



Real change

2021-22 Annual Report



choice • passion • life

Corporate Information

Board of directors

Simon Crane

Chair

Bruce Cowley (until 27 November 2021)

Chair

Sue Scheinpflug

Deputy Chair

Michael Pini (until 27 November 2021)

Deputy Chair

Brendon Gibson

Treasurer

Colleen Clur

Director

Rob Grant

Director

Ken MacDonald AM

Director

Susan McKee

Director

Alastair Sharman

Director

Dermot Lindsay (until 12 February 2022)

Director

Executive Management Team

Rhys Kennedy

Chief Executive Officer

Leanne Perry

Chief Financial Officer

Wendy Lavelle

Chief Operating Officer

Julie Byth

Chief Experience Officer

David Beal

Chief Transformation Officer

Business Partners

Crowe Audit Australia

Auditors

Westpac

Bankers

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

Solicitors

JBWere

Investment Advisors

Registered Office

CPL – Choice, Passion, Life

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Email

info@cpl.org.au

Australian Business Number (ABN)

27 009 942 269

Patron

Her Excellency the Honourable Dr Jeannette Young
PSM, Governor of Queensland

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

Acknowledgement of Country

The CPL Group acknowledges the Traditional Custodians of country throughout Australia, and we pay our respects to Elders past, present, and emerging. We are committed to honouring Aboriginal and Torres Strait Islander peoples and their unique cultural and spiritual relationship to land, water and seas and their rich contribution to society.

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Chair's Report

I was honoured to assume the role of Chair of CPL – Choice, Passion, Life following the retirement of Bruce Cowley in November 2021.

I was honoured to assume the role of Chair of CPL – Choice, Passion, Life following the retirement of Bruce Cowley in November 2021. Bruce provided exceptional leadership to CPL throughout his six year tenure as Chair, stewarding the organisation through the transition to the National Disability Insurance Scheme (NDIS) and overseeing some of the most transformational change in CPL's history, including its growth from a single entity to a Group of organisations employing more than 3,200 people and collectively supporting more than 15,000 people.

On behalf of the entire Board and Management of CPL, I thank Bruce for his incredible contribution. I also wish to thank Bruce personally for his guidance since I joined the Board in 2016, which will support me on the next exciting phase of CPL's evolution.

In November 2021, the Board finalised a new strategic plan. This new plan reflects the shared journey CPL and its subsidiaries – Cootharinga and Access Arts – are on and recognises the powerful opportunities that exist for our people, our clients and our communities when all parts of CPL are working together.

Where once Cootharinga, CPL and Access Arts stood apart, we now stand together to offer opportunities across the length and breadth of Queensland and Northern New South Wales for people with disability, who are ageing or experience other barriers to live a fulfilling and passionate life as part of their community.



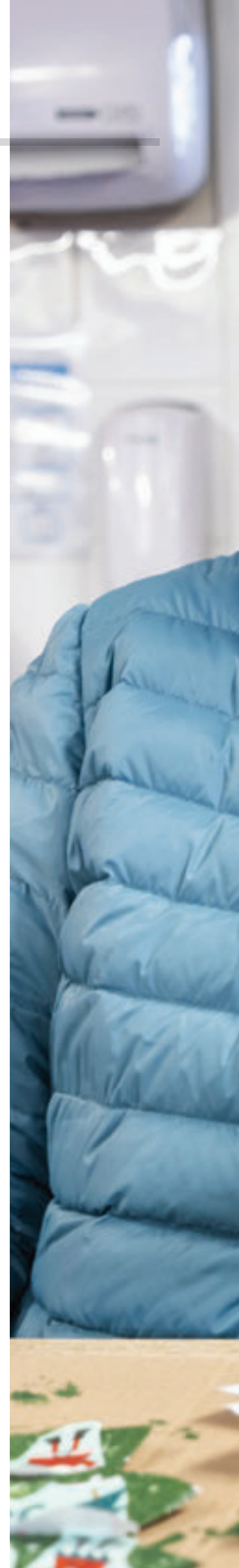
Though we are less than a year into the new strategic plan, the Board recognises the strong progress already being made towards achieving CPL's strategic goals. I encourage you to review the Strategic Plan on the following page – as well as the CEO's Report – and hope this gives you a sense of the deep commitment CPL has made to achieving its vision of a world where all people live an inclusive, passionate and fulfilling life.

Thank you to the Boards of CPL and its subsidiaries for their continued stewardship, the CEO and Management of CPL for their leadership, the employees of CPL for being there each and every day to provide supports, and – of course – our clients for their continued trust in us.

I look forward to working with you on this next exciting phase in CPL's evolution.

A handwritten signature in dark ink, appearing to read 'Simon Crane', written over a light-colored background.

Simon Crane
Chair, CPL Board of Directors





Our vision

A world where all people live an inclusive, passionate and fulfilling life.

Our strategic intent

Delivering services and leading with influence to improve the quality of life and available choices for our clients, their families and their communities.



CPL Group

Strategic Plan to 2024

Pillar

Empowering, Informing and Achieving Together

Focus

People

Aim

Safe, high-quality and meaningful experiences every day

The safety and well-being of our clients and employees is the driving force behind all we do.

With an open and curious mindset, we will continuously engage our clients and our workforce on ways to improve our client and employee experiences – and act upon their insights.

