



choice • passion • life

Annual Report

2017-18



CORPORATE INFORMATION

BOARD OF DIRECTORS

Bruce Cowley
Chair

Simone Fraser
Deputy Chair

Simon Crane
Treasurer

Stephen Brady
Director

Dermot Lindsay
Director

Michael Pini
Director

Susan McKee
Director

Ken MacDonald
Director (appointed Dec. 2017)

EXECUTIVE MANAGEMENT TEAM

Rhys Kennedy
Chief Executive Officer

Marc Nichols
General Manager, Corporate Services

Wendy Lavelle
General Manager, Services

Julie Byth
General Manager, Brand, Product & Fundraising

BUSINESS PARTNERS

Crowe Horwath
Auditors

Westpac
Bankers

Mills Oakley, Thomson Geer, HWL Ebsworth
Solicitors

JBWere
Investment Advisors

REGISTERED OFFICE

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Patron

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

Please visit our website at cpl.org.au for a full listing of our office locations.

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MESSAGE FROM THE CHAIR

In my report last year, I reflected on the change that had occurred at CPL throughout 2016/17, with the continued rollout of the National Disability Insurance Scheme as well as the appointment of Rhys Kennedy as Chief Executive Officer.

Under Rhys' stewardship, the evolution of CPL continued during 2017/18 as the organisation kept pace with rapidly changing sectoral conditions and client expectations.

However, with CPL marking 70 years in 2018, this year has been as much about reflecting on the past as preparing for the future.

CPL was founded in 1948 by parents who envisioned a better future for their children with disability. When they took those first bold steps, I doubt any of them could have imagined the organisation CPL would become or, indeed, the fundamental changes to the way in which people with disability are supported in our community.

In 1948, the best those parents could hope for was that their children would be able to gain an education. Today, the aspirations of parents of children with disability are much higher. We expect not only that our children will be educated,

but that they will be afforded the same opportunities as everyone else - to explore their passions, study or work in their chosen field, build friendships and connections in their community, and live independently with people who care for them.

As expectations have changed, so has CPL. The CPL of today is a modern and progressive organisation considered a leader in its sector. The performance and outcomes of CPL this year - as detailed in this annual report - are evidence of its growing maturity.

The Board is very much looking forward, though, to the coming three years, as Rhys and his Executive deliver on the strategic plan. With its focus on customers, workforce and services, I feel confident CPL will continue to be a provider and employer of choice within the disability sector.

To coin a phrase used many times throughout this year, "What matters most now is what we do next".

Bruce Cowley
Chair, CPL Board of Directors



MESSAGE FROM THE CEO

It is fair to say that 2017/18 has been one of the most transformative years in CPL's history.

Between 1 July 2017 and 30 June 2018, CPL supported around 630 clients to transition to the NDIS, and prepared our business for thousands of clients in South East Queensland to enter the scheme from 1 July 2018.

We also marked 70 years of supporting Queenslanders with a disability, through a series of events across the State for our clients, employees and other key stakeholders.

Behind the scenes, we continued our ambitious program of work on systems and processes to ensure CPL is equipped to keep pace with changing technology, as well as customer needs and expectations.

Through all of this we remained clearly focused on our purpose. CPL is a business that exists to support people with disability to achieve their goals and chase the best in life. Some of my personal highlights from the year came from my meetings with clients. Over the course of the year I spoke to hundreds of clients and their families, and feel humbled and privileged by the stories they shared with me. Their personal milestones reached, goals achieved and dreams realised have a value that no annual report can ever truly capture.

2017/18 Business Highlights

Transitioning to NDIS

Over 600 CPL clients in Ipswich, Wide Bay and Central Queensland entered the NDIS between 1 July 2017 and 30 June 2018.

As well as supporting their smooth transition into the scheme, we helped

more than 1,000 people prepare for their transition across Brisbane, the Gold Coast, Fraser Coast and Cairns through a combination of forums for families as well as individual pre-planning sessions.

This was an enormous undertaking for our business, but the investment of time and effort has proven incredibly worthwhile for our clients. The preparedness of our clients through pre-planning meetings and resources has consistently delivered funding that meets more of our client's needs than ever before.

Marking 70 years

As mentioned above, 2018 marks 70 years of CPL working alongside people with a disability.

While our 70th was an opportunity for us to reflect on our past and imagine our future, it was also a chance to speak to many of our clients about their personal journey to date, and explore their hopes, dreams and aspirations for the future.

From January to June 2018, more than 1,000 clients attended an event in their local community. Page 17-19 of this annual report provides some wonderful photos from our 70 years events.

Growing Economic Participation

We believe that everyone should have the opportunity to participate in our economy and earn independent

income, irrespective of their abilities. We continued to drive this within our business over the year through the expansion of existing programs and the development of new initiatives.

In 2017/18, CPL – through our employment arm, Mylestones Employment – placed almost 1,600 people into sustainable jobs. Many of these positions were secured through growing partnerships with large businesses like Kmart, for whom we placed 70 people.

We know our success in achieving long-term employment outcomes is largely due to our quality of service and post-placement support. To ensure quality employment opportunities are available to every person with disability or impacted by an employment barrier, CPL embarked on an expansion program in Quarter four, which will see employment services available across CPL's entire geographic footprint.

We recognise, though, that not every person we support is ready or able to secure a job. For these individuals, we expanded our transition to work programs and introduced new programs for students with disability leaving university. We also launched an online store through which our clients participating in art and creative programs can sell their wares. Every product sold through rai.org.au is delivering income back to a person with disability.

A Fresh Face for CPL

An important part of our transformation into a modern organisation has been ensuring that the way we present to our clients and the market is reflective of our way of working. Two key activities were undertaken in 2017/18 in support of this.

CPL began a program of revitalising

our physical infrastructure. In some instances, this meant relocating our services to new premises better suited to the needs of our clients, as well as our business. We were delighted this year to move our therapy and employment services in Rockhampton to a new, central location. We also relocated our Bundaberg community centre to a larger, more modern property to provide room for more services and programs.

In other instances, we undertook works to improve amenities for our clients. Gladstone was just one location to receive a make-over during the year.

