared in working towards my goal thanks to CPL,” he said.

TOWNSVILLE



CPL Townsville experienced enormous growth in 2016/17, with community support services growing by more than 400 per cent and overall hours of service growing 84 per cent.

Highlights from 2016/17 include:

- Continued popularity of vacation care and social programs targeted at children and teenagers
- A pilot therapeutic dance program, Dance Unlimited, with Access Arts and Dance North funded by the Coca-Cola Australia Foundation for young people up to the age of 21
- Growth in adult programs, prompting the expansion of CPL's service offering in 2017/18 with new community and skill development activities
- The return of Camp Have a Chat for the third consecutive year, catering to 12 new and returning participants



GETTING CHATTY IN TOWNSVILLE

Being able to communicate effectively is one of the most important skills we can acquire - it allows us to convey our thoughts, emotions, intentions and objectives and make connections with those around us.

In June, a group of children from Townsville came together for CPL's third annual Camp Have a Chat: a three-day camp which aims to educate and empower young people with complex communication needs.

CPL's Camp Have a Chat is the only initiative of its kind in Queensland. During the three day program, children and their families are encouraged to learn and connect over the latest communication methods and technologies in signs, symbols, gestures and electronic communication as a community and, most importantly, express themselves in a supportive group environment while making new friends.

Seven-year-old Molly Peach and her mum, Erin, attended their first Camp Have a Chat this year and enjoyed learning new ways to communicate while spending time together.

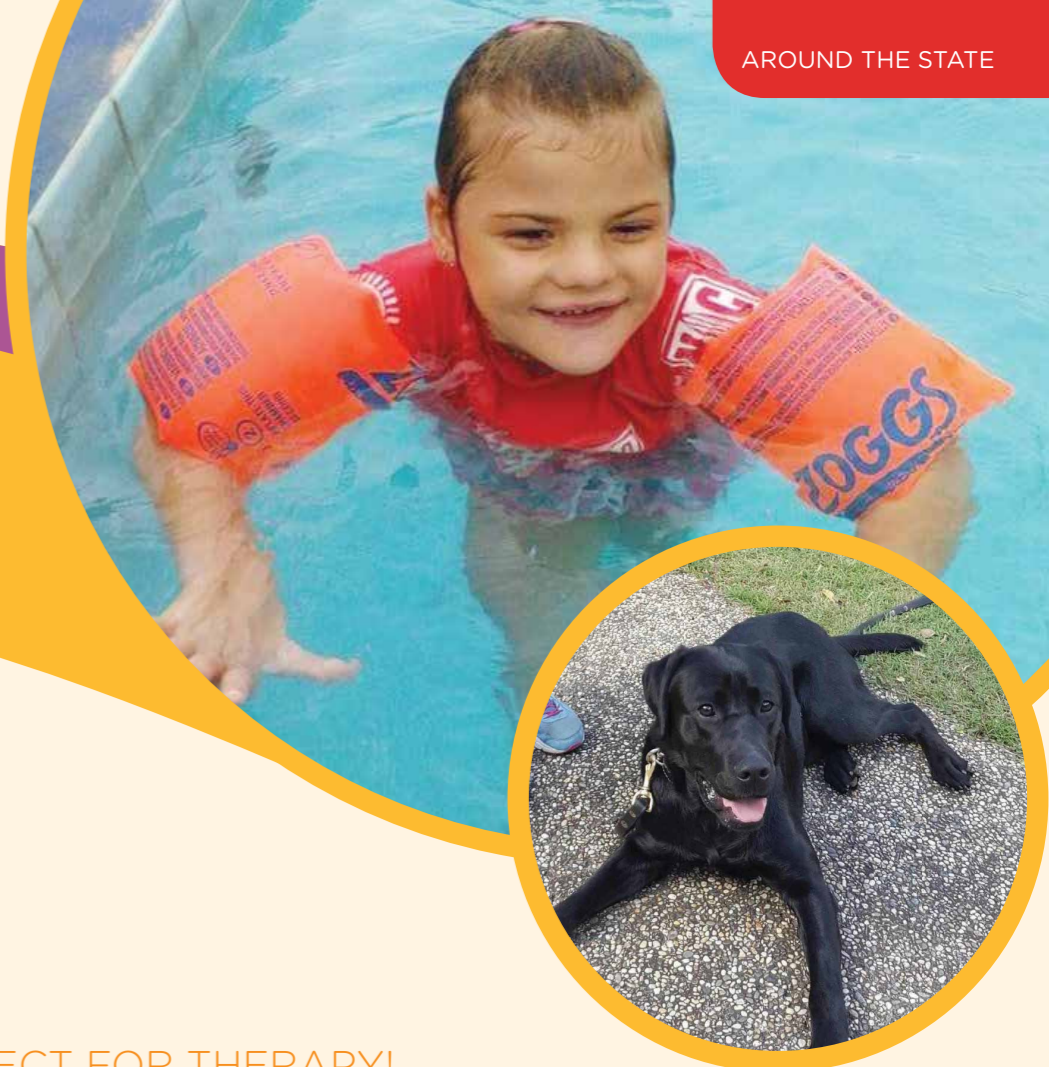
"Camp Have a Chat was an opportunity for Molly to communicate with other kids her age, but it was also a chance for us to have some mother-daughter bonding time," Erin said.

"We introduced Molly's communication book to the whole family so that they know how she uses it. We're all practicing. It's a bit nerve racking, I get frustrated because I'm not quick enough and she gets frustrated because she's trying to say something.

"But she's happy that we're using it. She looked at us and went 'oh my goodness-you know I'm using it at school and now you know how to use it too'," she explained.

"It's really opened my eyes to the different ways that kids communicate."

ROCKHAMPTON & GLADSTONE



CPL has been part of the Central Queensland community for more than 60 years and continues to be a popular choice for locals thanks to its diverse range of programs and activities.

Highlights from 2016/17 include:

- Hosting the annual archery tournament with over 40 participants
- Introducing a Let's Talk Day for children with Complex Communication Needs and their families
- Launching employment and transition to work programs throughout Gladstone

PAWSITIVELY PERFECT FOR THERAPY!

Did you know that dogs can be used as assistance animals for all kinds of disabilities? The Morgan family in Gladstone recently welcomed Herbie the Labrador into their lives, as an assistance dog for daughter Chilli.

The Morgan family recently travelled to the Sunshine Coast to meet Herbie the Labrador and learn all about how his training will help Chilli and to manage her autism.

Back in Gladstone, Chilli and her family receive support from CPL a few times a week to assist with the evening routine.

"CPL helps us with mealtime or giving Chilli a bath, so it gives me a chance to get dinner on and look after her younger brother Axel," mum Kavina explained.

Chilli is non verbal and uses signs and pictures to communicate with her family, friends and teachers at school.

"She has really come a long way in the last few months with her communication and all of her friends and teachers are so supportive."

As for Herbie the dog, he has around 12 months of training to go before he will be joining the Morgan family.

"He's currently 11 months old and is a very happy puppy," Kavina said.

"We were all amazed by the amount of training he has done already. Herbie is being specifically trained for Chilli and her needs, which is so exciting."



WIDE BAY



In the past financial year, CPL added work crews to its employment programs, including traineeships in Wide Bay. This, combined with an overall increase in a demand, saw CPL in Bundaberg double in size and outgrow its premises.

Highlights from 2016/17 include:

- Hosting another successful Amazing Race event, with more community participation and involvement than ever before
- Preparation for a new centre in Bundaberg to accommodate more programs and activities for clients of all ages (opening late 2017)
- Planning for relocation and expansion of CPL Maryborough (scheduled for early 2018)



BUNDABERG'S OWN KARATE KID

CPL's Bundaberg service is now a whole lot safer thanks to one client, Mark Hotko!

