



choice • passion • life

Annual Report

2019-20



Corporate Information

Board of Directors

Bruce Cowley
Chair

Simone Fraser
Deputy Chair (until September 2019)

Michael Pini
Deputy Chair (from September 2019)

Simon Crane
Treasurer

Dermot Lindsay
Director

Ken MacDonald
Director

Rob Grant
Director (from July 2020)

Stephen Brady
Director

Sue Scheinpflug (from July 2019)
Director

Susan McKee
Director

Executive Management Team

Rhys Kennedy
Chief Executive Officer

Rebecca He
Chief Financial Officer
(from September 2019)

Wendy Lavelle
Chief Operating Officer

Julie Byth
Chief Experience Officer

Business Partners

Crowe Audit Australia
Auditors

Westpac
Bankers

**Mills Oakley, Thomson Geer, and
Australian Business Lawyers**
Solicitors

JBWere
Investment Advisors

Registered Office

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Australian Business Number (ABN)

27 009 942 269

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



When reflecting on financial year 2019/20, it was difficult to find a single word that characterised the period. Indeed, the only word that seemed to sum up the year adequately was “contrasts”.

In the first half of the year we fully embedded Access Arts and InclusionWorks! into CPL, ensuring their clients, employees and stakeholders felt an intrinsic part of our organisation and its mission. CPL has, through these partnerships and others before them, become known as an organisation able to continue the good works of others, preserving their legacy and their hard-earned reputation in the market.

It was on this basis that CPL responded to the Board of Cootharinga North Queensland who were looking for a strong partner to cement their standing and develop new opportunities for the future. Cootharinga is North Queensland’s largest and most prominent disability provider, supporting people in Townsville, Mackay, Cairns, Mount Isa, the Gulf region and their surrounding communities.

In March 2020, after months of work behind the scenes to forge a strong, mutually beneficial outcome, the members of Cootharinga voted in favour of their organisation becoming a wholly owned subsidiary of CPL.

The enormity of this coming together and the future potential it can deliver to people with a disability in North Queensland, however, was somewhat overshadowed by a larger, worldwide development – the coronavirus pandemic.

That the focus of a Board – indeed an entire organisation – can change so quickly from big-picture, long-term strategic planning to the day-to-day protection of health and wellbeing is surely summed up by the word “contrasts”.

CPL has always been an organisation with an incredible commitment to safety, for both employees and clients. And this was no more evident to me than during the coronavirus pandemic.

On behalf of the Board, I wish to acknowledge the work of everyone at CPL – the leadership team, the corporate and administration teams, and every person working to keep people safe. I know this work continues even now as we begin to cautiously resume regular client support and business activities.

The impacts of the pandemic will undoubtedly leave a lasting impression on every person and every organisation for that matter. Where once the future

seemed so certain, we now know we must prepare for the uncertain and the unexpected. It is therefore with a sense of anticipation that the Board recommences its strategic planning for CPL, halted temporarily by the pandemic.

There is certainly much to acknowledge in the pages of this Annual Report. CPL's performance remains strong in so many domains – financial, employee experience and customer satisfaction. I sincerely thank CEO, Rhys Kennedy, and his team for their tremendous efforts this year.

And from the entire Board of Directors, thank you also to all our clients, members and supporters for your continued patronage and support of CPL. We look forward to continuing our work with you, and for you, over the coming year.

A handwritten signature in black ink, appearing to be 'BC' followed by a long horizontal stroke.

Bruce Cowley
Chair, CPL Board of Directors

Message from the CEO



The safety and wellbeing of our clients and employees was undoubtedly the focus of financial year 2019/20 for CPL.

The year opened on 1 July 2019 with the introduction to Queensland of the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission, an independent agency established in 2018 to monitor and improve the quality and safety of NDIS supports and services.

As an organisation focused on continuous improvement, CPL welcomed the introduction of the Commission and its important role in regulating providers throughout Australia, holding us all to the same consistently high standard of service delivery.

CPL undertook its first audit under the NDIS Commission in February this year; meeting the required standard in all areas and receiving very positive feedback for our engagement with NDIS participants. This input about the way we work alongside our clients was especially pleasing given our increasing commitment to receiving feedback from

our clients and giving them a greater voice in the way we plan or provide supports and services.

Through the course of financial year 2019/20, we redesigned our complaints process to ensure a more timely and appropriate resolution of complaints raised by clients. We consulted with our clients on a range of specific topics, such as technology and support worker matching, and introduced new ways for clients to rate their satisfaction with our services.

At the start of 2020, we also commenced a series of workshops, called “Dream Big”, to uncover our clients’ needs to help shape our future under a new strategic plan. Unfortunately, these forums were barely underway when the pandemic was declared and our commitment to safety and wellbeing took an entirely different turn.

Irrespective of any other achievements or milestones, 2020 will undoubtedly be remembered by all Australians for just one thing, coronavirus.

From the earliest stage in the pandemic, CPL took the threat of coronavirus incredibly seriously. Even before a worldwide pandemic was declared, CPL had mobilised an experienced, cross-functional team to monitor the situation and respond – always with the health and safety of our clients and employees at the heart of decision-making.

We recognised early our priorities were two-fold: to keep our clients and

employees safe; and to continue to deliver the supports essential to people living their daily lives.

For CPL, continuity of supports meant modifying some of our services. Group activities transitioned to one-to-one, social and recreational programs transitioned online where possible, and additional health and safety measures permeated every aspect of our service delivery.

It is hard for me to put into words the commitment demonstrated by employees during this time; working tirelessly to create new and different support options, keeping our clients informed of all actions we needed to take, ensuring CPL was equipped with vital personal protective equipment (PPE), the knowledge of how to use it, and so much more. To each of our 2,613 employees I say thank you. Thank you for your commitment to keeping those around you safe, your dedication to our clients, and your passion for the work we do.

Though necessary, there is no doubt the changes to our services during the pandemic were difficult for some clients and their families, yet their understanding and patience was evident throughout. On behalf of everyone at CPL, thank you for allowing us to continue to deliver supports to you during this time.

It has always been my commitment to our clients that CPL will be there for them whenever they need us. I believe these last few months have

demonstrated this commitment. However, I am pleased that our financial performance also continues to demonstrate strength for the future, with significant improvements in both operating performance and our balance sheet.

As we begin to adjust to the new way of life, CPL is focusing on the future. Our strategic planning may have been delayed a little this year, but we now have an even clearer view of our priorities; health and safety of clients and employees, continuous improvement in the quality of our supports, a high-quality employment and client experience, and financial strength to serve us for the long term.

As we regain strategic momentum, I look forward to the opportunity to have important conversations about the future with our clients and employees, - whether face-to-face or over Zoom. I know these conversations are so important for continuing to build and grow a CPL that exists for its mission - an inclusive society for all people.