CPL also rolled out a new marketing campaign in 2017/18, designed to share the stories of our clients. A number of CPL clients and their families generously gave their time to tell us their journey with disability and how CPL has supported them to chase the best in life. Their stories were transformed into videos shared across social media, as well as digital and traditional mediums, helping to raise awareness and understanding of the work we do.

Advocating for the Sector

CPL continued to play a key role in advocating on behalf of the sector. Our ongoing involvement with Ability First Australia (AFA) enabled us to engage with key policy and Government decision-makers on a range of issues affecting people with disability and the disability sector. Through AFA we are also addressing key clinical issues and developing collaborative research programs to give disability consumers a greater voice on their services and issues affecting their daily lives.

This year, I was also personally honoured to be named as the new Chair of Cerebral Palsy Australia. CPL will continue to honour our heritage and advocate for more support, research and

funding to improve services and further our understanding and knowledge of cerebral palsy.

A Strong Financial Position

CPL has worked hard in recent years to prepare our business financially for the transition to the NDIS. Our preparatory work held us in good stead in 2017/18 and, as we continue to optimise our operating model, we have not had to rely on our investment buffer to fund NDIS transition costs, as previously predicted.

FY18/19 Focus

In early 2018, the CPL Executive team finalised CPL's strategic plan for the next three years.

The plan is designed to guide us forward and ensure we remain focused on our priorities. This blueprint for the future is especially important during this ongoing period of transformative change in our sector (including funding and legislative reforms) and growing consumer expectations.

Some key strategic priorities identified through the plan include:

1. Our customers
 - Know and better understand the needs of our customers to enable us to relate more closely to their perceptions and experiences
 - Establish and embed positive customer experience into all of our services and every touchpoint of our business
2. Our people
 - Drive a safety and customer-centric culture
 - Attract and nurture talent through leadership development, diversity and inclusion, and programs that recognise and reward in line with the CPL way

3. Our services

- Grow our services across Queensland
- Create more shared service hubs that make it easier for clients to access a range of services from a single location
- Continuously improve quality in service delivery

At the time of preparing this report, our progress has already gained momentum. Our plan to expand in Queensland was realised soon after the end of the 17/18 financial year, when CPL agreed to take over the services of another disability organisation that found itself no longer able to trade.

This has highlighted the importance of our strategies in relation to our customers and our people, and I look forward to sharing with you updates of our progress in next year's report.

Until then, it seems a fitting time to reaffirm our commitment to delivering outstanding services to our clients. Our focus has been and always will be on the provision of quality supports. To every client who has allowed CPL to be part of their journey and their story this year, I can only say "thank you". We consider it a privilege to work with you and will continue to do everything we can to support you to chase the best in life.



Rhys Kennedy
Chief Executive Officer

PERFORMANCE HIGHLIGHTS

ABOUT CPL

CPL - Choice, Passion, Life is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland, and their families.

We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them.

We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best for our clients, and ourselves.

Our History

CPL was founded in 1948 by a group of 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 the solid foundations for an organisation that has become one of Queensland's largest service providers for people with a disability.

Our Priorities

CPL's vision is an "inclusive society for all people". We aim to achieve this by providing the best services and support

to our clients so they can live a fulfilling life, as independently as possible, in the community of their choice.

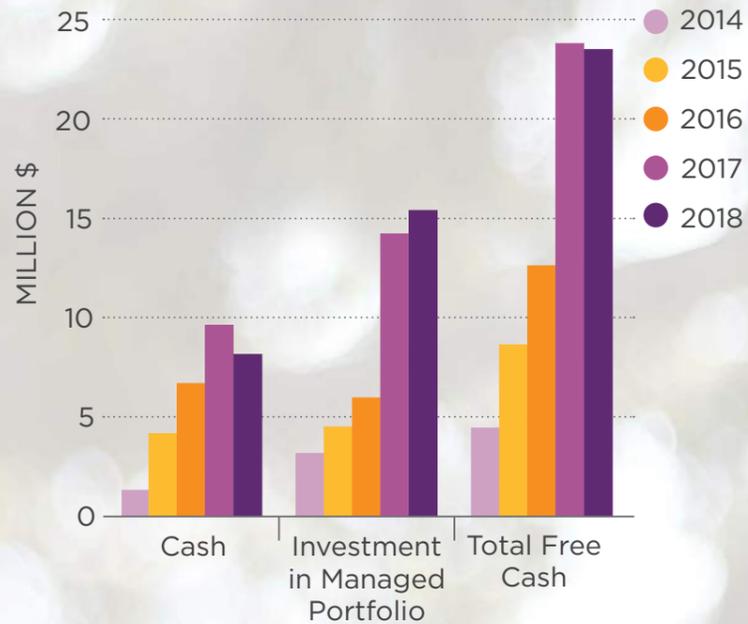
We operate as a business with a heart guided by our values of client focus, respect, trust, inclusion, excellence and courage. This manifests in The CPL Way, a set of principles that guide the way in which each of our employees interacts with our clients and each other.



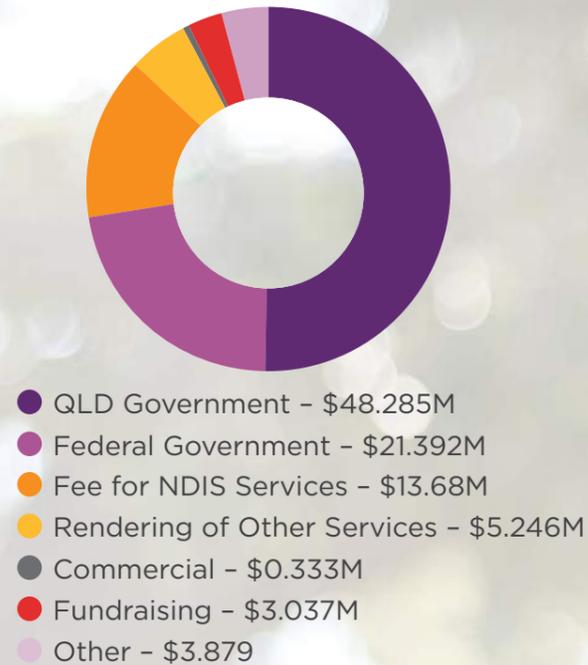
OUR IMPACT

OUR FINANCIAL HIGHLIGHTS

FREE CASH FLOWS



TOTAL FUNDING \$95.852M



OUR CUSTOMERS

8,000+

People receiving services from CPL in 2017/18.