Mark is an avid martial arts enthusiast, namely Taekwondo, and has been attending weekly classes with the support of CPL.

Each Tuesday afternoon, Mark takes part in a class taught at a local community centre specifically tailored to benefit people with disability.

One of CPL's Support Workers, Matthew Knott, supports Mark with accessing local activities in Hervey Bay and goes along with Mark to the weekly class.

Matthew explained that Mark is progressing quickly through the different skills.

While martial arts can often be thought of as 'low impact' exercise, it's not for the faint-hearted!

Mark is now proficient in roundhouse kicks, side-kicks, punching, jabbing and general jousting to name just a few defensive skills.

"The classes are really fun. I like all the routines we do and the rules are good," Mark said.

Mark's mum, Anita said the benefits of Mark's love of martial arts were also extending to the home front.

"The guidance has been so good for Mark. He is learning many wonderful things and being active at the same time".

"We're so grateful to CPL for supporting Mark to access the classes."

BRISBANE NORTH & MORETON BAY



CPL's locations throughout SEQ had a busy 12 months, with a focus on facility upgrades and improvements, reinvigorating our programs and improving services for clients and families.

Highlights from 2016/17 include:

- Introduction of Screech Arts to the Sunshine Coast to provide drama and performance opportunities for people of all ages and abilities
- Renovations to both Cascade Place (Redcliffe) and Ashgrove thanks to the generosity of Scentre Group. The Ashgrove renovation by Scentre Group also included landscaping works, including the construction of two raised garden beds for its horticulture program
- A successful art exhibition showcasing the printmaking talent of artists from Cascade
- Expansion of the Boccia program at Ashgrove, thanks to support from the Gambling Community Benefit Fund, Department of Justice and Attorney-General

FROM LITTLE THINGS, BIG THINGS GROW

Like many eight year olds, Emma Acres loves school and her friends. But her true passion is cooking. It all started when therapists at CPL's Brendale service recommended she try it at home to help build strength in her hands.

Because Emma loved it so much, her family have recently built their own veggie garden at home.

Melinda, Emma's mum, explained how it has been helping Emma to develop her fine motor skills.

"It's so great for Emma because it encourages her to use both her hands, from planting the seedlings to watering them and then picking the bits and pieces," Melinda said.

"We're growing so much and have just harvested a few different things like strawberries, lettuce, snap peas and broad beans."

Emma has been receiving services from CPL's Brendale service since she was two years old.

"At the moment we're receiving physio and OT," Melinda explained. "Emma recently had a tendon transfer surgery; she used to drag her right foot when she walked which caused her a lot of back pain.

"So now we're having physio to help with her recovery and we've already achieved some major goals."

For the first time in her life, Emma has been able to walk straight and to wriggle her toes.

"What I love about CPL is that everyone is so friendly and invested in our journey. I feel like the therapists are real champions for Emma."



SOUTH BRISBANE & GOLD COAST



Hosting events and introducing new products were the focus of CPL's South Brisbane and Gold Coast services for the past 12 months.

Highlights from 2016/17 include:

- Continuing to grow the retail and personalised gift programs in Capalaba and Moorooka, that creates new avenues for our clients to acquire financial independence
- Production of a 'John West's Wild West', a movie by clients of Southport representing a year of dedicated work and skill development
- Performance by leading entertainer, Tony Dee, at CPL's Hillcrest centre during Disability Action Week
- Launch of a Christmas sleepover for kids to complement CPL's highly successful and in-demand Vacation Care and recreational programs on the Gold Coast



LEAPS AND BOUNDS

Seven-year-old Samuel Amiet is just like other little boys his age: he loves cars, superheroes and baseball, and enjoys playing with his friends and listening to music.

According to Sam's mum, Simone, the early intervention services he has been receiving at CPL since the age of two have made an enormous difference to his life.

Simone attributes the fact that Samuel is able to walk up to 50 metres, attend a mainstream school and communicate with friends and family using a speech device to the intensive therapies CPL has provided - together with the dedication and love of his family.

"We've been seeing CPL for a very long time. Had we not had the therapists and had my husband and I not been committed to doing some of the basic things at home that the therapists teach you, I have no doubt in my mind that Samuel would not be where he is today," Simone said.

"He's able to get himself around the house: he can walk to the bathroom or the kitchen. In the classroom, he can get up and get a book on his own.

"It was CPL that got him the speech device which he uses too. Without that he wouldn't be where he is now verbally. It has made a huge difference in class and in the school yard.

"People who haven't seen us for ages say 'I can't believe he's doing that!'" Simone said proudly.

IPSWICH & TOOWOOMBA



The Ipswich and Toowoomba regions have both experienced significant growth in 2016/17 as they transitioned to NDIS, with particular growth coming from Warwick.

Highlights from 2016/17 include:

- The launch of Screech Arts in Springfield to complement their hugely popular existing creative and artistic programs
- The 2016 Ipswich art exhibition, 'Make Your Mark', showcasing the talents of CPL artists through interactive technologies
- The second annual Twilight Market in Toowoomba drawing attendance from the local community
- The continuation of self-directed social peer groups in Toowoomba and growth of other social groups in the region



MAKE YOUR MARK

Local Springfield artist Amy Driver recently displayed work in her sixth exhibition and was excited to share her months of creativity with the community.

Amy expresses her creative talents across both artistically and musically.

Petra Tawdrous, Support Worker at CPL's Springfield service, said that Amy's latest artworks are "a collection of watercolours pieces which have all been superimposed onto acrylic blocks for the exhibition".

Amy's musical abilities are highlighted in the tracks she's produced with the DJ Mixer, using the wheels of her chair to make drum beats.

"She's a great DJ and is great at mashing up a variety of 80s and 70s tunes to keep us all entertained," Petra said.

When Amy's not jamming with the rest of CPL's Springfield team, she also enjoys spending time exploring communication apps available on the iPad, which help to develop her communication skills.