We will invest our energy and resources into our people to ensure they are equipped to be their personal best every day; and recognise and reward their efforts.

Strategic goals

- SG1** Continue to deliver safe, quality services
- SG2** Build and maintain a positive and innovative corporate culture
- SG3** Create and co-design with clients

Pillar

Sustainable and Purposeful Growth

Focus

A strong future

Aim

Preparing and safeguarding for the future

We will safeguard our future for the benefit of our clients and people through prudent financial management to sustain us through economic, social or systemic change.

We will grow, expand and deepen our services where client or community need demands it.

Where appropriate, we will continue to engage in partnerships to extend our impact, and share the risks and rewards of our efforts.

Strategic goals

- SG4** Optimise our services for the future
- SG5** Invest for impact
- SG6** Deliver a seamless and integrated experience for our clients and employees across The CPL Group

Pillar

Creating and Leading Change

Focus

Market leadership

Aim

Creating a better tomorrow

We will invest our resources and passionate energy into understanding and removing barriers – whether social, cultural, systemic, technological or operational – to assist people to live the life of their choice.

We listen to and, where needed, amplify the voices of the people and communities we serve to build greater understanding and effect meaningful change.

Strategic goals

- SG7** Extend our reach and impact
- SG8** Grow and develop employment and economic participation opportunities for people with disability

CEO's Report





Over recent years, CPL has undergone significant change and transformation as we move towards our vision of a world where all people live an inclusive, passionate and fulfilling life.

Though the 2021/22 financial year continued to present many challenges, it also heralded the start of a new strategic period for us. The new strategic plan – which guides CPL and our subsidiary organisations and brands – articulates our strategic intent which we will deliver upon through a series of goals, each aligned to a key area of focus or “pillar”.

Though our strategic plan was only finalised mid-way through the financial year, we are already seeing solid progress under each of our pillars. So it seems appropriate for this report to highlight the activities, initiatives and achievements which demonstrate this progress.

Our strategic intent:

Delivering services and leading with influence to improve the quality of life and available choices for our clients, their families and their communities.

Empowering, informing and achieving together

Continue to deliver safe, quality services

Quality and safety are two hallmarks of CPL services and we remain unrelenting in our efforts to continuously enhance our performance in both areas. While we continued to react and respond to the ongoing challenges presented by COVID-19, our progress in this area was largely underpinned by proactive initiatives.

We are committed to ensuring children and young people's safety and wellbeing is placed at the centre of the services we deliver. Part of our commitment has involved registering as a child-safe organisation in line with the National Principles for Child Safe Organisations. A child-safe organisation puts the best interests of children and young people first. In line with this, we conducted a full review of all our children's services, including our child respite services on the Gold Coast. As part of the review we recognised opportunities to enhance our services further through new intake processes which have enabled us to develop more bespoke support services based on each child's unique situation and needs. This review also enabled us to consider the physical environment provided to our young clients, resulting in a full refurbishment of our respite centre to provide a more homely, welcoming but fun environment.



A similar review was also undertaken on our aged care services, which resulted in streamlined processes making it easier for people to access our services. This has resulted in more than 1,200 people with home care and Commonwealth Home Support packages now being supported to live independently with assistance from CPL.

In Allied Health, we continue to support our practitioners to develop professionally and, in 2021/22 launched an online library of assets and resources.

After regular disruptions throughout the year prior, our in-centre programs were able to return to regular operations with a strong focus on supporting our most creative clients showcase their talents. Our Southport Support in the Community (SIC) centre undertook their first artist-in-residence program, Artel at Redcliffe held its first exhibition since 2019, and Screech theatre held a series of public performances, including at the Undercover Artist Festival as part of Brisbane Festival.

Our focus on providing suitable housing was bolstered through partnerships on new purpose-built homes in the Sunshine Coast, Cairns and North Lakes.

CPL also enhanced the breadth of services supporting people with disability or other employment barriers to develop skills and obtain employment. Mylestones Employment placed 1,919 people into employment – a 13 per cent increase on the year prior. Mylestones Solutions' employment offerings provided training and employment opportunities directly to more than 300 people.

Highlights

In terms of activities directly influencing safety and quality for both clients and employees:

- We continued to respond to the changing COVID conditions and guidelines in both New South Wales and Queensland, ensuring timely, regular communications to clients and employees. We implemented a COVID hotline to support employees with questions, and a digital notification system to accurately record and report on COVID cases.
- We successfully delivered upon our vaccination obligations to Government, despite the relatively short timeline. Our success was, in part, due to our early and highly proactive efforts to engage employees on the subject of vaccination.
- We supported all clients with person-centred emergency planning to understand each person's needs should services be disrupted by a medical or other emergency.
- We ensured clients with the most complex physical healthcare and wellbeing needs are able to receive the best possible supports through our Service Review Panel, an holistic, multi-disciplinary in-house team which also draws upon specialist external supports in a range of domains.
- We maintained continuity of supports for all CPL clients despite the devastating impacts of flooding in early 2022, particularly in Northern New South Wales.
- We continued to invest in training for all our employees, but particularly those delivering services directly to clients, with more than 35,616 instances of training provided across the year.



Build and maintain a positive and innovative corporate culture

After several years of organisational change and disruptions due to COVID-19, a focus of the year was ensuring a strong, positive and collaborative culture.