1.14 million hours of support delivered.

1,583 People placed in jobs.



OUR FOOTPRINT



91%

of the Queensland population can access CPL services



13 Therapy centres



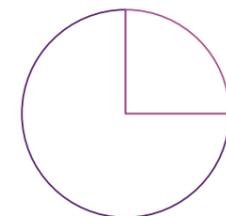
14 Community hub locations



32 Disability employment sites

OUR PEOPLE

1,864 CPL staff



70% of leadership positions are held by women.

OUR COMMUNITY

15,717 Facebook followers



1,000+ Attendees at CPL 70th year events



22,304 Hours contributed by volunteers

\$3.04 million in fundraising to support unfunded initiatives.

CPL is a whole-of-life provider, offering support across a spectrum of services from diagnosis and early intervention right through to a person's senior years. Throughout 2017/18, CPL continued to develop and expand its range of programs and services to meet changing needs in each of the communities in which we work, as well as changing customer expectations. The following pages provide a snapshot of the more significant developments that occurred throughout the year across each life stage.

KIDS

CPL believes that every child deserves the opportunity to learn, dream and grow beyond expectation and that we should aspire to futures of independence without barriers or labels. Our integrated services and therapies are focused on helping children to reach their full potential and achieve the goals that matter as they grow and develop. We also focus on support within the home and community to help kids and their families build healthy routines and connections within their communities.

In 2017/18, CPL continued to expand the range and availability of services and programs for children. Some highlights include:

- Heyo - a recreational program for primary school-aged children - commenced in Cairns, Ipswich and the Gold Coast
- Delivered the first overnight camp, Camp Crazy Sox, for children on the Gold Coast
- Commenced vacation care services on the Gold Coast and an after-school Boccia program in Aspley
- Started the first communication group for children using eye-gaze technology, delivered in a school setting to support children, parents and teachers



CPL also continued its commitment to the hugely successful Camp Have a Chat and Let's Talk Day programs, which support children with communication challenges to express themselves and trial new technologies. Across the year, more than 100 children participated in these programs in locations across Queensland.



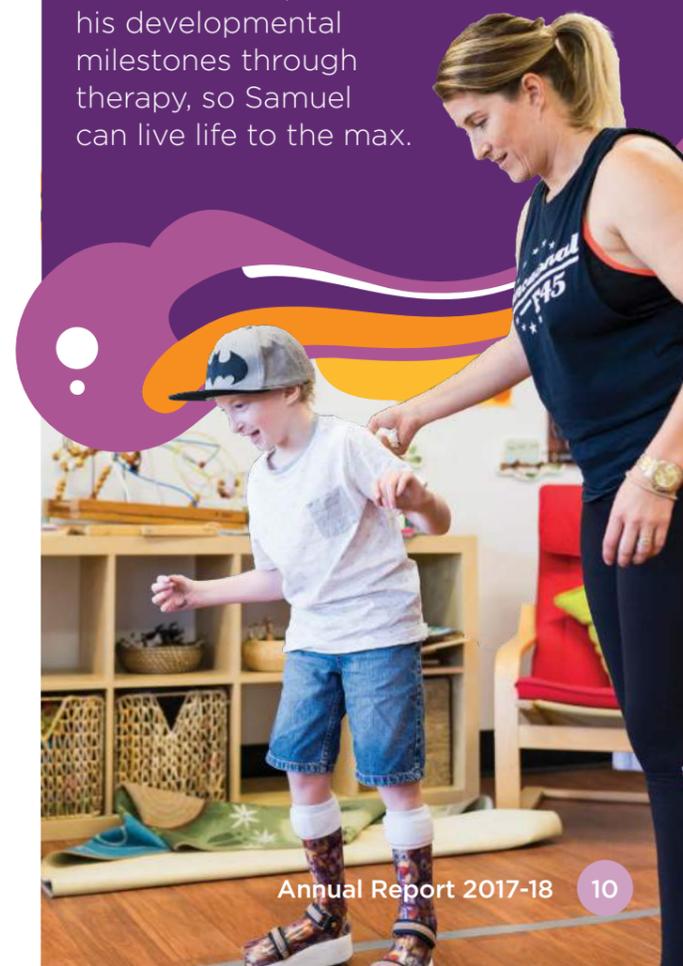
Meet Samuel Amiet

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

Enjoying his passions isn't always as easy for Sam as other kids, due to his cerebral palsy and Perthes Disease, a bone degeneration of the hips that affects the movement in his legs, his speech and also his fine motor skills.

“Had we not engaged in early intervention, I have no doubt in my mind that Samuel would not be where he is today.”
- Simone, Sam's mum

CPL has worked alongside Samuel and his parents, Cory and Simone, to help achieve his developmental milestones through therapy, so Samuel can live life to the max.



TEENS & YOUNG ADULTS

Starting high school, getting ready to leave school, starting work or university – teens and adults have a lot going on. The teenage years are also a time of extensive growth – physically, emotionally, socially and intellectually.