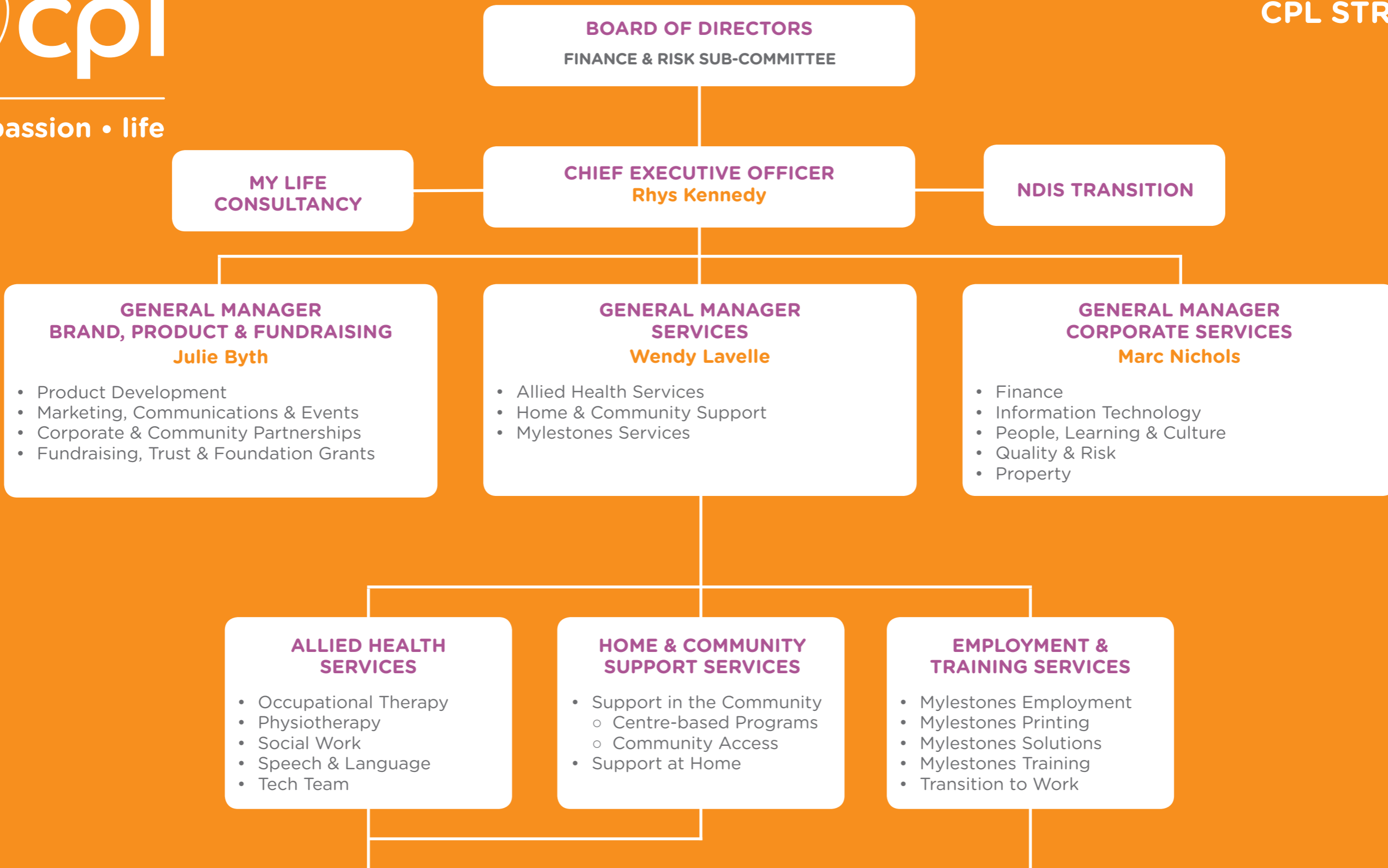
Julie, Amy's mum, explained how proud she is to see Amy's confidence and self esteem grow over the seven years she has been coming to CPL's Springfield service.

"Amy loves the creative programs that CPL offers, but to me it's great to see her interacting so well with other people," Julie said.

"The socialisation aspect of everything at CPL is great for Amy and her communication skills have come a long way."



choice • passion • life



**GENERAL MANAGER
BRAND, PRODUCT & FUNDRAISING**
Julie Byth

- Product Development
- Marketing, Communications & Events
- Corporate & Community Partnerships
- Fundraising, Trust & Foundation Grants

**GENERAL MANAGER
SERVICES**
Wendy Lavelle

- Allied Health Services
- Home & Community Support
- Milestones Services

**GENERAL MANAGER
CORPORATE SERVICES**
Marc Nichols

- Finance
- Information Technology
- People, Learning & Culture
- Quality & Risk
- Property

ALLIED HEALTH SERVICES

- Occupational Therapy
- Physiotherapy
- Social Work
- Speech & Language
- Tech Team

HOME & COMMUNITY SUPPORT SERVICES

- Support in the Community
 - Centre-based Programs
 - Community Access
- Support at Home

EMPLOYMENT & TRAINING SERVICES

- Milestones Employment
- Milestones Printing
- Milestones Solutions
- Milestones Training
- Transition to Work

SERVICE CENTRES

Far North Queensland	North Brisbane, Moreton Bay & Sunshine Coast	South Brisbane & Gold Coast	South West Queensland	Wide Bay & Central Queensland
<ul style="list-style-type: none"> • Cairns • Townsville 	<ul style="list-style-type: none"> • Ashgrove • Brendale • Geebung • Maroochydore • Redcliffe • Strathpine 	<ul style="list-style-type: none"> • Browns Plains • Capalaba • Moorooka • Mt Gravatt • Southport • Varsity Lakes 	<ul style="list-style-type: none"> • Booval • Fig Tree Pocket • Ipswich • Leichhardt • Springfield • Toowoomba 	<ul style="list-style-type: none"> • Bundaberg • Gin Gin • Gladstone • Hervey Bay • Maryborough • Rockhampton

MYLESTONES EMPLOYMENT CENTRES

Central Region	North Region	South Region
<ul style="list-style-type: none"> • Bowen Hills • Caboolture • Gaythorne • Holland Park • Redcliffe • Strathpine 	<ul style="list-style-type: none"> • Caloundra • Hervey Bay • Maroochydore • Maryborough • Townsville 	<ul style="list-style-type: none"> • Beenleigh • Browns Plains • Ipswich • Palm Beach • Southport • Woodridge

BOARD PROFILES



BRUCE COWLEY BCOM, LLB (HONS), FAICD

Chairperson | Elected: 2010 and 2016

Responsibilities: CPL Chair; CPL Director; Project Working Group (Member); Nominations Committee (Member)

CPL's Chair, Bruce Cowley is a legal practitioner, adviser, author, speaker and director. Bruce is national Chair of one of Australia's largest law firms, MinterEllison, and a senior corporate lawyer with over 35 years' experience. Bruce has advised many public and private companies and government corporations. His interest in director's duties and crisis management is widely known and he is a popular speaker and respected author on corporate governance in Australia.

Bruce is Chair of the Children's Hospital Foundation, a member of the Takeovers Panel, and sits on the Board of the Merchant Foundation. He is a Fellow of the Australian Institute of Company Directors, is Deputy Chair of the AICD's Law Committee, a member of the Not for Profit Chairs Advisory Board, and a recent past member of the Queensland State Council of the AICD. He also sits on the board of the IDEAS (Indigenous Diabetes Eyes and Screening) Van Project.



SIMONE FRASER BIR, MBA, GDip Leg Prac, LLB (Hons)

Deputy Chairperson | Elected: 2011

Responsibilities: CPL Deputy Chair, CPL Project Working Group (Chair), Nominations Committee (Member)

Simone is a barrister working at the private bar in Brisbane. Having been admitted as a solicitor in Queensland in 2007, Simone also worked for a number of years in a boutique merchant bank.

Simone brings to the Board experience in law, corporate advisory, marketing and business development. Simone's community work includes countless guest speaking roles and raising money for charity.

When she was a child, Simone gained first-hand experience of being a CPL client and in 2001 she entered the Miss Queensland Awards raising \$12,000 for CPL. Simone has also represented Australia in athletics and swimming at an international level.

SIMON CRANE BCom, FCA, GAICD

Treasurer | Elected: November 2016

Responsibilities: CPL Treasurer, Finance and Risk Committee

Simon is the Partner-in-Charge of KPMG's Brisbane Audit & Assurance practice. He is a registered company auditor with over 25 years' experience. During this time, he has worked with large, publicly listed multinationals, privately owned companies and not-for-profit organisations.

Simon's experience covers a broad range of industries, including agriculture, energy and natural resources, construction and engineering services.

Simon is a Fellow of the Institute of Chartered Accountants Australia and New Zealand and a Graduate Member of the Australian Institute of Company Directors. In 2012 Simon was Chairman of the Queensland State Council of the Institute of Chartered Accountants Australia and New Zealand.



STEPHEN BRADY MBA, M.Ed.St, B.Ed.St, B.PM

Elected: 1993 and 2000

Responsibilities: CPL Director, Finance and Risk Committee (Member)

Stephen's work as both a primary and secondary school principal has given him a strong background in strategic planning, operational management and change management processes.

Stephen also has considerable experience in both human resource management and financial and risk management. His association with CPL began when his first child began receiving services.

Stephen has also worked in the commercial building business in Central Queensland, Anglo American in Contractual Development & Project Management and now back to his first love teaching at Rockhampton Grammar School in Industrial Design and Technology as well as Head of Department in Vocational Education and Training.