A key project was the refinement of our organisational vision and values. Prior to this, CPL, Cootharinga and Access Arts all had their own values from their legacy as standalone organisations. However, we recognised an opportunity to develop a set of shared values, which would still encapsulate the intent of the legacy values yet enable us to move forward with a new set of shared values and expectations. To do this, we engaged with hundreds of employees over many months to co-create five new values which were launched to employees early in the new financial year.

1,000+

Participants in cultural awareness training

75%

Employees with high connection to purpose

80%

Leadership roles held by women

Highlights

This project was complemented by other initiatives designed to engage and support our employees to be their best and do their best each day, including:

- Providing First Nations Cultural Awareness training to more than 1,000 employees, as part of the ongoing implementation of our Reconciliation Action Plan
- Providing training to our non-client facing employees to connect them to CPL's purpose, including the important role they play in building awareness and understanding of people with disability within their teams, social groups and community
- Supporting greater collaboration and flexibility amongst frontline and corporate support teams through introduction of hybrid and activity-based working at eight support office locations throughout Queensland and Northern New South Wales
- Continuing to measure the engagement of our employees through quarterly surveys, complemented by monthly pulse surveys. These mechanisms helped us to track not only satisfaction with working at CPL, but other key indicators such as physical energy and connection to purpose.





Create and co-design with clients

For four decades, CPL has been actively listening to clients to understand how we can support them best.

Their contributions, through activities like the Client Consultative Committee (CCC), help shape new service offerings, transform our client documentation and communications, guide recruitment and training of staff, and so much more.

With co-design now formally embedded in our strategic plan as a key priority, there is an even stronger commitment by CPL to work collaboratively with our clients to meet their needs now and into the future.

In 2021/22, the CCC continued to meet regularly to discuss a variety of important issues in the disability sector, the NDIS and service delivery. In June, the CCC celebrated 39 years of supporting CPL, advocating for their peers, and lobbying government on issues of importance to people with a disability. This remarkable milestone also heralded the last meeting of the CCC, as CPL transitions to an Advisory Board.

The new Advisory Board, which will meet for the first time in early 2023, will comprise people with a variety of lived experiences of disability who will:

- Apply their shared and diverse perspectives on issues relevant to CPL
- Provide advice that will support CPL to deliver on our strategic plan
- Contribute ideas, guidance and advice on current and future projects, and
- Support CPL to maintain a culture that is consistent with our Client Charter.

I sincerely thank all current and past participants of the CCC for their time, energy, ideas and commitment. The impact they have made to CPL and the people we support cannot be underestimated.

Other initiatives which contributed to achieving this goal included:

- Further embedding and extending our Supported Independent Living (SIL) visitor program, through which we seek direct feedback from clients living in SILs to influence further improvements in service delivery and housing.
- Providing multiple opportunities and channels for the provision of feedback and ideas, including regular customer satisfaction surveys.
- Supporting clients to make submissions to the Disability Royal Commission, as well as soliciting and collating client feedback for our own submissions.
- Encouraging participation in industry events, forums and awards programs, including the NDIS's Participant First program, the NDIS Quality and Safeguards Commission's participant-only events, SYNC leadership program, and Access Arts Achievement Award.

Sustainable and Purposeful Growth

It has always been a priority for CPL to be financially strong and self-sustaining for us to deliver on our promise to clients and their families to be there when they need us, now and into the future.

As documented in the concise financial statements, CPL returned a modest surplus in 2021/22 and continued to maintain a strong balance sheet capable of sustaining us through any economic, social or systemic change that disrupts our sector.

However, at CPL, sustainability is also about the fitness of our products, services, processes and enabling systems to continue delivering for our clients and employees in a rapidly changing world.

Given I have already reflected on the ways in which we sought to optimise service delivery during the year, following are activities that supported us in terms of investment in our future – in financial and non-financial terms:

- CPL achieved certification in ISO 27001, the global standard for effective information management, which demonstrates the measures we have in place to protect important client and business data from security breaches.
- Within the context of our secure systems, CPL made important changes to the way in which client data is stored to ensure it is accessible to those who need it to provide safe and quality supports.
- We updated our investment policy to incorporate a new fund to be used specifically to deliver projects focused on removing barriers for people with disability, as well as increased prioritisation of ethical investments and greater governance over social issues such as modern slavery
- We initiated an upgrade of our finance system to improve access for employees and streamline processes
- CPL implemented new phone and SMS technology to make it easier to contact support workers with changes or updates to shifts.



Creating and Leading Change

Extend our reach and impact

CPL recognises that our vision for the world can only be achieved when we are working in partnership with our clients, the disability community, government, business and the wider community. Accordingly it is an important part of our strategy to build strong relationships with stakeholders, helping them to understand our vision and join us in our journey towards inclusion and access.

In September 2021, CPL supported its subsidiary Access Arts to stage the Undercover Artist Festival. Held at Queensland Theatre over three days and nights, Undercover Artist Festival showcased more than 200 performers across dance, theatre, comedy and music. The festival's inclusion – for the first time – as part of Brisbane Festival gave it new-found prominence; attracting strong audiences of people with and without disability. This not only garnered attention for new, emerging and established talent, but fulfilled the Festival's brief of inspiring self-reflection and challenging perceptions.