CPL support teenagers and their parents to understand the opportunities available and then make connections to make post-school aspirations a reality, through:

- Support to find a job or preparation for work through study, training or skill development
- Access to the community so young people can do the things they love
- Independent living skill development to prepare for a future of independence
- Creative and recreational programs that support personal expression as well as social development

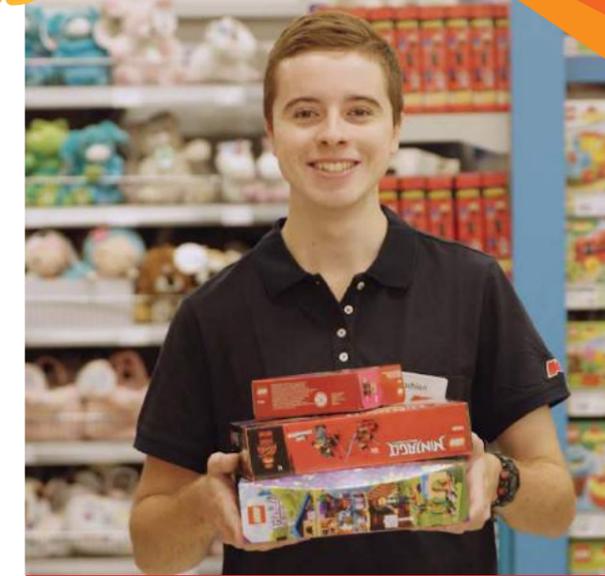
During the year, many CPL services developed new strategies to enhance their support to teens and school leavers, including:

- Let's Talk Days were held in key locations throughout the State, including Cairns, to enhance communication
- Expanded the Screech Arts inclusive performing arts workshops across Queensland, including Ipswich, Moorooka, Bundaberg, Hervey Bay, Maryborough, Gladstone and Maroochydore
- Expanded the driving program in Bundaberg to support more young people to practice their driving skills and gain a license



SCREECH

- Expanded participation in school expos to help school leavers understand their post-school options, including opportunities through Mylestones Employment
- Mylestones Employment introduced the University Specialist Employment Program (USEP) to help university students with disability to prepare to find employment after their study concludes.



Meet Lachlan Grindrod

Working at Kmart has provided 20 year-old Lachlan Grindrod with opportunities and independence he thought he would never have.

Indeed, growing up with autism, Lachlan wondered whether he would ever get a job at all.

Mylestones Employment changed all of that. Not only is Lachlan working, but has a Certificate II in Retail under his belt.

“We decided to stick with Kmart because we felt like for me that’s where we could definitely build up my social skills.”

”“It’s all changed for me, learning new things.”

With his newfound confidence, Lachlan is now working towards his own goals for the future.

ADULTS

Pursuing passions, seeking out new adventures, meeting new people, joining a new workplace. CPL understands that everyone has different plans for their life. We provide a diverse, but integrated range of services designed to respond to each person's unique goals and help bring their dreams to life. CPL supports adults to:



- Access their community
- Build new skills, grow social networks and express themselves through creative, recreational and life skills programs
- Achieve employment and training goals
- Live comfortably at home with as much independence as possible
- Improve communication and mobility



New initiatives in 2017/18 to enhance our services to adults include:

- Establishment of new Mylestones Solutions work crews in Cairns, Gladstone, Gold Coast, Bundaberg, Brisbane and Fraser Coast, providing training and employment opportunities for people in retail and garden maintenance
- Built new relationships with major employers, including Kmart, to provide greater opportunities for people with barriers to employment
- Enhanced supports for people using assistive technology to communicate, including community-based communication groups
- Introduced capacity-building programs including cooking, numeracy, literacy, social media and many more
- Expanded Transition To Work/School Leavers Employment Support programs across the CPL network so every client has an employment/training option



- Introduced Social Squad, a community based evening recreational program, in a range of locations including Capalaba and Rockhampton
- Commenced new creative programs including pottery, and showcased existing creative programs through various art shows and exhibitions in locations across Queensland



Meet Christopher Townsley

Thirty-four year old Christopher may need support to take part in the things he loves, but he is his own boss.

Chris accesses support from CPL's Cascade Place at Redcliffe, where he makes his own decisions and is supported to do the things he enjoys most.

Christopher is involved in local golf programs and coaches a group of juniors. He goes trampolining, dancing and sailing; he also loves art and recently showed his artwork in a Brisbane exhibition.

The independence Chris now enjoys is astonishing, according to mum Anne.

“Looking back 34 years ago and fearing for the future, Christopher's life now is all I could have ever wished for him.”

“He's happy, he's as independent as possible and he's living a full life.”

PARENTS & CARERS

CPL supports parents and carers wherever they are on their journey. We explain options and work with families to plan the way forward with the very best care, guidance, technology and understanding possible.

CPL supports parents and carers to:

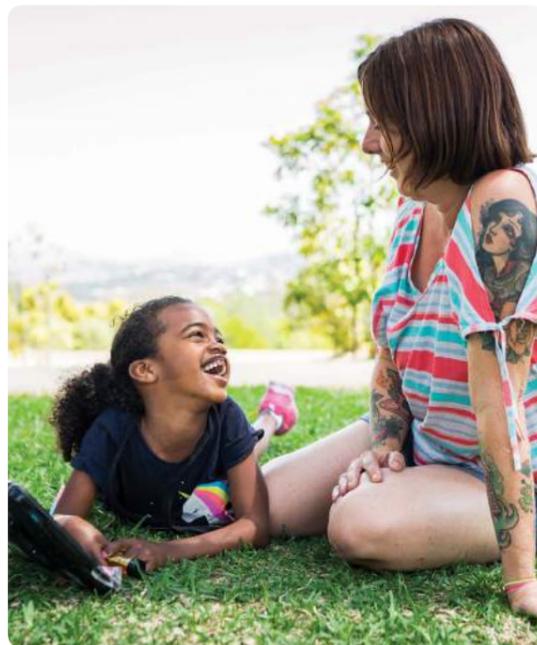
- Keep things running smoothly at home through effective support schedules
- Manage emotion and cope with stress
- Learn strategies for behaviour support
- Maintain emotional health and wellbeing
- Build connections in their community
- Connect with other parents and carers for advice and support
- Coordinate services in crisis situations



We also empower parents to have a voice in the care of their child and/or support their adult children to develop and express their own voice.

During the year, many CPL services developed new strategies to enhance their support to parents and carers, including:

- Over 500 parents and family members in NDIS transition locations participated in Family Forums in preparation for NDIS Planning Meetings
- Introduced new parent “coaching” sessions in Toowoomba to help parents of children with a new diagnosis to support their child



- A P&C-style group was initiated by parents of clients at CPL’s Redcliffe service
- Introduction of more evening programs at CPL’s Allied Health hub at Mt Gravatt to support the schedules of working parents
- Visits by the CEO and General Managers to every CPL site and meetings with parents



Meet Erin Peach

Erin Peach is mum to two beautiful children with disabilities, seven-year-old Molly and three-year-old Luke.