Take care and stay safe.

A handwritten signature in black ink, appearing to read 'Rhys Kennedy', with a stylized, flowing script.

Rhys Kennedy
CEO, CPL - Choice, Passion, Life

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 Northern New South Wales, 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.



CPL clients, 1980s

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 Australia's largest service providers for people with 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.

The CPL Way



Olwyn,
Aged care



Our Impact

Our clients



2 in 3 clients are likely to recommend CPL to others



8,000+ businesses employ people placed by Mylestones



2 million hours of service



30% increase in people receiving employment support from Mylestones this year



Over **33,000** overnight shifts

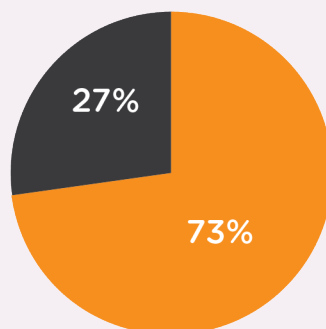
102,000

hours worked by supported employees

Our people



2,613 employees



Female

Male



1 in 2 employees would recommend CPL as a place to work



70% of leadership positions are held by women.

10,500 training sessions completed by employees



Our community

20,864   
total social media audience

\$1.96 Million
in donations and other
charitable income

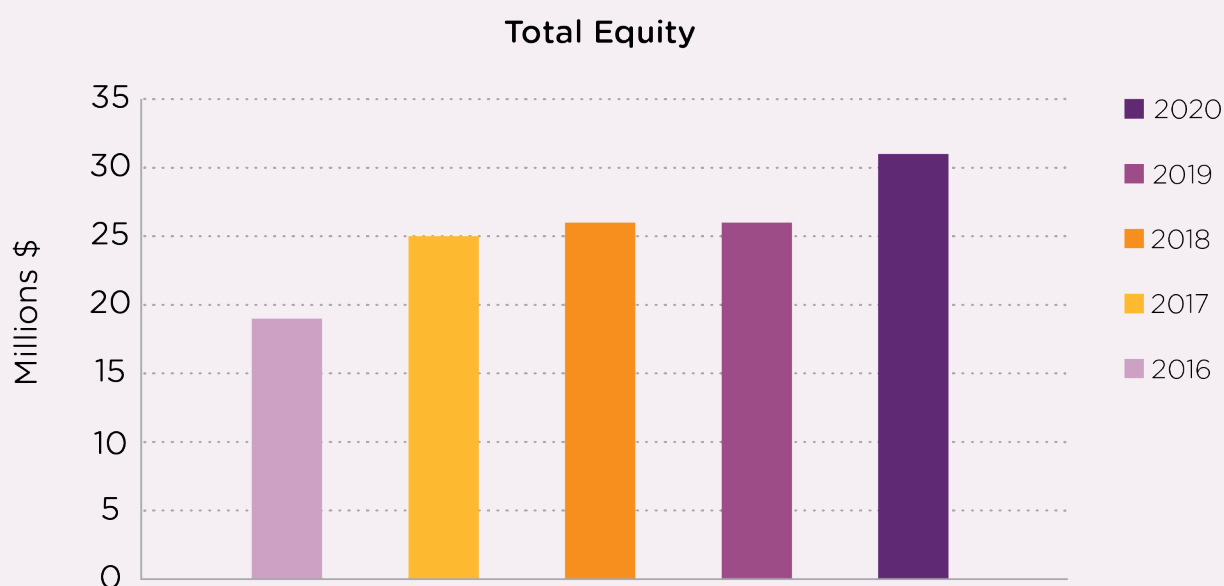
Our footprint

16 
Therapy
centres

17 
Support in the
Community locations

54 
Disability Employment
service offices

Our financial highlights



| Services

Enhancing Service Delivery

Delivering high-quality services during COVID-19

For over 70 years, CPL services have supported thousands of Australians to live the life they choose. Throughout this year, our frontline employees worked alongside our clients to deliver in-home and community supports from Cairns down to Ballina.

CPL started the financial year focused on new initiatives for clients to plan for their future and have a say in new service opportunities. However, like all essential health services, 2020 will ultimately be defined by coronavirus. From the very early stages of the pandemic, CPL mobilised our teams to implement measures to keep our clients and our employees safe.

Quite quickly, CPL identified that our response to coronavirus had to be highly coordinated and planned, but also put our clients and employees at the centre of every decision. Continuity of support was critical, but services needed to be delivered in a way that kept our clients and our employees safe, while meeting individual needs.

To ensure continuity, CPL modified delivery of some services. For example, community access supports were delivered one-to-one in line with public gathering health directives. During the height of the lockdown, centre-based programs were transitioned to online delivery where possible, or clients were supported in their home or community to ensure continued

social connection and skill development. Pleasingly, more than 300 people from across Queensland and Northern New South Wales opted to engage in rapidly adapted online programs via Zoom.

Behind the scenes, teams across the business mobilised to source personal protective equipment (PPE), modify rosters, support clients to stay connected, build and deliver additional training programs, and introduce health measures such as temperature checks for visitors and employees.

Though coronavirus focused much of CPL's resources and attention in the latter half of the year, CPL undertook many other activities to enhance its services for the benefit of our clients.

New hub locations

For a number of years, CPL has had the goal of integrating our services, allowing clients to access multiple services in a single location. In 2019/20, CPL achieved this in four locations - Yeronga, Beenleigh, Hope Island and Hervey Bay.

The Gold Coast relocation to Hope Island was perhaps the most significant of these moves, as it saw clients and employees from four service locations come together into a single hub where clients can access a range of programs and supports including therapy, community access and centre-based programs. Importantly, CPL's Hope Island hub is located in a busy shopping and community precinct, offering more opportunities than ever before for clients to develop important life skills such as shopping, cooking and banking.

For our team members, co-location enables greater collaboration; which in turn helps us work together to better support our clients.

Best practice and innovation in service delivery

CPL is a continuous improvement organisation which, during the year, introduced new initiatives to support best practice in shared living arrangements, separation between tenancy and service provision, and client-centric service planning and delivery.

In November 2019, CPL introduced the Service Review Panel, a multi-disciplinary team designed to support a holistic review of a person's support needs. The development of the Panel came about from a recognition of the need to take a coordinated approach with clients at important life transitions, such as following a significant life or health change or prior to moving into or out of Supported Independent Living. CPL's Clinical Governance staff and Client Liaison team support this process, with families participating in the service planning.

In early 2020, CPL launched its own internal Community Visitor program which will work with clients and their families to review the shared accommodation we support and ensure each setting is representative of the personalities of people who live there.