In November 2021, CPL held its first ever Giving Day, a day designed to focus the attention of our generous corporate partners and individual donors on the work we do in pursuit of our vision. Almost \$200,000 was raised from the event, with funds set aside for projects focused on removing barriers that exist for people with disability in our community.

Six months later our partners and supporters mobilised yet again for our annual Trek Challenge, which encourages people to step outside of their comfort zone to complete a physical challenge while raising funds for CPL. Some people designed their own trek in their local community, while others participated in a coordinated hike through a national park in Brisbane with distances ranging from 1.5 to 23 kilometres.

Within our community, we continued to raise issues of disability through our social channels and online publication Touchstone. These helped to connect our clients and others with disability to news about funding changes, advocacy support, new assistive products and technologies, disability-led businesses and much more.

Within the broader community, CPL brought attention to Disability Awareness Week with a billboard and radio campaign that shared the everyday stories and regular life goals of people with disability.

92

Service locations

+19

Net promoter score
amongst clients

1.89m

People engaged with our
messages



Grow and develop employment and economic participation opportunities for people with disability

Economic participation is one of the most important pathways to true inclusion. Earning an income – whether from a traineeship, job or self-employment in its various forms – delivers so many important life outcomes: independence, social connections and friendships, and self-esteem and self-worth.

CPL provides a number of avenues for people with a disability or barrier to become economic participants, and these continued to deliver benefits to thousands of individuals throughout the year.

As mentioned earlier, Mylestones Employment placed more than 1,900 people into jobs during the course of the year. Of these, around eight per cent of people were placed into apprenticeships or traineeships. Mylestones also developed the employment potential of more than 600 people by providing a range of training and skill development programs.

Mylestones Solutions continued to provide supported employment to people across our footprint, providing paid work and building capacity to achieve future open employment. Mylestones Garden Crews collectively mowed 3,682 lawns, while Mylestones Printing contributed to the environment and our team's health and wellbeing. Over the course of the pandemic, the Mylestones Printing team distributed millions of masks, goggles and gowns to CPL and Cootharinga sites across Queensland and Northern New South Wales, and kept millions of kilos of paper, plastics and metals out of landfill through their work for Sustainable Salons.

CPL subsidiary Access Arts provided funding to accomplished cabaret artist, Karen Lee Roberts, to enable her to develop a new collaborative work, *Sex and Other Philosophies*. More than 20 visual artists earned income from the sale of their artwork at Access Arts exhibitions, while performing artists achieved professional income from Undercover Artist Festival.

I sincerely hope this report has provided you with an understanding of the great strides we have made this year in delivering on our vision. I hope too that our Strategic Plan builds greater awareness and understanding of the role we aspire to play – not just for our clients, or even people with disability, but across the entire community. There is a deep commitment within our workforce to be agents of change in access and inclusion; helping, when it is needed, to elevate issues and amplify the voices of people with disability.

While this report has focused on the year passed, there is much to look forward to in the year ahead. Next year marks 75 years of delivering supports to people with disability, providing an opportunity to reflect on where we have come from, who we are now and where we are going.

I thank our clients, employees, supporters and our Board for your ongoing support and look forward to talking, meeting and working with you to lead and create change in 2023.



Rhys Kennedy
Chief Executive Officer



Board Profiles

Simon Crane

CPL Chair, CPL Director
BCom, FCA, GAICD



Simon Crane is a recognised financial leader, bringing over 25 years' experience in financial management and accountancy to the CPL Board.

Since the beginning of his career, Simon has advised large, publicly listed multinationals, privately-owned companies and not-for-profit organisations to strengthen and grow their financial positions.

His experience across a broad range of industries has led to his current appointment as the Partner-in-Charge of KPMG's Brisbane Audit and Assurance practice.

It was Simon's involvement with CPL as its auditor that lead him to join the Board in 2016. Simon was appointed Chair of CPL in November 2021. He also sits on the Boards of CPL subsidiaries, Access Arts (CPL) and Cootharinga North Queensland.

Simon holds a Bachelor of Commerce, is a registered Chartered Accountant, a Fellow of the Institute of Chartered Accountants Australia and New Zealand, and a Graduate of the Australian Institute of Company Directors.

Sue Scheinpflug

CPL Deputy Chair
BTech, BEd, GAIC



Sue Scheinpflug is an experienced leader, with more than 20 years of experience as a CEO in the human services and health sectors.

Sue is the Chair of Health Translation Queensland, a board member of West Moreton Health, a community board member of the Parole Board Queensland, a board member of UQ Health Care and a member of the Queensland Mental Health and Drug Advisory Council for the Queensland Mental Health Commission.

Sue is also a mentor and coach to executives in a range of fields, including health, government, public policy and not-for-profit sectors.

Sue holds qualifications in education and is a Graduate of the Australian Institute of Company Directors. She has held numerous advisory and policy development roles at local, state and national government levels, and has won awards as a business and community leader, including the 2009 Queensland Telstra Business Woman of the Year Award.

Brendon Gibson

CPL Treasurer, CPL Director, Finance and Risk Committee (Chair)
BCom, MAppFin, FCPA



An experienced senior executive, consultant, and change leader, Brendon Gibson brings more than 25 years of financial and risk management experience to the Board.