Support from CPL is helping the family to flourish and achieve the goals that matter.

Molly and Luke participate in regular therapy and programs like Camp Have a Chat, while daily support is easing the load at home.

Erin says this allows her the time to be the best mum she can be, and reclaim some personal time.

“CPL really helps me at home. I can cook a meal, put on a load of washing or just go for a walk around the block knowing my children are in the safest of hands.”

“Even just giving me the time to go to a bootcamp class - that’s my time out. It helps me more than I could ever say.”

CPL's 70TH YEAR

2018 marks 70 years of CPL working alongside people with disabilities and their families throughout Queensland. For CPL, this represents seven decades of hard work, passion and innovation.

This milestone has provided CPL with an opportunity to reflect on the past, as well as imagine our future as we strive to achieve our mission of an inclusive society for all people.

To mark the milestone, we hosted a series of events for our clients and our employees across Queensland at which we asked people to share with us their hopes and dreams for the future.



70 years of hard work, passion and innovation

In 1947, leading Queensland orthopaedic surgeon, Dr Harold Crawford met with community leaders in Brisbane to discuss providing special care and education for children with cerebral palsy as well as support for their parents.

Just one year later in 1948, the Queensland Spastic Children's Welfare League was formed by 12 families who imagined a better world for their children and for all people with disabilities. With the help of Dr Crawford, these families laid the solid foundations for the organisation we know today.

In 1950, CPL began officially delivering services and support for Queenslanders with disabilities when it acquired Wybenia (later called Harold Crawford House) at New Farm.

Following the opening of Wybenia, CPL expanded across Queensland. CPL centres opened in Maryborough, Toowoomba, Fig Tree Pocket, Redcliffe, Rockhampton and Geebung through the 60s and 70s.

The United Nations named 1981 the Year of the Disabled, to boost public



CORPORATE INFORMATION

awareness of disability. In this dedicated year, CPL was able to build its presence within the community and highlight the contribution of people with disabilities.

By 1983, CPL had launched two training and skill development programs offering employment for over 100 people with disabilities around Brisbane. Independence through employment is a belief that CPL has continued to grow over the three decades since.

The Commonwealth Disability Services Act 1986 heralded a new era for disability services in Australia and for CPL. This Act acknowledged the need for people with disabilities to be supported in their own homes and communities and moved away from institution-style care.

Two years later New Farm Special School closed and CPL began to expand further, opening centres in Strathpine, Ipswich, Gold Coast, Mount Gravatt, Moorooka and Townsville.

In 1993, CPL's Disability Employment Service, Access Employment (known today as Mylestones Employment), opened to support Queenslanders to overcome barriers and find long term employment. Five years later, CPL started PrintAbout (now Mylestones Printing) to provide direct employment for people with disabilities.

In 1997, the Spastic Welfare League of Queensland became the Cerebral Palsy League of Queensland.

Even though opportunities for people with disabilities continued to grow, CPL knew that there were thousands of people with disabilities who needed support, but were not receiving it. So, in collaboration with other organisations across Australia, CPL began to lobby the State and Federal Governments to make a change. It was an historic day for CPL when the National Disability Insurance Scheme was announced in 2012.

In 2014, the organisation became CPL - Choice, Passion, Life to be inclusive of all the people we support and reflect our way of working.

There have been many changes over the last 70 years, but what remains unchanged is our commitment to create a better world for people with disability and an inclusive society for all people.

We look forward to the next 70 years and what we can achieve together. Because if our past has taught us one thing, it's that we'll never stop striving for better.

BOARD PROFILES



Bruce Cowley | CPL Chair, CPL Director, Nominations & Remuneration (Chair) **B Com, LLB (Hons), FAICD**

Bruce is Chairman of MinterEllison, one of Australia's largest law firms, and has practised as a corporate lawyer for more than 37 years, specialising in directors' duties and corporate governance.

He has authored with Stephen Knight, *Duties of Board and Committee Members* (Thomson Reuters, 2017) which details the duties of members of the different kinds of companies and other entities which are recognised under Australian law. He is a Fellow of the Australian Institute of Company Directors; chairs the AICD's Law Committee; chairs the Children's Hospital Foundation Queensland; is a Member of the Takeovers Panel and sits on the Board of the Merchant Charitable Foundation.



Simone Fraser | CPL Deputy Chair, CPL Director, Nominations & Remuneration (Member) **BIR, MBA, GDip Leg Prac, LLB (Hons)**

Simone is a barrister working at the private bar in Brisbane. Prior to being admitted as a solicitor in Queensland in 2007, Simone 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.

Simone, who gained first-hand experience of being a CPL client as a child, has represented Australia in athletics and swimming at an international level.



Simon Crane | CPL Treasurer, CPL Director, Finance and Risk Committee (Chair) **B Com, FCA, GAICD**

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 across a broad range of industries.

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 | CPL Director, Finance and Risk Committee (Member) **MBA, M Ed St, B Ed St, B PM**

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 human resource management, project management, and financial and risk management through roles in mining and construction. His association with CPL began when his first child began receiving services.

He is currently a teacher at Rockhampton Grammar School in Industrial Design and Technology as well as Head of Department Vocational Education and Training.

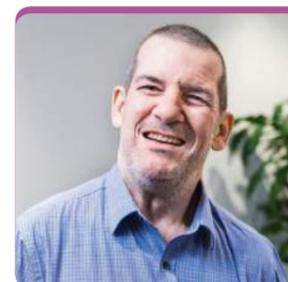


Dermot Lindsay | CPL Director, Nominations & Remuneration (Member) **MFP, ADFS (FP), DFS (FP), GAICD**

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.

Dermot has held a variety of senior leadership roles within retail financial services over the last two decades, including National Manager, Alliance Partners at Perpetual Private, Queensland State Manager of Aviva Australia.

Dermot holds a Masters in Financial Planning, an Advanced Diploma of Financial Services and is a Graduate of the Australian Institute of Company Directors.