Aged Care

Aged care is an important extension of the work CPL undertakes to support people in their own homes. CPL entered into aged care to assist our clients with disability who are ageing to continue to access specialised supports.

With so much experience in delivering in-home and community support, more and more people are turning to CPL to deliver support as they age. In 2019/20, the number of people accessing home care or home assistance from CPL increased from 50 to more than 375.

Alongside our day-to-day services, CPL also supported aged care clients to transition from the NDIS, and worked with Queenslanders with temporary support requirements under the Queensland Community Support Scheme.

Creating a home

Living independently is an important milestone in every person's life. But finding the right place to live - where you have housing security, the right supports in place and the right housemates to share your experience isn't always easy.

This year, CPL was able to support many people to live independently in new homes - including Karen, Tim and Helena in Rockhampton.

The trio suddenly found themselves without secure housing and with no accessible options available. CPL found Medium Term Accommodation for them while working with a local Supported Disability Accommodation (SDA) developer who constructed a new purpose-designed home for them to move into in early 2020.



Olwyn,
Aged care



Karen,
SIL Rockhampton

Mylestones

For almost 30 years, Mylestones has been supporting people from across Queensland to find and keep jobs they love. We recognise the importance of employment, especially in building self-confidence and gaining economic independence.

During the first half of the year, our Mylestones team worked alongside jobseekers and employers to place people in jobs across a range of industries. To increase the access to our services, we moved into hub locations at Yeronga, Beenleigh, Hope Island and Hervey Bay.

Mylestones continued to offer supported and transitional employment opportunities through Mylestones Solutions and Mylestones Printing. The Mylestones Solutions Garden Crew in Townsville was recognised by the Queensland Government during the year, winning the Community Initiative of the Year at the Queensland Training Awards. The Cairns Garden Crew and Strathpine Work Skills group were also nominated in the same category. In total, supported employees contributed more than 102,000 hours of work across the year.

In July 2019, Mylestones launched a School Leavers Employment Support (SLES) Program to introduce a new pathway from high school into work. Due to the success of the pilot, the SLES program was rolled out to all Mylestones locations and has participants from as far north as Cairns and stretching down to the Gold Coast.

The second half of the year saw tremendous change in the Australian job market, highlighting, more than ever, the importance of supporting those with a barrier to employment to find and keep a job.

Despite the onset of the coronavirus pandemic, Mylestones recognised the importance of maintaining support for jobseekers and those already in employment. Wherever possible, Job Development Officers replaced face-to-face meetings with online and phone meetings. Mylestones also very quickly transitioned its SLES Program to online learning, to ensure young people were able to continue to build job-ready skills and confidence, even when confined to their homes. Mylestones Solutions teams were able to continue working throughout, albeit with additional social distancing, cleaning and hygiene measures in place.

Though the pandemic significantly impacted the availability of jobs from April to June, Mylestones continued to place well over 100 people in jobs each month and successfully placed 1,783 people into jobs in 2019/20.

Mylestones was able to place 22 per cent more people in jobs in June 2020 compared to the year prior - clearly demonstrating our proficiency in supporting people to find meaningful and durable employment irrespective of economic conditions.



Nick and Lincoln,
Mylestones Printing

Allied Health

At CPL, we believe great things can be achieved when your supports are planned and fully integrated. That's why we offer Allied Health services at 16 of our sites across Queensland and via outreach in Northern New South Wales, delivering high quality therapies and advice to our clients and their families.

Our multidisciplinary Allied Health services span physiotherapy, speech pathology, occupational therapy and social work, and aim to provide clients access to services which support their independence, health and overall developmental goals.

In 2019/20, CPL's Allied Health team delivered more than 40,000 hours of support to over 1,700 clients.

This year, the Allied Health team focused both on service innovation as well as enhancing the customer experience. Alongside the introduction of telehealth, CPL focused on responding to the demand for hydrotherapy. By broadening access and upskilling many of our therapists, we saw a 17 per cent increase in the number of hydrotherapy sessions delivered over the year – despite the closure of pools during the pandemic.

Access to therapy services was also enhanced during the year with the co-location of Allied Health to the new CPL hubs in Hervey Bay, Hope Island and Beenleigh.

40,719

hours of Allied Health services

77%

of clients happy or very happy with telehealth services



Charlie, client



James,
Telehealth



Telehealth

Throughout the pandemic, CPL's Allied Health services continued to operate, delivering services to many people in their homes and our centres with the appropriate health and safety measures in place.

For some clients seeing a therapist face-to-face was not possible due to increased vulnerability to respiratory illness and underlying health conditions.

It was important to CPL that our clients were still able to access services and to continue progress towards their important developmental goals and so, within weeks of the lockdown, CPL rolled out telehealth services.

Clients and therapists alike adapted incredibly well to receiving and delivering therapy online. Nearly 80 per cent of both clients and therapists reported being happy with telehealth services, and 60 per cent of clients intend to integrate telehealth in their regular therapy regime moving forward.



Karen,
Telehealth

Access Arts

After joining the CPL family in April 2019, this first full financial year as a wholly-owned subsidiary of CPL was one of growth, opportunity and change for Access Arts. Throughout the year, the team continued its mission of supporting artists with disability or disadvantage to create a meaningful career in the arts.

Running over 600 workshops, in both visual and performing arts, artists were presented with opportunities to sell, showcase and perform at 49 events throughout the year.

Additionally, artists were invited to apply for a number of grant and funding programs throughout the year, including the Access Arts Achievement Award. Receiving 20 nominations, the \$10,000 grant was awarded to Lauren Watson to produce and present her show, *Nerve*.

Though Access Arts' workshop programs are funded through the NDIS, the numerous projects undertaken throughout the year – including a program supporting First Nations Artists – were underpinned by the generous support of a range of sponsors, corporate partners and government bodies, including Arts Queensland, the Department of Prime Minister and Cabinet.



Arts Online

During the coronavirus pandemic, Access Arts switched its workshops to online and were overwhelmed with the positive response.

- 55 per cent of Access Arts participants took part in online programs
- Visual artists created a 69-piece exhibition through online programs



[The online workshops have] kept my son busy and connected with his friends and teachers. As he has spent the last few months 'isolating' on our farm, we too have enjoyed hearing him participating in these workshops. He certainly participates with enthusiasm.



Lauren
Artist

Resource and Toy Library

Last year, CPL began operating the Resource and Toy Library formerly known as InclusionWorks!. The subscription-based service provides families, therapists and educators access to a wide range of resources, support and advice for children at all developmental stages.

Now named the CPL Resource and Toy Library, the service continues to offer incredible value to families and educators with 2,868 developmental and sensory resources borrowed throughout the year.

The Library also welcomed two new supported employees to the team, becoming Mylestones' newest disability social enterprise.