BOARD PROFILES (CONT)



DERMOT LINDSAY MFP, ADFS (FP), DFS (FP), GAICD

Elected: 2012
Responsibilities: CPL Director, Project Working Group (Member)

As National Head of Specialist Advice, Shadforth Financial Group, Dermot has overall responsibility for the profitable and efficient operation and growth of the Corporate Superannuation and Consulting business, the financial advice business, the Lending Specialists business and the General Insurance business. His teams work closely with accountants, lawyers and industry bodies, as well as the Private Client Advisers of Shadforth Financial Group, to ensure all client needs and expectations are met.

Previously, National Manager, Alliance Partners at Perpetual Private where he worked closely with Perpetual Private’s network of Accountants.

Prior to Perpetual, Dermot was Queensland State Manager of Aviva Australia and has had a variety of senior leadership roles within retail financial services over the last two decades.



MICHAEL PINI B.Bus (Accountancy), Grad Dip Taxation, CPA

Elected: 2006
Responsibilities: CPL Director, Finance and Risk Committee (Deputy Chair)

Michael has a wealth of experience in finance and particularly taxation. He has been with the Australian Taxation Office for 29 years and currently holds the position of Assistant Commissioner, Tax Counsel Network.

When appointed to the Board in December 2006, Michael became the Deputy Chairperson of the Finance and Audit Committee. He has a Bachelor of Business (Accountancy), holds a Graduate Diploma in Taxation and is a CPA.



SUSAN MCKEE RN, BSC HMA, MBA, GAICD

Elected: June 2017
Responsibilities: CPL Director

Susan has been working in the health care industry for over 30 years in Nursing and Leadership roles in the private, not for profit and public sectors. She has extensive operational and strategic experience in large complex organisations. Susan is a passionate consumer advocate and has dedicated her career to working with organisations to make a significant difference to the people who work within them and the community which they serve.

She is a graduate of the Australian Institute of Company Directors and is also a Director on the Children’s Hospital Foundation Board.

EXECUTIVE PROFILES



ANGELA TILLMANNS CEO until November 2016 | MBA, Grad Dip Social Ecology, GAICD

As CEO, Angela is passionate about giving people with disabilities greater choice and control over their support services. While Angela serves the Board of CPL, she is also on the Board of Ability First Australia, asOne Therapy, and is a member of the National Disability Services Queensland Committee and Cerebral Palsy Australia. She sits on the Queensland Government partnership forum and the Queensland Transition Advisory Group to ensure a smooth transition to the NDIS. Angela has more than 30 years experience in the Commonwealth Government.



RHYS KENNEDY GM Strategy, Brand and Product until November 2016, then Chief Executive Officer | BOcc Thy, MBA, GAICD

Rhys has over 10 years experience working in the disability sector, as both an occupational therapist and senior business strategist. Rhys has extensive experience in frontline service delivery and is able to provide a 'real-world' perspective to the challenges and opportunities present in an impending NDIS environment. Rhys is looking forward to expanding CPL through sustainable investment while facilitating positive outcomes for people with disabilities and their families. Rhys was also CEO of asOne Therapy in Canberra until June 2016. He recently became a graduate of the Australian Institute of Company Directors.

EXECUTIVE PROFILES (CONT)

MARC NICHOLS GM Corporate Services | B Bus, CPA, GAICD

Marc has a strong commercial background coupled with extensive change management experience. He has a Bachelor of Business (Banking and Finance), is a graduate of the Australian Institute of Company Directors and a member of CPA Australia. Marc has held senior leadership roles in Queensland Motorways Ltd, Treasury Casino and Queensland Racing. He has not for profit board experience and currently sits on the Swimming Queensland Boards. Marc recently retired as a Director of Heart Kids Queensland and Graduate Careers Australia.

WENDY LAVELLE GM Services | BA (PR) | Assoc Dip Habilitation | Dip Community Education

Wendy has a wealth of community sector knowledge and management experience, having worked in both accommodation and employment services in the UK and in Australia. She joined CPL in 2003 working in client liaison and then management positions with Mylestones Printing and Mylestones Employment. In her current role as GM Services, Wendy now manages all services to ensure business initiatives are progressive, financially viable and provide quality service and choice to clients.

JULIE BYTH GM Product, Brand and Strategy | B Bus (PR)

Julie is a strategy and communications specialist, with over 20 years experience supporting for-profits and not-for-profits to achieve their business outcomes through commercial product development strategies, partnerships and communications programs.

Julie joined CPL in 2016 as Product Development Manager to assess and develop products, groups and programs for CPL. Some of these include Screech Arts and Heyo!.

In Julie's current role of General Manager Product, Brand and Fundraising, she looks after CPL's strategic marketing campaigns, brand and creative services, client communications, fundraising and product development.



CONCISE FINANCIAL REPORT

The information contained in the concise financial report is expressed in Australian dollars. In addition, the directors make the following representations:

The concise financial report is an extract from the financial report;

- a. The concise financial report is an extract from the financial report;
- b. The financial statements and specific disclosures included in the concise financial report have been derived from the financial report;
- c. The concise financial report cannot be expected to provide a full understanding of the financial performance, financial position and financing and investing activities of the entity as the full audited financial report; and
- d. Further information can be obtained from the full audited financial report and that financial report is available, free of charge, on request to the organisation.

The concise financial report includes the statement of financial position as at 30 June 2017 and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and discussion and analysis. Copies of our 2016/2017 audited financial reports can be obtained by writing to the Company Secretary, PO Box 386 Fortitude Valley Qld 4006 or by visiting www.cpl.org.au

DIRECTORS REPORT

The directors present their report together with the concise financial report for the financial year ended 30 June 2017 and the auditor's report thereon.

DIRECTORS

Details of the directors at any time during or since the end of the financial year are disclosed on pages 34-37 in the Board Profiles section of this report.

COMPANY SECRETARIES

Ms Anastasia Maynes (BCom LLB (Hons), Grad Dip LP, Grad Dip ACG, AGIA) was appointed to the position of company secretary in January 2015. Ms Maynes is an accredited Chartered Secretary and has over 10 years' experience in mergers, acquisitions, capital market and corporate transactions and corporate governance. Her experience includes working as a corporate lawyer in one of Australia's top tier law firms and being a Company Secretary of both ASX listed and unlisted companies.

Mr Marc Nichols, B Bus. was appointed to the position of company secretary in March 2016. Mr Nichols has over 20 years' experience in senior financial leadership and management roles in a diverse range of industries.

PRINCIPAL ACTIVITY

The principal activity of CPL during the financial year was the provision of support in homes, schools and communities to people with disabilities so they can live their life with passion. No significant change in that activity has taken place during the financial year.

DIRECTORS' MEETINGS

Details of the directors' attendance at director's meetings are disclosed on page 43 of this report.

DIRECTORS' INSURANCE AND OFFICERS' INSURANCE

CPL maintains insurance in respect of Directors' and Officers' Liability and legal expenses' insurance contracts for current and former directors and officers of CPL. The directors have not included details of the nature of the liabilities covered, or the amount of the premium paid in respect of the Directors' and Officers' Liability and legal expenses' insurance contracts as such disclosure is prohibited under the terms of the contract.

REVIEW AND RESULTS OF OPERATIONS

Details of the review and results of operations are given in the 'Discussion and Analysis' section on page 48.

STATE OF AFFAIRS

In the opinion of the directors, there were no significant changes in the state of affairs of CPL that occurred during the financial year under review not otherwise disclosed in this report or the concise financial report.

EVENTS SUBSEQUENT TO THE END OF FINANCIAL YEAR

The directors advise that 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 and unusual nature likely, in the opinion of the directors, to affect the operations or state of affairs of CPL.