Michael Pini | CPL Director, Finance and Risk Committee (Deputy Chair) **B Bus (Accountancy), Grad Dip Taxation, CPA**

Michael has a wealth of experience in finance and particularly taxation. He has been with the Australian Taxation Office for 31 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.

BOARD PROFILES (CONT.)



Susan McKee | CPL Director, Finance and Risk Committee (Member) RN, BSC HMA, MBA, GAICD

Susan has more than 30 years' experience with 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 difference to the people who work

within them and the communities they serve.

She is a Graduate of the Australian Institute of Company Directors.



Ken MacDonald | CPL Director BA (Hons) LLB (Hons)

Ken has over 40 years' of experience in corporate law, specialising in the energy and natural resources sector. In 2017, he was awarded the Gold Medal by the Australian Institute of Company Directors.

He has held a range of directorships and board management positions, including: Chairman of Highlands Pacific Limited;

Deputy Chancellor of Bond University; Deputy Chairman of the Queensland Investment Corporation and Director of Save the Children Fund Australia.



Wendy Lavelle | General Manager Services BA (PR), Ass 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 employment support and as client liaison, and then management positions with Mylestones Printing and Mylestones Employment. In her

current role as General Manager Services, Wendy leads all service streams to ensure business initiatives are progressive, financially viable and provide quality service and choice to clients.



Marc Nichols | General Manager 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 Boards of Graduate Careers Australia and Swimming Queensland.

EXECUTIVE PROFILES



Rhys Kennedy | Chief Executive Officer B Occ Thy, MBA, GAICD

Rhys has extensive experience in the disability sector, both as an occupational therapist providing therapy services to children, and as a manager and strategist. Rhys was motivated to join CPL following a placement in the final year of his university degree, when he witnessed children with disabilities achieving developmental milestones with the support of CPL's

dedicated therapists. As Chief Executive Officer, Rhys maintains his connection with clients and front-line employees through regular visits to CPL sites. In addition to attaining a Bachelor of Occupational Therapy, Rhys holds a Master of Business Administration and is a Graduate of the Australian Institute of Company Directors.



Julie Byth | General Manager Product, Brand and Strategy B Bus (PR)

Julie has over 20 years' experience supporting for-profits and not-for-profits achieve their business outcomes through product development strategies, partnerships and marketing communications programs. Before joining CPL, Julie spent a number of years in consulting, prior to which she held in-house roles in transport, tourism and entertainment. As General

Manager Product, Brand and Fundraising, Julie leads CPL's strategic marketing campaigns, brand, 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:

- 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 2018 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 2017/2018 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 2018 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 21-23 in the Board Profiles section of this report.

Company Secretaries

Ms Anastasia Maynes (BCom LLB (Hons), Grad Dip LP, Grad Dip ACG, FGIA) was also 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 and acquisitions, capital market and corporate transactions and corporate governance. Her experience includes working as a corporate lawyer in one of the Australian top tier law firms and being a Company Secretary of both ASX listed and unlisted companies. Currently Ms Maynes works as a legal consultant in MinterEllison's Corporate Practice Group in Brisbane.

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

CPL – Choice, Passion, Life is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves. 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 28 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 33.

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

At the beginning of the 2018/19 year the State Government reallocated in excess of 2,000 clients to CPL due to the departure of a provider within the sector. This opportunity resulted in significant growth for CPL and more than 450 offers of employment.

Other than the above 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.

Current Developments

At the beginning of the 2018/19 year the State Government reallocated in excess of 2,000 clients to CPL due to the departure of a provider within the sector. This opportunity resulted in significant growth for CPL and will allow further unlocking of efficiency. This growth will contribute positively to CPL's financial outcomes following full integration.

Likely Developments

CPL will continue to look for further opportunities in the competitive market created by the NDIS. To ensure financial sustainability and continued capacity to grow, all service and administration functions are being reviewed to fully understand the impact of the significant growth experienced in July 2018 and efficiencies created with reduction to the cost base of these services. CPL continues to look to work with other specialist providers where opportunities for partnership and collaboration are identified.

Lead Auditors' Independence Declaration

The Lead Auditors' Independence Declaration is set out on page 29 and forms part of the Directors' Report for the financial year.

Dated at Brisbane this 9th day of November 2018 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	No. of Board Meetings Attended
Stephen Brady		4/5	6/8
Bruce Cowley	1/1		8/8
Simon Crane		5/5	8/8
Simone Fraser	1/1		5/8
Dermot Lindsay	1/1		4/8
Ken MacDonald*			5/5
Susan McKee		3/5	8/8
Michael Pini		5/5	8/8

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.

*Ken MacDonald was appointed as Director in December 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

9 November 2018
Brisbane

Crowe Horwath Brisbane is a member of Crowe Horwath International, a Swiss Verein. Each member of Crowe Horwath is a separate and independent legal entity. Liability limited by a scheme approved under Professional Standards Legislation. Liability limited other than for the acts or omissions of financial services licensees.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Horwath external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2018

	2018	2017
	\$	\$
Revenue	95,851,909	87,075,404
(Loss)/Gain on sale of assets	(13,800)	4,449,608
Unrealised gain on assets	911,044	747,707
Cost of sales	(117,264)	(93,924)
Employee expenses	(75,971,497)	(68,702,977)
Occupancy costs	(3,994,259)	(2,845,190)
Depreciation and amortisation	(2,537,441)	(2,701,460)
Motor vehicle and bus expenses	(2,837,571)	(2,528,526)
Client related expenses	(1,758,432)	(1,530,045)
Postage and telecommunications expenses	(1,233,791)	(1,323,607)
Computer expenses	(1,637,514)	(1,152,260)
Repairs and maintenance	(1,252,668)	(851,341)
Travelling expenses	(859,381)	(640,296)
Recruitment and training	(700,686)	(515,308)
Advertising and promotion	(673,202)	(543,229)
Printing and office supplies	(518,296)	(494,508)
General contracts and domestic payments	(47,804)	(324,008)
Other expenses from ordinary activities	(1,481,831)	(1,501,529)
Finance expense	(41,585)	(36,512)
Total Expenditure	(95,663,222)	(85,784,720)
Profit for the year	1,085,931	6,487,999
Total Comprehensive Income for the Year	1,085,931	6,487,999