Charlie, visiting the Toy Library



Advocacy

Giving our clients a voice

CPL was founded by a group of parents who imagined a better future for their children with disabilities. Since these early days our clients and their families have played a crucial role in the way we deliver services and shape our future.

In recent years, this commitment to giving our clients a voice has gained even more momentum. This year was one of the most transformative, with even more channels for sharing feedback and ideas provided for clients.

Sharing feedback

Client satisfaction and advocacy is an important measure of how well CPL is meeting the needs of our clients.

In early 2020, CPL launched a new customer experience survey, which invites all CPL clients to provide feedback on how well we are doing in delivering their supports.

During the height of the pandemic, CPL also sought feedback on its response to coronavirus, as well as information about client access to technology to help inform the development of new online programs.

Prior to coronavirus, CPL ran the first of an annual series of focus groups on various topics. The first face-to-face forum focused on the selection and matching of support workers to clients.

Imagining the future

At the start of 2020, clients from across CPL's footprint were invited to participate in a series of workshops called Dream Big. Dream Big challenged



**Brad, Kylie and Rhys,
Dream Big Workshop**

people to think beyond their day-to-day supports towards what they would like their future to look like if no funding or social impediments existed.

The insights from these workshops were intended to inform strategy development. However, the coronavirus pandemic impacted both the delivery of the workshops and delayed CPL's strategic program. Plans are underway to restart the sessions in early 2021.

State Client Consultative Committee

CPL's State Client Consultative Committee (CCC), established more than 20 years ago, continues to advise CPL on a range of issues including client documentation, processes and procedures, and continuous improvement in service delivery. The CCC was instrumental in the review of CPL's complaints processes to ensure greater organisational oversight, timely response and feedback to the complainant.

After 20 years of face-to-face meetings, the State CCC moved online as a result of the pandemic. Though the group enjoy direct contact with each other, the ability to attend via Zoom will

enable greater participation particularly for those who live in regional areas.

In financial year 2020-21, the State CCC will play a critical role in the review of CPL's customer charter before broader client consultation.

Sharing experiences to create change

This year, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability began hearings and accepting submissions.

A strong supporter of the Royal Commission, CPL encouraged clients and their family members to understand and participate in the Royal Commission. CPL was also honoured to be asked by the Commission to provide event and care support to attendees of the first hearing in Brisbane.

As the Royal Commission progresses in 2020/21, CPL will continue to proactively engage and support clients to share their experiences to help further shape the disability sector in the future.

65% of clients would recommend CPL



1 in 2 people rate CPL employees as exceptional

71% of clients believe CPL's employees are highly trained and qualified



CPL has provided well-matched support persons. The service provided and the communication is always respectful and professional. All staff have been very approachable and timely in their response to requests.

CPL client



Molly and family,
CPL client



Quality and Safety

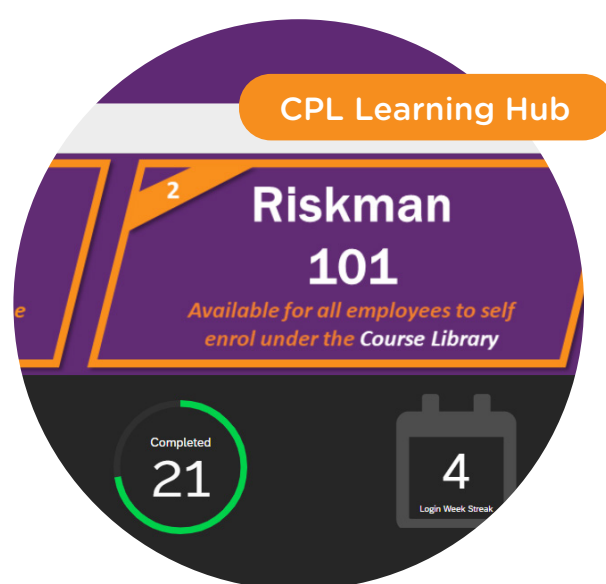
The provision of high-quality services continued to be a key priority for CPL in financial year 2019/20.

On 1 July 2019, the NDIS Quality and Safeguards Commission commenced in Queensland, after its establishment in New South Wales the year prior. CPL viewed the introduction of the Commission as a valuable opportunity to have our services assessed against a consistent quality standard as well as focus our efforts further on achieving best practice.

Further to CPL's successful audit under the NDIS Commission, CPL undertook a range of initiatives to continuously improve the services delivered to our clients and the experiences of our employees – many of which were focused on safety:

- Introduced a comprehensive review of CPL's enterprise risk register and business and localised risk management plans. In the latter half of 2020, these plans also incorporated the risks to clients and employees presented by coronavirus.
- Established a Work Health and Safety Committee. Comprising elected employee representatives and management, the Committee was formed in June 2020 to gain input from employees into the management of work safety matters.
- Expanded training requirements. A range of new or updated training packages – including fatigue management, infection control, use

of personal protective equipment (PPE) and MAYBO positive behaviour support - were developed to support employees in delivering safe, person-centred supports.



Health and safety during coronavirus

As highlighted throughout this report, the coronavirus pandemic turned safety and wellbeing into an even greater priority across the business.

Further to the service changes and innovations discussed earlier, some of the key elements of CPL's coordinated and timely response during coronavirus included:

- Formation of a cross-functional working group charged with monitoring the situation and directives and applying these appropriately to CPL.

- An extensive communication program to inform employees and clients of changes in the operation or delivery of CPL services, resulting in the distribution of over 100,000 emails and more than 118,000 text messages.
- Review of all CPL site risk management plans to incorporate risks associated with client or employee cases of coronavirus, as well as development of site-specific COVIDSafe plans and the deployment of EVA check-in app.
- A comprehensive suite of new documents, procedures and guidelines for all CPL employees on a range of coronavirus-related matters including but not limited to hand and respiratory hygiene, infection control, use of PPE and social distancing.
- Deployment of new training on donning and doffing PPE, delivered face-to-face by experienced nursing professionals to ensure employees had the opportunity to practise the procedures, ask questions and gain feedback.

Since the peak of the coronavirus pandemic, CPL has had the opportunity to reflect upon and critique its response. Our learnings have been documented and shared to ensure we have the opportunity to refine our approach should future pandemics or other crises arise. This has already been reflected in updates to CPL's Disaster Response Plan.



Gemma, client

Workforce Development

As at 30 June 2020, CPL employed 2,613 people across 147 localities in Queensland and Northern New South Wales.

It is important to us that each employee has the opportunity to learn and grow during their time with CPL - both for their personal development and to enable them to deliver the best possible service to our clients.

CPL facilitates learning and development through an online learning hub and face-to-face training. In 2019/20, our employees undertook more than 10,500 sessions of training. This included both role-related training to enable people to support our clients safely, as well as important sectoral education about the role of the NDIS Quality and Safeguards Commission, identifying and responding to abuse and neglect, and cyber security.