Having worked for some of Queensland's largest companies, Brendon's passion for change leadership, financial transformation, and operational impact led him to create local impact for community benefit in his current appointments to the Nominations Committee and Delegate for Queensland Cricket and President of South Brisbane District Cricket Club.

Joining the CPL Group Board in 2021, Brendon brings with him nine years of experience of being a Board Director.

Brendon is a Certified Practising Accountant and holds a Bachelor of Commerce and a Master of Applied Finance.

Colleen Clur

CPL Director
BA (Hons), MA(Hist), GradDipBusAdmin,
GAICD



Colleen Clur is a highly experienced senior leader with a strong background in engagement and strategy development.

As a former hospital and health service Executive Director, Colleen brings a wealth of experience in corporate governance, risk management, and strategic planning to the Board. Her extensive knowledge of communications and helping organisations with strategy development led her to found her own consultancy.

Colleen is a published author, Graduate of the Australian Institute of Company Directors and holds a Bachelor and Master of Arts in History.

Ken MacDonald AM

CPL Director, Finance and Risk Committee (Member)
BA (Hons), LLB (Hons), FAICD



Ken MacDonald has over 40 years' experience in corporate law, specialising in the energy and natural resources sector.

During his career, Ken has advised and guided businesses through periods of growth and change and has a passion for supporting leaders and business executives.

As a seasoned Director, Ken has served in a number of board management and directorship 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. Currently, Ken is the Chair of the Queensland Business Leaders Hall of Fame Induction Committee and a Member of the Queensland Library Foundation Council.

In 2017, Ken was recognised for his extensive service to Boards across Australia with a Gold Medal from the Australian Institute of Company Directors.

Susan McKee

CPL Director, Finance and Risk Committee (Member)
RN, BSC HMS, MBA, GAICD



Susan McKee is a registered nurse and health sector leader with over three decades of experience in implementing strong healthcare and business strategies.

An experienced Executive and Board Director, Susan has extensive operational and strategic experience leading large, complex organisations, with particular focus on healthcare services.

Her background in nursing, coupled with her personal experience supporting a goddaughter with a disability, sees Susan bring her passion for client advocacy to the CPL Board.

Susan currently serves as the Chief Executive Officer for Dental Health Services Victoria and is a Director of the Australian Healthcare and Hospitals Association.

Susan holds a Bachelor of Nursing, a Bachelor of Human Movement Studies, a Master of Business Administration and is a Graduate of the Australian Institute of Company Directors.

Board Profiles continued

Robin Grant

CPL Director
GCE (UK)



A North Queensland leader with over three decades of experience, Rob has extensive knowledge of communication and advertising.

For over 20 years, Rob worked for international and national brands to create and execute multi-level communications campaigns. With extensive knowledge of the commercial television industry, Rob has also worked in national sales and marketing positions for some of Australia's largest TV networks.

Passionate about improving disability services, Rob brings his lived experience of supporting a family member with disability to the CPL Board. Rob currently serves as the Chair of Cootharinga, a position he has held since 2002.

Alastair Sharman

CPL Director
BA, MSc



Alastair is an accomplished senior executive with more than 25 years' experience in delivering information management, technology and digital services in the public and private sector.

After commencing his career in the Australian Army, Alastair worked extensively in consulting before being appointed the first Chief Information Officer (CIO) for Children's Health Queensland Hospital and Health Service in 2015 and then Chief Digital Officer for the Mater Group in 2020. His experience in transformative change and digital leadership saw him recognised as one of Australia's top 50 IT chiefs in 2016 and 2017 by cio.com.au, a leading voice in IT.

Alastair holds a Master of Science in Information Technology, a Graduate Diploma in Information Management and Analysis, and a Bachelor of Arts with Honours in Politics. He is a graduate of the Royal Military College of Australia and the Australian Defence Force Academy.

Bruce Cowley

BCom, LLB (Hons), FAICD



For nearly 40 years, Bruce Cowley has been a leader in the legal and business sectors of Australia. As a practising corporate lawyer, Bruce has advised companies on mergers and acquisitions, and led one of Australia's largest law firms, MinterEllison, as Chair from 2013 to 2019.

Bruce is the author of *Duties of Board and Committee Members* with Stephen Knight; a leading publication on the duties of members of different kinds of companies and other entities.

Bruce served on the Board of CPL for over a decade and was elected Chair in 2015. Driven by his brother's lived experience with disability, Bruce brings both professional knowledge and personal experience to the Board of CPL.

Bruce holds a Bachelor of Laws and a Bachelor of Commerce. He is a Fellow of the Australian Institute of Company Directors (AICD) and an Adjunct Professor in the University of Queensland Law School. He was the recipient of the AICD's Gold Medal in Queensland for services to governance in 2021 and the Queensland Law Society's President's Medal for services to the legal profession in 2022.

Bruce Cowley retired from the CPL Board on 27 November 2021

Dermot Lindsay

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



Dermot Lindsay is a respected senior business leader with over two decades of experience in financial management and business strategy. In his current role as National Head of Lending and General Insurance – IOOF, Dermot leads both businesses profitability, efficiency and compliance programmes. Dermot's leadership ensures the growth and management of the lending specialists and general insurance departments of the business.

Joining the CPL Board in 2011, Dermot brings his extensive corporate sector experience in the financial services to the Board.