Statement of Changes in Equity

For the year ended 30 June 2018

	Accumulated Funds
	\$
Balance at 1 July 2016	18,794,494
Comprehensive income for the year	-
Profit for the year	6,487,999
Balance at 30 June 2017	25,282,493
Balance at 1 July 2016	25,282,493
Comprehensive income for the year	-
Profit for the year	1,085,931
Balance at 30 June 2018	26,368,424

Statement of Financial Position

As at 30 June 2018

	2018	2017
	\$	\$
Current Assets		
Cash assets and cash equivalents	8,107,523	9,588,688
Trade and other receivables	4,474,778	3,050,678
Financial assets	16,857,147	14,185,610
Total Current Assets	29,439,448	26,824,976
Non-Current Assets		
Intangible assets	963,628	1,014,486
Property, plant and equipment	11,476,300	12,364,442
Total Non-Current Assets	12,439,928	13,378,928
Total Assets	41,879,376	40,203,904
Current Liabilities		
Trade and other payables	7,603,193	7,519,876
Employee benefits	2,529,377	2,260,305
Provisions	258,000	156,500
Interest-bearing liabilities	796,274	543,312
Income received in advance and held in trust	2,753,349	3,050,422
Total Current Liabilities	13,940,193	13,530,415
Non-Current Liabilities		
Employee benefits	1,570,759	1,390,996
Total Non-Current Liabilities	1,570,759	1,390,996
Total Liabilities	15,540,759	14,921,411
Net Assets	26,368,424	25,282,493
ACCUMULATED FUNDS	26,368,424	25,282,493

Statement of Cash Flows

For the year ended 30 June 2018

	2018	2017
	\$	\$
Cash Flows from Operating Activities		
Receipts from government funding	69,173,385	73,191,060
Receipts from net charitable fundraising	3,243,025	2,789,428
Receipts from customers, clients and others	22,179,199	11,194,611
GST collected	7,717,194	8,329,906
Cash Receipts in the Course of Operations	102,312,803	95,505,005
Payments to employees and suppliers	(93,506,534)	(81,931,479)
GST paid to suppliers	(2,151,583)	(1,921,962)
GST paid to ATO	(5,639,992)	(6,558,743)
Interest paid	(41,585)	(36,512)
Cash Payments in the Course of Operations	(101,339,694)	(90,448,696)
Net Cash from Operating Activities	973,109	5,056,309
Cash Flows from Investing Activities		
Acquisition of intangible assets	(430,742)	(256,891)
Acquisition of investments	(1,558,137)	(15,517,414)
Proceeds on sale of investments	1,297,642	7,897,859
Funding of loan receivable	(1,500,000)	-
Acquisition of property, plant and equipment	(1,196,952)	(2,024,843)
Proceeds from sale of property, plant and equipment held for sale	-	7,199,331
Proceeds from sale of other non-current assets	15,454	44,684
Interest and dividends received	665,499	550,476
Net Cash used in Investing Activities	(2,707,236)	(2,106,798)
Cash Flows from Financing Activities		
Proceeds from borrowings	810,035	553,845
Repayment of borrowings	(557,073)	(564,071)
Net Cash from Financing Activities	252,962	(10,226)
Net increase in cash and cash equivalents held	(1,481,165)	2,939,285
Cash and cash equivalents at the beginning of the year	9,588,688	6,649,403
Cash and Cash Equivalents at the End of the Year	8,107,523	9,588,688

Discussion and Analysis

In the financial year ended 30 June 2018 CPL has continued its profitable performance, as a result of the positive performance of both core businesses: the Community and In Home Support service and Employment services. This has led to improved financial sustainability throughout the whole business.

The strength of CPL's Balance Sheet, together with its strategic investment in systems means it is well positioned for the opportunities and challenges associated with the transition to the National Disability Insurance Scheme (NDIS).

The organisation will continue to look for further opportunities in the competitive market created by the NDIS. To ensure financial sustainability and continued capacity to grow, all service and administration functions are being reviewed to fully understand the impact of the significant growth experienced in July 2018 and efficiencies created with reduction to the cost base of these services. CPL continues to look to work with other specialist providers where opportunities for partnership and collaboration are identified.

The profit for the financial year, as shown in the Statement of Profit or Loss and Other Comprehensive Income was \$1.086M (2017: \$6.488M).

The profit before depreciation and amortisation for the financial year was \$3.623M (2017: \$9.189M).

After adjusting for non-recurring items, for comparative purposes the financial year profit before depreciation and amortisation is \$3,623M (2017: \$3,707M).

The continued roll out of the NDIS with Townsville, Toowoomba, Ipswich, Rockhampton and Gladstone regions transitioning to the NDIS resulted in government and grant income to reduce to \$69.677M (2017: \$72.489M) a decrease of 3.88 per cent. Subsequently fees for NDIS services grew by \$11.679M to \$13.680M (2017: \$2.001M). CPL's employment services business continued its strong growth with income increasing by \$2.180M (2017: \$2.345M) bringing total income from these services to \$19.711M (2017: \$17.530M). Charitable donations and fundraising activities contributed \$3.037M of income (2017: \$3.146M).

Overall revenue increased by 10.1 per cent to \$95.851M (2017: \$87.075M) whilst expenses increased by 11.5 per cent, or \$9.878M, to \$95.663M (2017: \$85.785M). Expenditure increased as a result of employee costs which increased by \$7.268M to \$75.971M (2017: \$68.703M) to cover increased work activity within the community and in home support and employment services businesses.

As disclosed in these financial statements, CPL has continued to significantly improve the excess of current assets over current liabilities to \$15.499M (2017: \$13.295M). Net assets increased by 4.3 per cent (2017: 34.5 per cent) to \$26.368M at 30 June 2018 (2017: \$25.282M).