As an organisation focused on people, understanding the experience of our employees is also a priority. CPL strives to be an employer of choice with actively engaged and happy employees.

In July 2019, CPL introduced a new quarterly employee survey, Tell CPL, to replace the previous annual survey. Quarterly surveys enable CPL to receive feedback on a regular basis and understand how employee attitudes or feelings are changing over time - particularly in times of great change or uncertainty, like during the coronavirus pandemic.

As at June 2020, CPL held a net promoter score of +8 (on a scale of -100 to +100), with 1 in 2 employees saying they would recommend CPL as a good place to work. The attributes they value most about CPL are its care and support, their relationships with co-workers and CPL's response to the coronavirus pandemic.

I feel that CPL and my manager have been most supportive particularly during the coronavirus."

"I really enjoy the clients I work with and my coordinator is very supportive. My work colleagues are unreal and we have a great time."

"I enjoy the Learning Hub its structured goals for learning and achievement."

"Since starting at CPL the trainers have offered incredible courses. The online training is also very helpful for all matters experienced on the job as a DSW."

Enabling Services

Delivering high quality services to our clients relies upon our employees having access to the right information and the right tools to do their job well - whether they are working in a client's home, in an office, or from their home.

This year CPL undertook a number of important initiatives to improve work effectiveness and cyber security:

- Additional cyber security measures to further protect CPL from the risk of a breach and protect client information. Measures included introduction of multi-factor authentication for any user accessing systems outside a CPL office, and new cyber-security training for all CPL employees.
- A new IT strategy and roadmap to guide the usage and deployment of technology over the next three to five years.
- Analysis and upgrades of key internal platforms including finance, fundraising, Mylestones and payroll to meet existing and future demand for our employees and clients.
- A new Intranet to support secure, remote access to corporate information, including policies and procedures.
- New employee forums to share critical information quickly with employees during the pandemic, supported by the use of SMS and email.

- Expanded use of communication and collaboration tools. These tools not only enabled 500 CPL employees to work from home during the lockdown, but supported the delivery of online programs to clients.



Working from home consistently has been a new experience but there has been a lot of support provided to enable me to continue to be productive. The communications from management have been really informative and helpful. Tools such as Microsoft Teams have meant I can still 'talk' to my work mates. I think CPL have been proactive in ensuring all employees are kept safe.

CPL employee



Community Engagement

Throughout CPL's history, generous individuals, as well as corporate and community organisations, have worked with CPL to help fund a range of vital programs, initiatives and equipment that don't attract government funding but have the potential to make a significant impact in the lives of people with a disability.

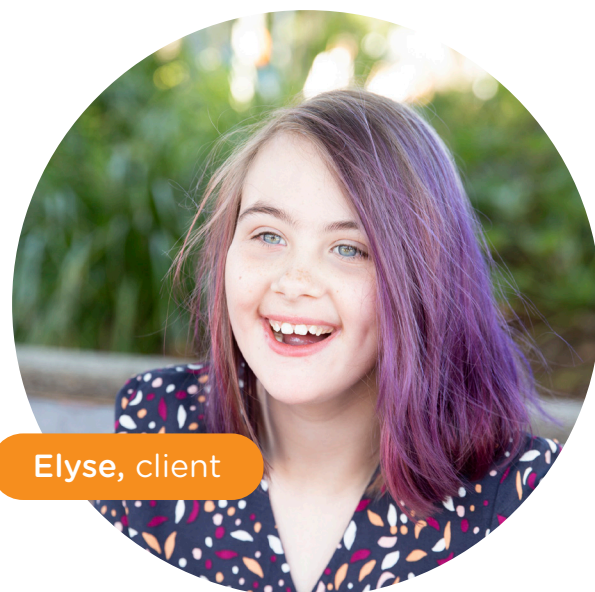
Despite an incredibly challenging year where some of CPL's pinnacle fundraising events could not proceed, our supporters continued to dig deep and find the resources to continue our important work in communities across Queensland and Northern New South Wales.

Many of CPL's supporters came to the fore during the pandemic when the nationwide lockdown was affecting the ability of many of our clients to stay in touch with their loved ones. During this time of immense need, CPL put a call out for help to fund the purchase of 200 iPads to be used in our shared accommodation settings. Corporate supporters, generous individuals and community grant makers came to the rescue, contributing more than \$100,000 in two weeks. These devices not only helped our clients maintain contact with friends and family, but ensured they were able to participate in recreational, skill development and social programs when these moved online. They continue to be used both for service delivery, as well as reducing the impact of social isolation and maintaining connectedness with community and family.

Just prior to the pandemic, fundraising and philanthropic support enabled CPL to refurbish Orana House, a children's respite home on the Gold Coast. Orana House is a home away from home for children with a disability, where they can receive the support and care they need, while participating in activities and socialising with other kids.

In addition to these significant projects, a whole host of resources and equipment was purchased to benefit thousands of people accessing CPL services – from commercial-grade garden equipment for our Mylestones Solutions Garden Crews across Queensland, to early intervention kits for children and their families to support learning outcomes.

Every single gift CPL receives makes a tangible difference for a person with disability, so thank you to each and every one of our supporters in 2019/20.



Elyse, client

Cootharinga North Queensland

This year, CPL responded to an approach from the Board of Cootharinga North Queensland about a partnership to create more opportunities for those living in regional and remote North Queensland.

As one of the leading providers in North Queensland, Cootharinga has almost 70 years of experience delivering quality supports to people with a disability, coupled with expertise in supporting people who live in regional and remote areas.

After considering various options, the Cootharinga Board unanimously agreed that joining forces with CPL would provide a better future for its customers, members, employees and the communities they support.

Given Cootharinga's longstanding history in the North Queensland community, and the importance of choice and control for NDIS users, it was imperative to both organisations that Cootharinga maintained its own identity and leadership.

Cootharinga's 140 members were presented with constitutional changes to pave the way for Cootharinga to become a wholly-owned subsidiary for CPL, all of which were passed at an extraordinary General Meeting on 10 March 2020.

Since then, both organisations have invested significant time in planning for the future and ensuring this transition

Cootharinga facts

Founded: **1951**

Number of clients: **853**

Number of employees: **498**



presents new opportunities for people with disability across Queensland and Northern New South Wales.

CPL and Cootharinga are looking forward to creating new products and services to meet both current and future needs, and ensuring every person has access to high quality supports delivered by well-trained employees. Although our journey together is only just beginning, we believe that together we can enact change and leadership in the sector and in the communities we support, as well as provide certainty to NDIS participants in North Queensland.