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

Dermot resigned from the CPL Board on 12 February 2022

Michael Pini

B.Bus (Accountancy), Grad Dip in Taxation, CPA



Michael Pini was one of the longest serving members of the CPL Board and brought over three decades of financial and taxation experience to the Board.

For over 34 years, Michael worked at the Australian Taxation Office and, in his role as Assistant Commissioner, Tax Counsel Network, was a noteworthy Australian business leader.

As well as Michael's extensive corporate knowledge and financial expertise, he brought his experience of living with a disability to the CPL Board. As Deputy Chair, Michael combined his professional achievements and his lived experience to lead conversations about understanding diversity and ensuring equal opportunities for people with disability.

Michael holds a Bachelor of Business (Accountancy), a Graduate Diploma in Taxation and is a Certified Practising Accountant.

Michael retired from the CPL Board on 27 November 2021

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 2,900 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 joining 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 also sits on the Boards of CPL subsidiaries, Cootharinga and Access Arts (CPL).

He holds a Bachelor of Occupational Therapy, Master of Business Administration and is a Graduate of the Australian Institute of Company Directors (GAICD).

Wendy Lavelle

Chief Operating Officer
B Arts (PR), GAICD,
Dip Community Education



Wendy has a wealth of community sector knowledge and management experience, joining CPL in 2003 after working in community, in-home and employment services in the UK and Australia.

In her current role as Chief Operating Officer, Wendy leads all service delivery streams as well as a number of enabling functions including People, Learning and Culture; Practice Government and Quality; and Risk, Safety and Compliance.

Wendy also sits on the Board of Access Arts, Queensland's leading disability and arts organisation.

Wendy holds a number of qualifications including a Bachelor of Arts (Public Relations), Master of Human Services (Disability Practice) and is a Graduate of the Australian Institute of Company Directors (GAICD).

Julie Byth

Chief Experience Officer
BBus (PR), GAICD



Julie is a senior leader with more than 25 years' experience in strategic marketing, communications and stakeholder engagement across a broad range of organisations spanning the for-profit, not-for-profit and Government sectors.

As Chief Experience Officer, Julie leads a range of enabling functions including development, marketing, communications and property.

In addition to her role at CPL, Julie sits on the Board of Access Arts, Queensland's leading organisation for arts and disability; and is a member of Brisbane City Council's Transport for Brisbane Board.

Julie holds a Bachelor of Business (Public Relations) from QUT and is a Graduate of the Australian Institute of Company Directors (GAICD).

David Beal

Chief Transformation Officer
MCommDesign, AdvDipMgt, AdvDipDis



David has more than 30 years experience in leading transformation programs in commercial, education, government and non-for-profit sectors. His transformation experience includes both implementation of new digital solutions, as well as process improvement in offline delivery, customer experience and manual processes.

In his role as Chief Transformation Officer, David brings deep specialist skills at both a technical and strategic level, which support him to lead CPL's digital transformation, data and technology functions, as well as CPL's Portfolio Management Office.

David holds a Master in Communication Design, as well as various qualifications in project management methodologies, training, management and disability.

Leanne Perry

Chief Financial Officer
BCom (Accounting), FCPA



Leanne's career in accounting and financial management spans 25 years and includes roles in disability, professional services, retail and transport.

Leanne joined CPL in 2021 where her role as Chief Financial Officer sees her leading a number of functions including finance, NDIS portal and claiming, payroll, business analysis, procurement, and fleet.

Leanne is a Certified Practicing Accounting, holds a Bachelor of Commerce, and is a Graduate of the Australian Institute of Company Directors (GAICD).

Directors' Report

The Directors present their report together with the concise financial report for the financial year ended 30 June 2022 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 18-21 in the Board Profiles section of this report.

Company Secretaries

Anastasia Maynes (BCom LLB (Hons), Grad Dip LP, Grad Dip ACG, FGIA) 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 Australia's top tier law firms and being a Company Secretary of both ASX-listed and unlisted companies. Currently, Anastasia works as a legal consultant in Minter Ellison's Corporate Practice Group in Brisbane and has served as CPL Company Secretary since 2015.

Leanne Perry (BCom (Accounting), FCPA, GAICD). Leanne's career in accounting and financial management spans 25 years and includes roles in disability, professional services, retail and logistics. Leanne joined CPL in 2021 where her role as Chief Financial Officer sees her leading a number of functions including finance, business insights, payroll, NDIS portal and claiming, procurement, and fleet.

Principal Activity

CPL is a 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 26 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

The surplus for the financial year, as shown in the Statement of Profit or Loss and Other Comprehensive Income was \$2,062,493 (2021: \$10,684,101). The surplus this financial year includes a one-off payment from the National Disability Insurance Agency (NDIA) of \$4,678,718. The NDIA advised this payment was for additional costs associated with keeping clients safe during the COVID-19 pandemic. Without this payment, the operating result would have been a loss of \$2,616,227.

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

The Directors advise that there has not arisen, in the interval between the end of the financial year and the date of this report, any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors, to affect the operations or state of affairs of CPL.

Likely Developments

CPL will continue to look for further opportunities in the competitive market created by the NDIS. CPL continues to look to work with other specialist providers where opportunities for partnership and collaboration are identified, which furthers the purpose and objects of CPL.