The Board's commitment from 2014 of all major bequests and the proceeds from the sale of any properties or capital assets to be deposited into the JB Were Investment account has strengthened CPL's financial position during the NDIS transition period. At 30 June 2018, the JB Were investment account balance was \$16.857M (2017: \$14.186M). The transitioned regions to date, (Townsville,

Toowoomba, Ipswich, Rockhampton and Gladstone) have not required any divestment of the quarantined investment funds. The commitment has ensured CPL is in a secure position in 2018/19 when the majority of clients within South East Queensland transition to NDIS, from payment in advance to payment in arrears in the first half of 2019.

Bank borrowings at 30 June 2018 were \$0.796M (2017: \$0.543M) comprising of short term loans for the 2017/18 WorkCover insurance premium and 2018/19 business insurance premium.

At the beginning of the 2018/19 year the State Government reallocated in excess of 2,000 clients to CPL due to the departure of a provider within the sector. This opportunity resulted in significant growth for CPL and more than 450 offers of employment. Prior to this occurring in June 2018, in accordance with CPL's vision to actively seek and support the contribution of people with disabilities, the Board agreed to provide funding to FSG Australia of \$1.500M to ensure continued service was provided to their clients. The loan is secured by a first registered security interest on a property in Ballina and second registered security interest on seven properties in South East Queensland. The liquidators of FSG Australia (in liquidation) have commenced a realisation strategy and intend to seek marketing submissions from agents for all of the mentioned properties in the immediate term. CPL has assessed the recoverability of the loan receivable and expects full recovery of this loan in 2018/19.

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.

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 2018, 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.

In our opinion the concise financial report, including the discussion and analysis, of CPL for the year ended 30 June 2018 complies with Australian Accounting Standard AASB 1039 *Concise Financial Reports*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. 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 have complied with the independence requirements of the Australian Professional Accounting bodies.

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

Directors' responsibilities 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 responsibilities for the audit of concise financial report

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 2018. We expressed an unmodified audit opinion on that financial report in our auditor's report dated 26 October 2018. 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.



Crowe Horwath Brisbane



John Zabala (FCA)
Partner

9 November 2018
Brisbane

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 Queensland Human Service Quality Standards (HSQS), National Standards for Disability Services, and AS/NZS ISO 9001-2015. Compliance, along with the expenditure required by government regulation in the form of mandatory external audits considering client services, site management and human resource management, is currently managed and controlled by CPL through oversight of a robust internal audit schedule.

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 scanning
- The quality and integrity of personnel is identified and maintained
- 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 policy and 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 behaviour
- The protection and proper use of CPL's assets.

Quality and Integrity of Personnel

A formal appraisal process has commenced that requires 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.

Environmental Regulation

CPL's operations do not pose any significant risk under either Commonwealth or State environmental legislation. However, the Board believes CPL has adequate systems in place for the management of its environmental obligations and is not aware of any breach of environmental requirements as they apply to CPL.

ACKNOWLEDGMENTS



CPL thanks all those individuals, organisations and community groups who supported us in 2017/18. Your support not only contributed to the delivery of CPL's programs and initiatives, but helped us further our mission of an inclusive society for all people.

Bequests

Estate of Jacob Pedersen
Estate of John Luka Radovic
Estate of Aubrey John Wehlow
Catherine Ellen Carter Memorial Fund
Estate of Fay Howard Ussherd
Estate of Hazel Myra Rakovszky
Estate of Gary Adams
Estate of Jan Koolmees
Queensland Community Foundation
Estate of Richard Malcolm Warner
Estate of Fritz Schwarzianeck
Estate of Desmond Brian Fischer
Estate of Dr Hugh James Falconer
Estate of Heather Cole
Estate of Dulcie Jean Thomas
Estate of Fay Budgen

Government Supporters

Redland City Council
Rockhampton Regional Council
Moreton Bay Regional Council
Department of Industry, Innovation and Science (Stronger Communities Programme)

Department of Industry, Innovation and Science (Building Better Regions Fund)
Department of Justice and Attorney-General (Gambling Community Benefit Fund)
Cairns Regional Council

Corporate Supporters

Australian Agricultural Chemicals
Black and White Cabs
BUPA
Burling Motor Group
Charles Kendall Australia
CMBM Facility Services
Crowe Horwath
Deloitte
DS Consulting Services
Gretams Property Services
Grill'd Burgers - Emporium
Hesta
Hills Chamber of Commerce
ING
JJ Richards & Sons Pty Ltd
JSA Creative
LOA Branding

Moubment Group
RemServ
Reward Gateway
Seymour Whyte Group
Six Degrees Executive
Telstra
The Bernborough Club INC
The CEO Circle
The Empire Post
The Star Entertainment Group Limited
Thomson Geer Lawyers
Treasury Brisbane
WESTPAC
Willis Towers Watson
WINC
Windsor Group

Community, Grants, Trusts and Foundations

Brisbane Broncos Charities Fund
Buderim 9 Challenge
Cory Charitable Foundation
Estate Late Ronald Gordon Bergstrom
Gold Coast Community Fund
Greater Mt Gravatt Mansfield Lions Club
I Give A Buck
Ipswich Community Care Fund
John Maclean Foundation
John William McIntyre & Herries Ada
McIntyre Charitable Trust

Kids In Need Association
Lions Club of Moggill Mt Crosby Inc
Lions Club of Boyne Island
Lions Club of Brisbane Inner North
Lions Club of Bundaberg
Lions Club of Cairns
Lions Club of Capalaba
Lions Club of Kallangur
Lions Club of Morayfield and District
Lions Club of Pine Rivers
Lions Club of Rockhampton
Lions Club of Rockhampton Fitzroy River
Lions Club of Townsville Central
Lions Club of Upper Coomera
Mr Graeme Hartwig
Perpetual Foundation - Edward James
Rowe Endowment
Queensland Community Foundation -
(Jameson Family Fund)
Redland Foundation - Jeffrey and
Geraldine Underhill Grants Program
Redlands RSL
Reuben Pelerman Benevolent
Foundation
Rotary Club of Carindale
The Fraser Family Endowment
Toowoomba West Lions Club
Walter and Eliza Hall Trust
Youngcare
The Bernborough Club INC





choice • passion • life

Call us on
1800 275 753
or visit
cpl.org.au