LIKELY DEVELOPMENTS

CPL continues to look for new opportunities in the competitive market created by the NDIS and this new way of funding participants to achieve their goals. To ensure financial sustainability, all service functions are being reviewed to fully understand the impact of the funding model on the cost base of these services, the market for these services and the CPL point of difference. Where opportunities for partnerships and collaboration are identified, CPL will look to work with other specialist providers.

LEAD AUDITOR'S INDEPENDENCE DECLARATION

The Lead auditors' independence declaration is set out on page 50 and forms part of the Directors' Report for the financial year.

Dated at Brisbane this 13th day of November 2017 and signed in accordance with a resolution of the Directors.



Bruce Cowley
Chairperson

DIRECTORS' PARTICIPATION IN BOARD & COMMITTEE MEETINGS

Director	Nominations & Executive Appraisals	Finance & Risk	Project Working Group	No. of Board Meetings Attended
SG Brady		3/6		7/8
YR Burns*		3/3		4/4
BC Cowley	1/1		0/1	7/8
HJ Chenery	1/1	4/6		5/8
S Crane**		4/4		5/6
SC Fraser	1/1		1/1	7/8
DN Lindsay			1/1	7/8
SK McKee***				1/1
MG Pini		4/6		7/8
SB Rix*				1/1

For each meeting, the first figure indicates the number of meetings the director attended and the second figure indicates the number of meetings the director was eligible to attend.

*DR Burns & Ms Rix retired as Directors in November 2016

**Mr Crane was appointed as Director in November 2016

***Ms McKee was appointed as Director in June 2017

Auditor's Independence Declaration under 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of CPL – Choice, Passion, Life

I declare that, to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.


Crowe Horwath Brisbane

John Zabala FCA
 Partner

Signed at Brisbane, 13 November 2017

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
Revenue	87,075,404	84,250,468
Gain on sale of assets	4,449,608	1,090,942
Unrealised gain/(loss) on assets	747,707	(123,994)
Cost of sales	(93,924)	(117,321)
Employee expenses	(68,702,977)	(64,823,921)
Occupancy costs	(2,845,190)	(3,236,977)
Depreciation and amortisation	(2,701,460)	(2,593,078)
Motor vehicle and bus expenses	(2,528,526)	(2,543,603)
Client related expenses	(1,530,045)	(1,264,377)
Postage and telecommunications expenses	(1,323,607)	(1,298,194)
Computer expenses	(1,152,260)	(611,445)
Repairs and maintenance	(851,341)	(608,375)
Travelling expenses	(640,296)	(631,657)
Printing and office supplies	(494,508)	(600,449)
General contracts and domestic payments	(324,008)	(327,522)
Other expenses from ordinary activities	(2,560,066)	(2,278,664)
Finance expense	(36,512)	(37,100)
Total Expenditure	(85,784,720)	(80,972,683)
Total comprehensive income for the year	6,487,999	4,244,733

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2017

	Accumulated Funds
	\$
Balance at 1 July 2015	14,549,761
Comprehensive income for the year	
Profit for the year	4,244,733
Other comprehensive income	-
Balance at 30 June 2016	18,794,494
Balance at 1 July 2016	18,794,494
Profit for the year	6,487,999
Other comprehensive income	-
Balance at 30 June 2017	25,282,493

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2017

	2017	2016
	\$	\$
Current Assets		
Cash assets and cash equivalents	9,588,688	6,649,403
Trade and other receivables	3,050,678	2,514,893
Assets classified as held for sale	-	2,002,506
Inventories	-	1,316
Financial assets	14,185,610	5,930,939
Total Current Assets	26,824,976	17,099,057
Non-Current Assets		
Financial assets	-	304,076
Intangible assets	1,014,486	1,289,061
Property, plant and equipment	12,364,442	12,884,825
Total Non-Current Assets	13,378,928	14,477,962
Total Assets	40,203,904	31,577,019
Current Liabilities		
Trade and other payables	4,686,056	3,492,698
Employee benefits	5,094,125	4,628,277
Provisions	156,500	149,000
Interest-bearing liabilities	543,312	553,538
Income received in advance and held in trust	3,050,422	2,704,146
Total Current Liabilities	13,530,415	11,527,659
Non-Current Liabilities		
Employee benefits	1,390,996	1,254,866
Total Non-Current Liabilities	1,390,996	1,254,866
Total Liabilities	14,921,411	12,782,525
Net Assets	25,282,493	18,794,494
Accumulated funds	25,282,493	18,794,494
TOTAL EQUITY	25,282,493	18,794,494

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
Cash flows from operating activities		
Receipts from government funding	73,191,060	71,791,893
Receipts from net charitable fundraising	2,789,428	3,751,798
Receipts from customers, clients and others	11,194,611	8,834,704
GST collected	8,329,906	8,003,843
Cash Receipts in the Course of Operations	95,505,005	92,382,238
Payments to employees and suppliers	(81,931,479)	(80,404,142)
GST paid to suppliers	(1,921,962)	(1,645,585)
GST paid to ATO	(6,558,743)	(6,569,888)
Interest paid	(36,512)	(161,094)
Cash Payments in the Course of Operations	(90,448,696)	(88,780,709)
Net Cash from Operating Activities	5,056,309	3,601,529
Cash flows from investing activities		
(Acquisition)/Disposal of intangible assets	(256,891)	184,156
Acquisition of investments	(15,517,414)	(8,373,687)
Proceeds on sale of investments	7,897,859	6,688,753
Acquisition of property, plant and equipment	(2,024,843)	(460,567)
Proceeds from sale of property, plant and equipment held for sale	7,199,331	185,374
Proceeds from sale of other non-current assets	44,684	-
Interest and dividends received	550,476	604,064
Net Cash used in Investing Activities	(2,106,798)	(1,171,907)
Cash flows from financing activities		
Proceeds from borrowings	553,845	162,121
Repayment of borrowings	(564,071)	(69,957)
Net Cash from Financing Activities	(10,226)	92,164
Net increase in cash and cash equivalents held	2,939,285	2,521,786
Cash and cash equivalents at the beginning of the year	6,649,403	4,127,617
Cash and Cash Equivalents at the End of the Year	9,588,688	6,649,403

DISCUSSION AND ANALYSIS

In the financial year ended 30 June 2017 CPL has continued its profitable performance, as a result of continued focus on operational efficiencies, the positive performance of the employment services business and disposal of the head office property at New Farm.

CPL's efforts to improve financial sustainability and rationalisation of property assets ensures the organisation is well positioned for the opportunities and challenges which will accompany the full roll out in Queensland of the NDIS.

The profit for the financial year, as shown in the Statement of Profit or Loss and Other Comprehensive Income, was \$6.488M (2016: \$4.245M).

The profit before depreciation and amortisation for the financial year was \$9.189M (2016: \$6.838M).

This profit before depreciation and amortisation includes some non-recurring items, including a gain on sale of CPL's former head office in New Farm of \$5.256M in September 2016 and major bequests of \$0.226M (2016: \$0.473M).

After adjusting for these non-recurring items, the 2017 financial year profit before depreciation and amortisation is \$3.707M (2016: \$4.766M).

Government and grant income continued to grow to \$72.489M (2016: \$71.567M) an increase of 1.3%, adjusted

to a 4.1% increase with the inclusion of fees for NDIS services. The majority of the Government and grant income increase is a result of the positive performance of the employment services business. CPL's employment services business continued its strong growth with income increasing by \$2.345M bringing total income from these services to \$17.530M. A reduction of \$0.602M in revenue from Qld Department of Communities, Child Safety and Disability Services has been replaced with \$2.001M in fee for service revenue from NDIS participants in the Townsville and Toowoomba regions.