Corporate Information

Board Profiles



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

Until 30 June 2019, Bruce was Chairman of MinterEllison, one of Australia's largest law firms, and has practised as a corporate lawyer for more than 40 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 member of the QSuper Board of Trustees; chairs the Children's Hospital Foundation Queensland; is a Member of the Takeovers Panel and is a Fellow of the Australian Institute of Company Directors. He is also an Adjunct Professor at the University of Queensland, Faculty of Business, Economics and Law.



Simone Fraser | CPL Deputy Chair (until Sept 2019), CPL Director, Nominations & Remuneration (Member) | *LLB (Hons) BIR, MBA, Gdip Legal Prac*

Simone is a barrister and has been working at the private bar in Queensland since 2013. Prior to becoming a barrister Simone worked as a solicitor and also worked for a number of years in a boutique merchant bank in corporate advisory.

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 has cerebral palsy and gained first-hand experience of being a CPL client as a child. She has also represented Australia in athletics and swimming at an international level.

Simone resigned from the CPL Board on 6 September 2019.



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

Simon is the Partner-in-Charge of KPMG's Brisbane audit and assurance practice. He is a registered company auditor with over 25 years' experience. 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.



Stephen Brady | CPL Director, Finance and Risk Committee (Member) | *MBA, M.Ed.St, B.Ed.St, B.PM (Built Environment)*

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 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 at Rockhampton Grammar School as Head of Industrial Design and Technology as well as Head of Department Vocational Education and Training.



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

As National Head of Specialist Advice at 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, is a graduate of the Australian Institute of Company Directors.



Michael Pini | CPL Director, CPL Deputy Chair (from September 2019), Finance and Risk Committee | *B.Bus (Accountancy), Grad Dip Taxation*

Michael has a wealth of experience in finance and, in particular, taxation. He has been with the Australian Taxation Office for 33 years and currently holds the position of Assistant Commissioner, Tax Counsel Network.

When appointed to the Board in December 2006, Michael became the Deputy Chair of the Finance and Audit Committee. Mr Michael Pini was appointed Deputy Chair of the CPL Board in January 2020. He has a Bachelor of Business (Accountancy), holds a Graduate Diploma in Taxation and is a Certified Public Accountant (CPA).



Susan McKee | CPL Director, Nominations and Remuneration Committee (Member), Finance and Risk Committee (Member) | *RN, BSC HMS, MBA, GAICD*

Susan has more than 35 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 registered nurse, holds a Masters of Business Admin and is a graduate of the Australian Institute of Company Directors.



Ken MacDonald | CPL Director, Finance and Risk Committee (Member) | *BA (Hons), LLB (Hons), FAICD*

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 is currently Chair of Queensland Business Leaders Hall of Fame and a member of Queensland Library Foundation Council.

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, Director of Save the Children Fund Australia.



Sue Scheinpflug | CPL Director (joined 27 July 2019) | *GAICD, BTech, BEd*

Sue holds qualifications in education and is a graduate of the Australian Institute of Company Directors. Sue has over 20 years' experience as a CEO, most recently as CEO of Brisbane South Primary Health Network. She has held numerous advisory & policy development roles at local, state & national government levels and has won awards as a business & community leader, including the 2009 Queensland Telstra Business Woman of the Year award.

Sue is currently the Chair of Brisbane Diamantina Health Partners, a Board member of West Moreton Health, and a Community Board member of the Parole Board Queensland.



Rob Grant | CPL Director

A North Queensland leader for over three decades, Rob Grant has widespread knowledge of communication and advertising, with particular experience in multi-level communication campaigns.

With 20 years' of corporate experience, Rob has worked for both international and national brands. With extensive knowledge of the commercial television industry, Rob has also worked as National Sales and Marketing positions for commercial TV networks across Australia.

Rob's commitment to the disability sector is a legacy of a lived experience of supporting a family member with disability. This led to his appointment to the Board of Cootharinga North Queensland and subsequent election to the Chair in 2002. Rob joined the Board of CPL in July 2020.

Executive Profiles



Rhys Kennedy | Chief Executive Officer
BOccThy, MBA, GAICD

Rhys has been Chief Executive Officer of CPL since December 2016. Under Rhys' leadership, CPL has grown from an organisation with turnover of \$84 million and 1,100 employees operating in Queensland, to a \$172 million organisation with over 2,600 employees spanning Queensland and Northern New South Wales. Rhys brings a unique combination of knowledge, skills and experience to the role, many of which have been acquired from within the organisation. After starting at CPL as an occupational therapist in Rockhampton, Rhys held a number of local management roles before taking a leadership role in the organisation as General Manager – Strategy, a position which would ultimately lead him into the CEO role. Rhys is well known and respected in the human services sector, through his roles on a number of advisory groups and as the current Chair of Cerebral Palsy Australia. He holds a Master of Business Administration and is a Graduate of the Australian Institute of Company Directors.



Rebecca He | Chief Financial Officer (from September 2019)
MBA, MCom, FCPA, GAICD, BEcon, GCLaw

Rebecca has a background working in accounting firms, ASX publicly-listed corporations, fast-growing entrepreneurial companies and public health organisations. Rebecca plays a key role in driving strategic direction by instilling innovation and culture transformation into her teams and affecting change to deliver sustainable and enduring growth. She also specialises in digital innovation and, in 2016, was a finalist in the Telstra Business Women's Awards. Rebecca joined CPL in 2019 as the Chief Financial Officer, with responsibility for Finance, Information Technology, Data Insights, Pricing, Fleet and Procurement.



Alex and dad Brian,
client



Wendy Lavelle | Chief Operating Officer

B Arts (PR), GAICD, Dip Community Education

Wendy has extensive experience working in the community sector in the UK and Australia. Wendy has led the Mylestones, and all service delivery streams since joining CPL. In her current role as Chief Operating Officer, Wendy oversees the core business operations and leads the People, Learning and Culture, Quality, Safety and Risk, and Transformation teams, in addition to all service streams - including Mylestones. Wendy sits on the Board of Access Arts (CPL) Limited and has a key role in supporting the CPL Group.



Julie Byth | Chief Experience Officer

BBus (PR), GAICD

Julie is a senior leader with over 20 years' experience spanning the for-profit, not-for-profit and government sectors. As Chief Experience Officer, Julie leads CPL's Strategic Marketing; Client Engagement and Insights; Fundraising and Development; Property; and Project Management teams. She also has executive oversight of Access Arts (CPL) Limited and sits on its Board. Prior to joining CPL in 2016, Julie held marketing and communications management roles in human services, consulting, public transport, the arts, and tourism and entertainment, with organisations including Queensland Rail, UnitingCare Queensland and Tourism Queensland.