Lead Auditor's Independence Declaration

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

Dated at Brisbane this 8 October 2021 and signed on behalf of the Board and in accordance with a resolution of the Directors on 8 October 2021.



Simon Crane

Chair

CPL – Choice, Passion, Life

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 2022 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 2021-2022 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 and Committee Meetings

Directors' Meetings	2022		2021	
	Meetings Eligible to Attend	Meetings Attended	Meetings Eligible to Attend	Meetings Attended
Simon Crane* (Chair)	9	8	9	7
Bruce Cowley (resigned 27 November 2021)	3	3	9	9
Stephen Brady (resigned 28 November 2020)	-	-	5	5
Dermot Lindsay (resigned 12 February 2022)	6	1	9	9
Ken MacDonald	9	7	9	9
Susan McKee	9	9	9	9
Michael Pini (resigned 27 November 2021)	3	3	9	9
Sue Scheinpflug	9	8	9	9
Robin Grant	9	8	9	8
Colleen Clur (joined 26 August 2021)	9	9	-	-
Brendan Gibson (joined 26 August 2021)	9	9	-	-
Alastair Sharman (joined 7 June 2022)	1	1	-	-

Nominations and Remuneration Committee

Directors' Meetings		2022		2021	
Name of Director		Meetings Eligible to Attend	Meetings Attended	Meetings Eligible to Attend	Meetings Attended
Simon Crane (Chair)		2	1	–	–
Bruce Cowley (resigned 27 November 2021)		2	2	3	3
Susan McKee		4	3	3	3
Dermot Lindsay (resigned 12 February 2022)		2	2	3	2
Ken Macdonald		4	3	1	1

Finance and Risk Committee

Directors' Meetings		2022		2021	
Name of Director		Meetings Eligible to Attend	Meetings Attended	Meetings Eligible to Attend	Meetings Attended
Brendan Gibson (Chair) (joined 4 November 2021)		4	4	–	–
Stephen Brady (resigned 28 November 2020)		–	–	2	–
Simon Crane (left committee 12 February 2022)		3	2	6	3
Ken MacDonald		5	5	6	4
Susan McKee		5	4	6	4
Michael Pini (resigned 27 November 2021)		3	3	6	4

Clinical Governance and Quality Committee

Directors' Meetings		2022	
Name of Director		Meetings Eligible to Attend	Meetings Attended
Sue Scheinpflug (Chair)		2	2
Susan McKee		2	2
Collee Clur		2	2



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Auditor's Independence Declaration

As an auditor of CPL – Choice, Passion, Life for the year ended 30 June 2022, 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

8 October 2022
 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 external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. 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 2022

	Note	2022 \$	2021 \$
Revenue		189,359,986	181,186,579
Gain / (Loss) on Sale of Assets		82,566	2,202,755
Unrealised (Loss) / Gain on Financial Assets		(1,810,279)	1,756,787
Advertising and Promotion		(932,314)	(903,146)
Client Related Expenses		(1,495,484)	(1,166,115)
Computer Expenses		(2,881,290)	(2,746,819)
Cost of Sales		(163,938)	(167,405)
Depreciation and Amortisation		(8,211,452)	(7,773,462)
Employee Expenses		(156,943,997)	(145,565,368)
Finance Expenses		(879,898)	(1,241,780)
General Contracts and Domestic Payments		(146,200)	(28,635)
Motor Vehicle Expenses		(1,583,451)	(1,605,552)
Occupancy Costs		(2,987,427)	(2,994,781)
Other Expenses		(2,181,451)	(3,378,271)
Telephones and Data Communication		(2,676,489)	(3,250,938)
Printing and Office Supplies		(879,632)	(947,826)
Recruitment and Training		(681,770)	(892,702)
Repairs and Maintenance		(2,236,070)	(1,206,681)
Travelling Expenses		(688,916)	(592,539)
Total Expenditure		(185,569,781)	(174,462,021)
Surplus for the Year		2,062,493	10,684,101
Total Comprehensive Income for the Year		2,062,493	10,684,101

Statement of Financial Position

As at 30 June 2022

	2022 \$	2021 \$
Current Assets		
Cash and Cash Equivalents	29,921,745	31,422,380
Trade and Other Receivables	13,337,719	12,928,211
Investment in Managed Portfolios	16,853,824	18,285,616
Other Current Asset	2,912,147	2,991,226
Other Financial Asset	2,000,000	–
Total Current Assets	65,025,435	62,636,208
Non-Current Assets		
Property, Plant and Equipment	12,859,917	12,491,699
Intangible Assets	52	173,440
Right of Use Assets	22,967,544	23,040,146
Total Non-Current Assets	35,827,513	35,705,285
Total Assets	100,852,948	98,341,493
Current Liabilities		
Trade and Other Payables	15,707,345	14,159,881
Employee Benefits	3,788,476	2,629,525
Provisions	844,500	793,000
Lease Liability	5,670,933	4,766,701
Interest-bearing Liabilities	1,126,651	1,399,400
Income Received in Advance and Held in Trust	7,912,035	9,342,607
Total Current Liabilities	35,049,940	33,091,113
Non-Current Liabilities		
Employee Benefits	3,266,775	3,804,734
Lease Liability	18,742,344	19,631,250
Total Non-Current Liabilities	22,009,120	23,435,984
Total Liabilities	57,059,059	56,527,097
Net Assets	43,793,888	41,814,395
Equity		
Accumulated Funds	43,793,888	41,814,395
Total Equity	43,793,888	41,814,395