Overall revenue increased by 3.4% to \$87.075M (2016: \$84.250M) whilst expenses increased by 5.9%, or \$4.812M, to \$85.785M (2016: \$80.973M). Additional expenditure was incurred as a result of employee costs which increased by \$3.879M to \$68.703M (2016: \$64.824M) to cover increased work activity within the community and in home support business and employment services business.

As disclosed in these financial statements, CPL has continued to significantly improve the excess of current assets over current liabilities to \$13.295M (2016: \$5.571M). Net assets increased by 34.5% (2016: 29.2%) to \$25.282M at 30 June 2017 (2016: \$18.794M).

Over the prior two years, in preparation for the introduction of the NDIS CPL divested in properties, to increase

cash reserves. Funds from property sales have been quarantined in the JB Were investment account to ensure sustainability with funding changes as a result of the NDIS. At 30 June 2017 the JB Were investment account balance was \$14.186M (2016: \$5.931M). The transitioned regions to date have not required any divestment of the quarantined funds.

Bank borrowings at 30 June 2017 were \$0.543M (2016: \$0.554M) comprising of short-term loans for the 2017 WorkCover insurance premium and 2017/18 business insurance premium.

Other than the matters discussed above, the directors advise there has not arisen in the interval between the end of financial year and the date of this report, any item, transaction or event of a material and unusual nature, likely in the opinion of the directors to affect the operations or state of affairs for CPL.



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Independent Auditor's Report to the Members of CPL – Choice, Passion, Life

Report on the concise financial report

We have audited the accompanying concise financial report of CPL – Choice, Passion, Life ("CPL") which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and the discussion and analysis. The concise financial report does not contain all the disclosures required by *Australian Accounting Standards – Reduced Disclosure Requirements* and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Directors' responsibility for the financial report

The Directors are responsible for the preparation of the concise financial report in accordance with Australian Accounting Standard AASB 1039 *Concise Financial Reports* and for such internal control as the directors determine is necessary to enable the preparation of the concise financial report.

Auditor's responsibility

Our responsibility is to express an opinion on the concise financial report based on our audit procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Reports*. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of CPL for the year ended 30 June 2017. We expressed an unmodified audit opinion on that financial report in our auditor's report dated 25 October 2017. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures included testing that the information in the concise financial report for the year, and examination on a test basis, of audit evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039 *Concise Financial Reports* and whether the discussion and analysis complies with the requirements laid in AASB 1039 *Concise Financial Reports*.

The concise financial report and the audited financial report do not reflect the events that occurred subsequent to the date of the auditor's report on the audited financial report.

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

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Independence

In conducting our audit, we have complied with the independence requirements of the Australian Professional Accounting bodies.

Opinion

In our opinion the concise financial report, including the discussion and analysis, of CPL for the year ended 30 June 2017 complies with Australian Accounting Standard AASB 1039 *Concise Financial Reports*.