Brynley, Mylestones

| Financials

Director's Report

The directors present their report together with the concise financial report for the financial year ended 30 June 2020 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 in pages **28-31** in Board Profiles section of this report.

| Company Secretaries

Anastasia Maynes (BCom LLB (Hons), Grad Dip LP, Grad Dip ACG, FGIA) was appointed to the position of company secretary in January 2015. Ms Maynes is an accredited Chartered Secretary and has over 13 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 Minter Ellison's Corporate Practice Group in Brisbane.

Rebecca He MBA, MCom, FCPA, GAICD, BEcon, GCLaw was appointed to the position of company secretary in September 2019. Rebecca has a background working in accounting firms, public-listed corporations, fast-growing entrepreneurial companies, public health and not-for-profit organisations. Rebecca joined CPL in September 2019 as the Chief Financial Officer.

| Principal Activity

CPL is the leading provider of integrated support, therapy and advice for people living with a disability 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 **36** 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 **43**.

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 financial statements.

Events Subsequent to the End of Financial Year

Effective from 1 July 2020, CPL merged with Cootharinga North Queensland (CNQ), a large North Queensland-based disability organisation. This merger will provide greater opportunities for people living with a disability in North and Far North Queensland.

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 other 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 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 further reviewed to fully understand the impact of the significant growth experienced 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 Auditor's Independence Declaration

The Lead Auditors' Independence Declaration is set out on page **37** and forms part of the directors' Report for the financial year.

Dated at Brisbane this 21 October 2020 and signed on behalf of the Board and in accordance with a resolution of the directors on 28 September 2020.



Bruce Cowley
Chair, CPL Board of Directors

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 2020 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 2019/20 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/contact-us.

Directors' Participation in Board Meetings

Name of Director	Board Meetings	Finance and Risk Committee Meetings
Bruce Cowley (Chair)	8 of 9	-
Stephen Brady	8 of 9	4 of 6
Simon Crane	9 of 9	6 of 6
Simone Fraser*	2 of 2	-
Dermot Lindsay	6 of 9	-
Ken MacDonald	8 of 9	5 of 6
Susan McKee	9 of 9	5 of 6
Michael Pini	7 of 9	5 of 6
Sue Scheinpflug**	8 of 9	-

*Simone Fraser resigned from the CPL Board on 6 September 2019

**Sue Scheinpflug joined the CPL Board on 18 July 2019



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Auditor's Independence Declaration

As an auditor of CPL – Choice, Passion, Life for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been:

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

The declaration is in respect of CPL – Choice, Passion, Life during the year.

Crowe Audit Australia

Crowe Audit Australia

John Zabala FCA
 Partner

21 October 2020
 Brisbane

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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 Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately-owned organisation and/or its subsidiaries.

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Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2020

	2020	2019
	\$	\$
Revenue	171,817,746	151,714,556
Gain/(Loss) on sale of assets	988,627	25,896
Unrealised (Loss)/gain on financial assets	(407,537)	(70,439)
Cost of sales	(108,905)	(124,754)
Employee expenses	(136,617,877)	(126,487,325)
Occupancy costs	(3,190,882)	(5,635,151)
Depreciation and amortisation	(7,055,121)	(2,627,418)
Motor vehicle expenses	(2,041,090)	(3,744,981)
Client related expenses	(1,058,546)	(1,305,393)
Postage and telecommunications expenses	(4,322,095)	(2,779,302)
Computer expenses	(3,527,964)	(1,983,128)
Repairs and maintenance	(1,267,213)	(1,920,191)
Travelling expenses	(842,501)	(1,099,216)
Recruitment and training	(885,973)	(690,050)
Advertising and promotion	(782,409)	(773,992)
Printing and office supplies	(1,069,169)	(776,735)
General contracts and domestic payments	(72,673)	(67,663)
Other expenses	(3,274,454)	(1,973,396)
Finance expenses	(1,151,807)	(49,606)
Total expenditure	(167,268,679)	(152,038,301)
Surplus/(Deficit) for the year	5,130,157	(368,288)
Total comprehensive income/(loss) for the year	5,130,157	(368,288)

Statement of Financial Position

For the year ended 30 June 2020

	2020	2019
	\$	\$
Current Assets		
Cash and cash equivalents	39,156,296	10,416,819
Trade and other receivables	5,759,563	10,971,879
Inventories	-	48,088
Financial assets	15,938,679	16,794,609
Total Current Assets	60,854,538	38,231,395
Non-Current Assets		
Intangible assets	346,829	455,100
Property, plant and equipment	12,066,300	11,479,282
Right of use assets	23,680,812	-
Total Non-Current Assets	36,093,941	11,934,382
Total Assets	96,948,479	50,165,777
Current Liabilities		
Trade and other payables	14,261,203	11,531,745
Employee benefits	1,757,685	4,028,103
Lease liability	4,256,051	-
Provisions	783,000	329,586
Interest-bearing liabilities	752,039	649,857
Income received in advance and held in trust	20,315,962	5,390,927
Total Current Liabilities	42,125,940	21,930,218
Non-Current Liabilities		
Employee benefits	3,589,961	2,235,423
Lease liability	20,102,285	-
Total Non-Current Liabilities	23,692,246	2,235,423
Total Liabilities	65,818,186	24,165,641
Net Assets	31,130,293	26,000,136
Equity		
Accumulated Funds	31,130,293	26,000,136
Total Equity	31,130,293	26,000,136

Statement of Changes in Equity

For the year ended 30 June 2020

	Accumulated Funds
	\$
Balance as at 1 July 2018	26,368,424
Total Comprehensive Income	
Deficit for the year	(368,288)
Other comprehensive income	-
Balance as at 30 June 2019	26,000,136
Balance as at 1 July 2019	26,000,136
Total Comprehensive Income	
Surplus for the year	5,130,157
Other comprehensive income	-
Balance as at 30 June 2020	31,130,293

Statement of Cash Flows

For the year ended 30 June 2020

	2020 Inflows (Outflows)	2019 Inflows (Outflows)
	\$	\$
Cash flows from operating activities		
Receipts from government and customers	190,110,134	148,150,932
GST (paid) / collected	(284,890)	(50,784)
Cash receipts in the course of operations	190,290,607	148,100,148
Payments to employees and suppliers	(155,054,196)	(144,375,232)
Interest paid	(1,151,807)	(49,606)
Cash payments in the course of operations	(156,206,003)	(144,424,838)
Net cash from operating activities	33,619,241	3,675,310
Cash flows from investing activities		
Acquisition of property, plant and equipment	(2,839,312)	(2,766,488)
Acquisition of intangible assets	(520,217)	(2,165)
Proceeds from sale of other non-current assets	1,070,340	386,466
Acquisition of investments	(618,936)	(914,599)
Proceeds on sale of investments	1,039,477	259,892
Interest and dividends received	465,363	1,145,279
Funding of loan to FSG Australia (in liquidation)	-	672,018
Net cash used in investing activities	(1,403,286)	(1,219,597)
Cash flows from financing activities		
Proceeds from borrowings	4,471,816	657,718
Repayment of borrowings	(4,369,633)	(804,135)
Lease payments	(3,578,526)	-
Net cash from/(used in) financing activities	(3,476,344)	(146,417)
Net increase/(decrease) in cash and cash equivalents	28,739,612	2,309,296
Cash and cash equivalents at the beginning of the year	10,416,685	8,107,523
Cash and cash equivalents at the end of the year	39,156,296	10,416,819

Basis of Preparation

The concise financial statements have been prepared in accordance with Australian Accounting Standards AASB 1029 *Concise Financial Reports* and the requirements of the *Australian Charities Not-for-profits Commission Act 2012*. The financial report was approved by the Board of Directors on the 28 September 2020.

The financial statements have been prepared on a going concern basis which contemplates the realisation of assets and liabilities in the ordinary course of business.

New, Revised or Amended Accounting Standards and Interpretations Adopted

CPL has adopted all of the new, revised or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that are mandatory for the current reporting period. CPL has not early adopted any standards, interpretations or amendments that have been issued but are not yet effective.

AASB 16 Leases

The new leases standard was applied for the first time for the year ended 30 June 2020. The standard sets out the principles for the recognition, measurement, presentation and disclosure of leases and requires lessees to recognise most leases on the balance sheet.

CPL elected to use the recognition exemptions for lease contracts that, at the commencement date, have a lease term of 12 months or less and do not contain a purchase option (short-term leases), and lease contracts for which the underlying asset is of low value (low-value assets).

Impact on Adoption

AASB 16 was adopted using the modified retrospective approach and as such the comparatives have not been restated. The impact of adoption on opening retained profits as at 1 July 2019 was as follows.

The Company has recognised right of use assets and lease liabilities at 1 July 2019, for leases previously classified as operating leases as follows:

	\$	Weighted Average Borrowing Rate
Properties	15,052,380	4.2 to 5.1%
Fleet Vehicles	3,577,380	5.2 to 5.8%
Total	18,629,760	

AASB 15 and AASB 1058

The new revenue standards were applied for the first time for the year ended 30 June 2020. No material adjustments are required from the implementation of these standards.

Discussion and Analysis

The profit for the financial year, as shown in the Statement of Profit or Loss and Other Comprehensive Income was \$5.130m (2019 loss: \$0.368m).

Overall revenue increased by 13.67% to \$172.398m (2019: \$151.670m) whilst expenses increased by 10.02% to \$167.268m (2019: \$152.038m).

With the full transition to NDIS, the grants funding has decreased to \$31.009m (2019: \$71.225m). This reduction has been more than offset by the increase in NDIS income which increased by 96.33% to \$132.168m (2019: \$67.321m). Charitable donations and fundraising activities contributed \$1.960m of income (2019: \$3.084m).

Expenditure increased as a result of employee costs which increased by 8.01% to \$136.618m (2019: \$126.487m) to cover increased work activities and programs. With the increased focus on technology and cyber security computer costs also increased by 64.83% to \$7.850m (2019: \$4.762m).

As disclosed in these financial statements, CPL has continued to improve the excess of current assets over current liabilities to \$18.728m (2019: \$16.301m).

The loan provided to FSG Australia (in liquidation) was fully repaid in December 2019 following the settlement from the property sales.

Bank borrowings at 30 June 2020 were \$0.752m (2019: \$0.650m) comprising of a short-term loan for business insurance premiums.

In accordance with CPL's vision to actively seek and support the contribution of people with disability, two activities during the year assisted with this vision. Access Arts (CPL) Limited (AACPL) became a wholly-owned subsidiary of CPL during this financial year to work and support people with disability and disadvantage in the arts. In addition, CPL announced the merger with Cootharinga North Queensland (CNQ), a large North Queensland-based disability organisation. This merger will provide greater opportunities for people living with a disability in North and Far North Queensland. The merger will occur from July 2020 with the full impact represented in the 2020-2021 financial year.

As AACPL represents less than 1% of the net assets of CPL if it was consolidated, management has resolved that AACPL will not be consolidated with CPL as it is not material to CPL.

Other than the matters discussed above, the directors advise 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 for CPL.

Independent Auditor's Report

To the Members of CPL - Choice, Passion, Life

Opinion

We have audited the accompanying concise financial report of CPL - Choice, Passion, Life (the Company), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended and related notes derived from the audited financial report of CPL - Choice, Passion, Life for the year ended 30 June 2020, 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 the Company for the year ended 30 June 2020 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 are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Responsibilities of the Directors for the Concise 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 the 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 2020. We expressed an unmodified audit opinion on that financial report in our auditor's report dated 29 October 2020. 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.

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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.

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John Zabala FCA
Partner

30 October 2020
Brisbane



Acknowledgements

CPL thanks all those individuals, organisations and community groups who supported us in 2019/20. 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 the late Skyla Kay Carr
Estate of the late John Gold
Estate of the late Hazel Mary Jordan
Estate of the late Margaret Marie Newton
Estate of the late Keith James Portley
Estate of the late Noel Rehfeldt
Estate of the late Hilda Wilson

Corporate:

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Charles Kendall Australia
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RemServ
Reward Gateway
Skedulo
Sunder
Suncorp
Surfside Buslines and TAG
TechnologyOne
Telstra
The Star Entertainment Group Limited
Westpac
Willis Towers Watson

Community grants, trusts and foundations:

Australian Lions Children's Mobility Foundation
Add-Care Op Shop
ATHOC Foundation
Aussie Kidz Charity
Brisbane Broncos Charities Fund

Cory Charitable Foundation
Estate of Edgar BC Harding Trust
Gladstone Ports Corporation
James Frizelle Charitable Foundation
John William McIntyre & Herries Ada
McIntyre Charitable Trust
Lions Club of Capalaba
Lions Club of North Lakes
Lions Club of Morayfield & District
QGC Pty Limited
Reuben Pelerman Benevolent
Foundation
Splendour in the Grass
Swimming Australia
Perpetual Foundation - Edward James
Rowe Endowment
Perpetual Foundation - The Fraser
Family Endowment
Redland Foundation - Jeffrey and
Geraldine Underhill Grants Program
Transurban
Youngcare

Government:

Department of Communities, Disability
Services and Seniors (Disability
Action Week)
Department of Industry, Innovation
& Science (Stronger Communities
Programme)
Department of Justice and Attorney-
General (Gambling Community
Benefit Fund)
Gladstone Regional Council
Redland City Council



Helena, client



Charlie, client



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