Crowe Horwath Brisbane

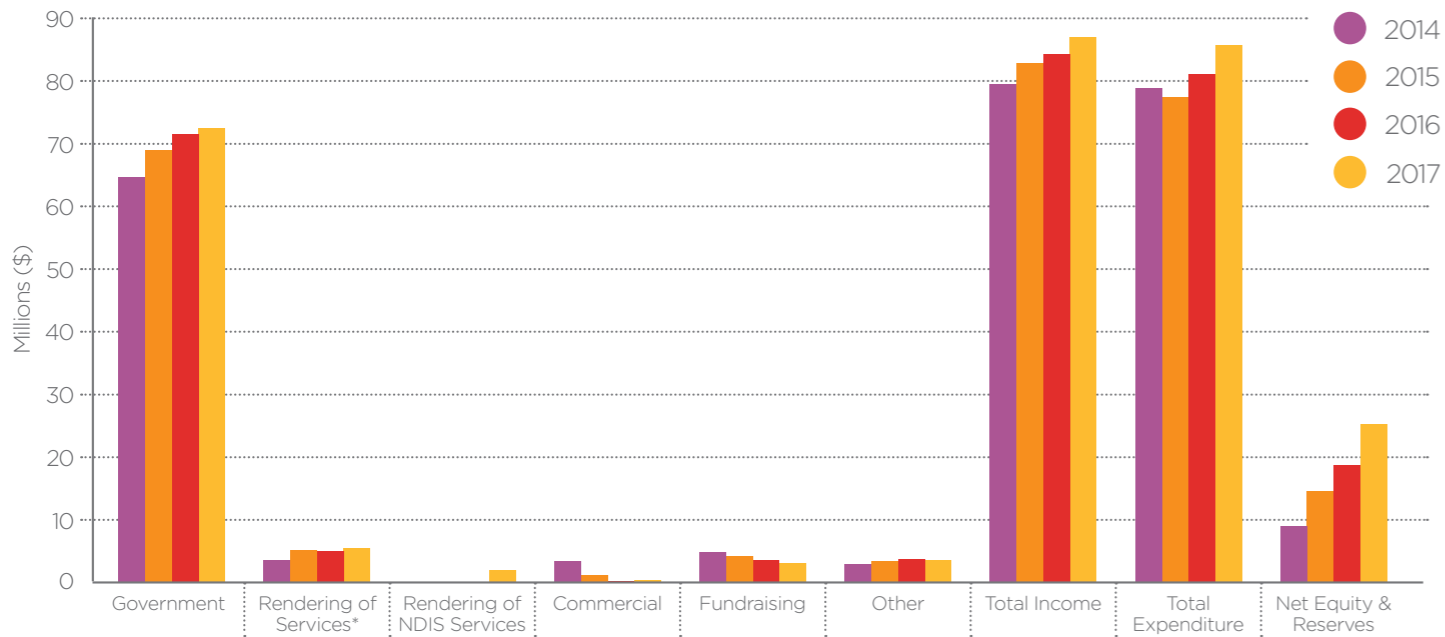
John Zabala FCA
 Partner

Signed at Brisbane, 13 November 2017

FINANCIAL OVERVIEW

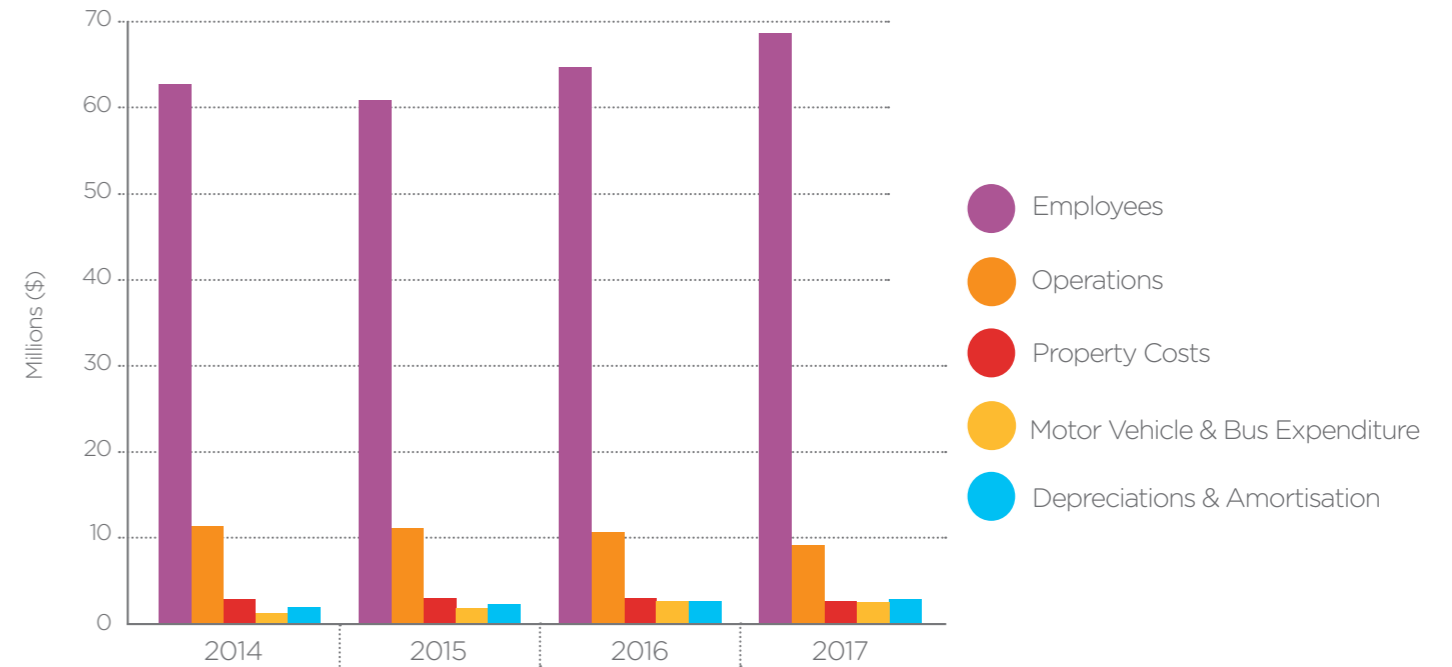
2014-2017 FINANCIAL COMPARISON

The table below illustrates trends in revenue generation of the organisation over the last four years.

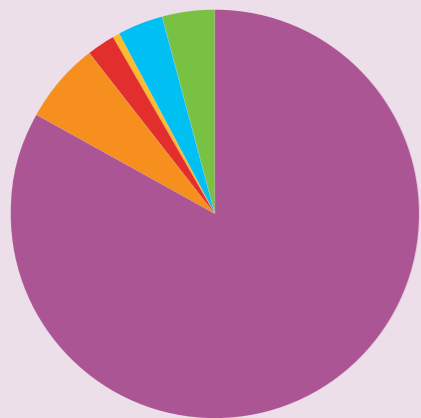


*excl. NDIS services

2014-2017 EXPENDITURE COMPARISON

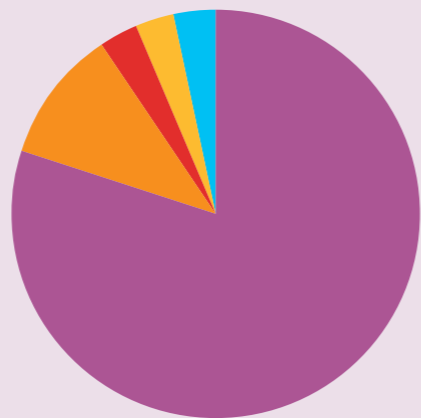


WHERE OUR MONEY COMES FROM 2016/17 (\$Million)



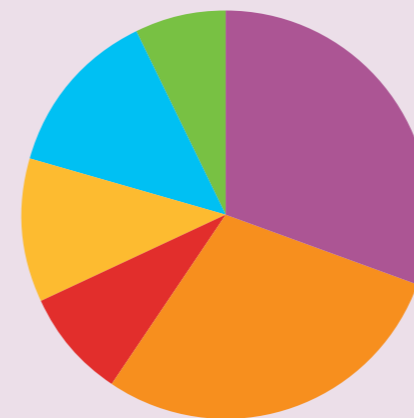
- Government \$72.489M (83%)
- Rendering of Services* \$5.444M (6%) (*excl. NDIS Services)
- Rendering of NDIS Services \$2.001M (2%)
- Commercial \$0.385M (1%)
- Fundraising \$3.145M (4%)
- Other \$3.611M (4%)

HOW OUR MONEY IS SPENT 2016/17 (\$Million)



- Employees \$68.703M (80%)
- Operations \$9.112M (11%)
- Property Costs \$2.596M (3%)
- Motor Vehicle & Bus Expenditure \$2.529M (3%)
- Depreciation & Amortisation \$2.845M (3%)

2016/17 FUNDRAISING INCOME (\$Million)



- Art Unions \$0.968M (31%)
- Grants \$0.907M (29%)
- Donations \$0.272M (9%)
- Events \$0.358M (11%)
- Other \$0.415M (13%)
- Bequests \$0.226M (7%)

FINANCIAL AND RISK POLICIES

RISK MANAGEMENT - OVERVIEW OF RISK MANAGEMENT SYSTEM

The board oversees the establishment, implementation and regular review of CPL's Risk Management System. The executive management team has been given the responsibility of establishing and implementing the Risk Management System for assessing, monitoring and managing operational, financial reporting and compliance risks for CPL. The Chief Executive Officer, the General Manager Corporate Services and the General Manager Services have this responsibility and have continued this process during the financial year. They have declared in writing to the board that the financial reporting, risk management and associated compliance and controls have been assessed and found to be operating efficiently and effectively.

The operational and other risk management compliance and controls have also been assessed and found to be operating efficiently and effectively.

RISK PROFILE AND MONITORING SYSTEM

The Finance and Risk Committee reports to the board on a regular basis on the status of identified risks through integrated risk management programs aimed at ensuring risks are identified, assessed and properly managed.

Each service region and business operational unit is responsible and accountable for implementing and managing the standards required by the program. Major risks arise from such matters as government policy changes, high level of dependency on government funding, client and

staff safety, welfare and wellbeing, service environment, occupational health and safety, property matters, financial reporting and the purchase, development and use of information systems.

RISK MANAGEMENT AND COMPLIANCE AND CONTROL

CPL strives to ensure that its products and service delivery are of the highest standard. CPL is currently certified as a Quality Assured organisation under the QLD Human Service Quality Standards (HSQS), National Standards for Disability Services, and AS/ NZS ISO 9001-2008.

The Board is responsible for the overall internal control framework but recognises that no cost-effective internal control system will preclude all errors and irregularities. CPL's internal compliance and control systems include:

- Service Region and Operating Unit controls which are required to comply with financial controls and procedures including information system controls detailed in procedure manuals.
- Functional Specialty Reporting - key areas subject to regular reporting to the board include property projects, financial operations and marketing and fundraising initiatives.
- Investment Appraisal where guidelines for capital expenditure, levels of authority and project assessment are used.

In addition, practices have been established to ensure that:

- Financial exposures are controlled;
- Capital expenditure above a certain limit obtains prior board approval;
- Work health and safety standards are monitored and regularly reviewed to achieve high standards of performance and compliance with regulations;
- There is a centralised system for recording and monitoring all incidents;
- Business transactions are properly authorised and executed;
- There is environmental regulation compliance;
- The quality and integrity of personnel are identified and maintained; and
- There is financial reporting accuracy and compliance with the financial reporting regulatory framework.

COMPLIANCE WITH CHANGES IN GOVERNMENT REGULATION

One of the significant risks currently being managed by CPL relates to the cost of compliance with government regulatory change. Many of CPL's building facilities are now aged and there is increasing financial pressure on CPL to meet new and improved government standards.

WORK HEALTH AND SAFETY

The Chief Executive Officer is responsible for ensuring the ongoing employee awareness of health and safety issues in the workplace. Over the past five years, significant emphasis has been placed on educating staff, clients and their families on the importance of complying with directives relating to occupational health and safety, such as

correct lifting procedures. The Board and the Executive Management Team monitor employee safety statistics, review work practices and receive reports on the results of incident investigations throughout the financial year. Common law claims have reduced in the past couple of years and CPL's work cover premium has decreased accordingly.

ASSESSMENT OF EFFECTIVENESS OF RISK MANAGEMENT

The board has established an internal audit function under the responsibility of the Chief Executive Officer to assist it in ensuring compliance with internal controls and risk management programs. An independent review to assess and evaluate the quality of the internal audit function and its effectiveness is performed at regular intervals determined by the Finance and Risk Committee.

ETHICAL STANDARDS

All directors, managers and employees of CPL are expected to act with integrity and objectivity, striving at all times to enhance the reputation and performance of CPL. Every employee has a nominated supervisor to whom they may refer any issues arising from their employment. Every employee agrees through their employment contract to abide by CPL's Code of Conduct.

CPL'S CODE OF CONDUCT

CPL has a policy that all directors, managers and employees must comply with the Code of Conduct. This policy addresses the following:

- Aligning the behaviour of the board, management and employees with the code of conduct by maintaining appropriate core company values and objectives;
- Fulfilling responsibilities to clients, customers and consumers by maintaining high standards of service delivery, product quality and safety of goods produced;
- Usefulness of financial information by maintaining integrity of data, appropriate accounting policies, practice and disclosure;
- Maintaining employment practices such as work health and safety, employment opportunity and community activities;
- Dispute resolution;
- Conflicts of interest;
- Responsibilities to the individual client, such as privacy and the use of confidential information;
- Confidentiality of corporate information;
- Compliance with relevant standards and legislation;
- Fair dealing;
- The reporting of unethical behavior; and
- The protection and proper use of CPL's assets.

QUALITY AND INTEGRITY OF PERSONNEL

A formal appraisal process has

commenced that requires that appraisals be conducted at least annually for all employees. Training and development opportunities and appropriate remuneration with regular performance reviews create an environment of cooperation and constructive dialogue between employees and senior management.

FINANCIAL INSTRUMENT RISKS

Risk management policies are established to identify and analyse the risks faced by CPL, to set appropriate risk limits and controls, and to monitor risks and adherence to limits. Risk management policies and systems are reviewed regularly to reflect changes in market conditions and CPL's activities. These policies and systems allow management of risks as they arise including:

Credit Risk

Credit risk is the risk of financial loss to CPL if a customer or counterparty to a financial instrument fails to meet its contractual obligations, and arises principally from the entity's receivables from customers and other financial assets.

CPL's exposure to credit risk is influenced mainly by the individual characteristics of its customers, those being clients of CPL, other sector participants, government departments and commercial enterprises.

Liquidity Risk

Liquidity risk is the risk that CPL will not be able to meet its financial obligations as they fall due.

CPL's approach to managing liquidity is to ensure there is always sufficient liquidity to meet its liabilities when due, under both normal and stressed conditions, without incurring unacceptable losses or risking damage to the entity's reputation.

Typically, CPL ensures it has sufficient cash on demand or unused credit facilities to meet expected operational expenses for a period of 30 days.

Market Risk

Market risk is the risk that changes in market prices, such as interest rates and equity prices will affect CPL's income and expenses or the value of its holdings of financial instruments. The objective of market risk management is to manage and control market risk exposures within acceptable parameters, while optimising the return.

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates.

Interest rate risk arises from interest-bearing financial assets and liabilities that CPL utilises. Interest-bearing financial assets are generally short-term liquid assets.

CPL's interest rate risk arises primarily from investments in cash and cash equivalents and bank loans at variable interest rates which exposes the entity to cash flow interest rate risk. CPL does not hedge its interest rate risk exposure.



OUR THANKS

We would like to thank the following individuals for supporting us in a myriad of ways, including generously donating funds, raising funds, providing pro bono services, speaking at engagements, and being part of media opportunities and appeals.

BEQUESTS

- Estate of Jan Koolmees
- Estate of Eugenia Baranowskyj
- Estate of Fay Howard
- Estate of Jacob Pedersen
- Estate of Mr Robert Bushnell
- Catherine Ellen Carter Memorial Fund
- Estate of Heather Mary Mcleod
- Estate of Mr James F. Horrocks
- Estate of Robert I. Teske
- Estate of Ms Betty Davies

COMMUNITY GRANTS, TRUSTS AND FOUNDATIONS

- Aussie Kidz Charity
- Australian Lions Children's Mobility Foundation
- Brisbane Broncos Charity Fund
- Carina Leagues Club
- Coca-Cola Australia Foundation
- Cowboys Community Fund
- Fraser Lions Club of Hervey Bay
- Greater Mt Gravatt Mansfield Lions Club
- Gold Coast Community Fund
- Halifax Family Trust
- I Give a Buck (IGAB)
- Iwasaki Foundation
- Ipswich Community Care
- John Maclean Foundation
- John Villiers Trust
- Kids In Need Association
- Merchant Foundation
- Moggill Mt Crosby Lions Club
- Mount Isa Mines Community Assistance Program
- NiUG (Phil Roberts Memorial Scholarship)
- Pelerman Holdings Pty Ltd
- Perpetual (The Fraser Family)
- Perpetual (Edward James Rowe)
- Reuben Pelerman Benevolent Foundation

OUR THANKS (CONT)

- Rio Tinto - Kestrel Mine
- Rotary Club of Carindale
- Rotary Club of Mount Isa
- Runaway Bay Children In Need Beneficiary Trust
- Stanwell Power Station Community Fund
- Suncare Community Services
- Transurban Grants
- The Board Meeting Surf Charity
- The Cory Charitable Foundation
- Walter & Eliza Hall Supplementary Trust
- Youngcare
- Zonta Club of Rockhampton

QUEENSLAND GOVERNMENT

- Brisbane City Council
- Moreton Bay Regional Council (Mayor's Regional & Councillors' Community Support Fund)
- Moreton Bay Regional Council (Regional Arts Development Fund)
- Ipswich City Council (Ipswich Home Assist)
- Department of Communities, Child Safety and Disability Services
- Department of Justice and Attorney-General (Gambling Community Benefit Fund)

SPONSORS, SUPPORTERS & CORPORATE PARTNERS

- Access Arts
- Barfly Club
- Charles Kendall Australia
- Computer Alliance
- Deaf Services Queensland
- Deloitte
- Ellivo

- First Service
- Focus Fitout
- Grill'd Emporium
- Harrison Hedges
- Hesta
- Home Loan Connexion
- Incentive Employment
- JSA Creative
- Kasey Henriksen
- MinterEllison
- Mirvac Group
- Moubment Group
- My Recruitment Plus
- P4 Group
- Peter Haeusler
- RBC
- Reward Gateway
- Sam Brekalo
- Scentre Group
- Seymour Whyte
- Staples
- Stenhouse Lifting
- Sue Hartnett
- Suncorp CT&G
- Sunshine Coast Cycling Club
- Telstra
- The Good Guys
- Treasury Brisbane
- UnitingCare Queensland
- Vine Street Digital
- Vision Australia
- Vuly Trampolines
- Westpac
- Willis Towers Watson
- Windsor Group

INDIVIDUALS & FAMILIES

- Alex and Brian Procopis
- Alex Braun
- Amelia Langley
- Amy Driver and family
- Ava and Jess Balestein
- Brianna Grice
- Conrad and Wendy Yinfoo
- Dale Gonelli and Julie Crawford
- Daniel Hodges
- Elizabeth Saunders
- Emma Acres and family
- Fraser Martin and family
- George and Megan Angliss
- Graham Moss
- Harrison Hedges
- Hayden Saunders
- Heath Fioriti
- Henry Rider
- Hugh and Michelle Jensen
- James Boal
- Janet Logie
- Jenny Johnson
- Jess Sage
- Joseph Woods and family
- Josie Robertson
- Julie Gardner
- Lily and Noelene David
- Makayla Gallehawk and family
- Mark Hotko
- Michael Doust
- Nathan Langdown
- Richard and Rowena Hills
- Robert Duggan
- Robert Gallagher
- Scott Adam
- Scott and Sue Stanton
- Scott Ellis
- The Chumber family
- The Coll family
- Tom Merryweather
- William Denny
- Willow and Jacinta Baker





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