Statement of Changes in Equity

For the year ended 30 June 2022

	Accumulated Funds \$
Balance as at 1 July 2020	31,130,293
Total Comprehensive Income:	
Surplus for the Year	10,684,101
Balance as at 30 June 2021	41,814,394
Balance as at 1 July 2021	41,814,394
Total Comprehensive Income:	
Surplus for the Year	2,062,493
Adjustment to Accumulated Funds for incorrectly recognised Land in prior years	(83,000)
Balance as at 30 June 2022	43,793,888

Statement of Cash Flows

As at 30 June 2022

	2022 Inflows (Outflows) \$	2021 Inflows (Outflows) \$
Cash Flows from Operating Activities		
Receipts from Government and Customers	182,493,362	168,212,988
GST (Paid) / Collected	(138,655)	(167,174)
Cash Receipts in the Course of Operations	182,354,707	168,045,814
Payments to Employees and Suppliers	(169,966,577)	(169,896,612)
Interest Paid	(879,898)	(1,241,780)
Cash Payments in the Course of Operations	(170,846,475)	(171,138,392)
Net Cash from Operating Activities	(11,508,233)	(3,092,578)
Cash Flows from Investing Activities		
Acquisition of Property, Plant and Equipment	(2,770,643)	(2,786,219)
Acquisition of Intangible Assets	–	–
Proceeds from Sale of Other Non-current Assets	–	2,202,285
Acquisition of Investments	(5,918,519)	(8,335,295)
Proceeds on Sale of Investments	4,527,384	7,873,218
Interest and Dividends Received	532,318	613,055
Net Cash Used in Investing Activities	(3,629,461)	(432,955)
Cash Flows from Financing Activities		
Funding to Related Party	(2,000,000)	–
Proceeds from Borrowings	3,993,878	3,361,857
Repayment of Borrowings	(3,981,550)	(2,720,552)
Lease Payments	(7,391,734)	(4,849,689)
Net Cash from / (used in) Financing Activities	(9,379,406)	(4,208,384)
Net Increase / (Decrease) in Cash and Cash Equivalents	(1,500,635)	(7,733,917)
Cash and Cash Equivalents at the Beginning of the Year	31,422,380	39,156,296
Cash and Cash Equivalents at the End of the Year	29,921,745	31,422,380

Basis of Preparation

The concise financial statements have been prepared in accordance with Australian Accounting Standards – Simplified Disclosures made by the Australian Accounting Standards Board (AASB) 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 8 October 2022.

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 new, revised or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that are mandatory for the current reporting period.

Cootharinga North Queensland

On 10 March 2020, the members of Cootharinga North Queensland (Cootharinga) voted in favour of CPL being its sole member. This change took effect from 1 July 2020. Cootharinga work with people with disabilities across North Queensland and have been in operation since 1951. Cootharinga has been assessed under AASB 10 Consolidated Financial Statements as a wholly-owned subsidiary of CPL. Separate Aggregated Financial Statements have been prepared for the group of entities controlled by CPL.

Access Arts (CPL) Limited

Access Arts (CPL) Limited (AACPL) who work with people with disability and disadvantage, in the arts, has been assessed under AASB 10 Consolidated Financial Statements as a wholly-owned subsidiary of CPL. CPL has entered into a service agreement with AACPL to provide services to assist with delivering their funded activities. Separate Aggregated Financial Statements have been prepared for the group of entities controlled by 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



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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 2022, 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 2022, and the discussion and analysis. The concise financial report does not contain all the disclosures required by *Australian Accounting Standards – Simplified Disclosure* 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 2022 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 & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have 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 2022. We expressed an unmodified audit opinion on that financial report in our auditor's report dated 17 October 2022. 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.

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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 external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately-owned organisation and/or its subsidiaries.

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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.

A handwritten signature in black ink, appearing to read "John Zabala", written over a faint, larger "Crowe Audit Australia" watermark.

Crowe Audit Australia

A handwritten signature in black ink, appearing to read "John Zabala", written over a faint, larger "Crowe Audit Australia" watermark.

John Zabala FCA
Partner

17 October 2022
Brisbane



Acknowledgements

Bequests:

Ms Betty Davies
Catherine Ellen Carter
Memorial Fund
Jan Koolmees
John Rynn
Priscillia Rolph

Corporate:

Assure Digital
Audience Group
B&W Cabs
BDO
Brisbane Airport
Brisbane City Council
Brisbane Digital
Brisbane Festival
Carina Leagues Club
CBA
Corporate Traveller
COS
Department of Seniors, Disability
Services and Aboriginal and
Torres Strait Islander Partnerships
Downer Group
Events Management Queensland
Executive Elite Events
Gold Coast Marathon
Hesta
iFly
iSponsor
JLL

KIA

KIA Ipswich
Livable Homes Australia
Livigy
Ovolo Hotel
Pan Pacific Master Games
Queensland Theatre
REAL ESTATE
Red Oak Teamwear
Remserv
Return It
Suncorp
Screen Offset Printing
Surge Direct
Team Building with Purpose
Telstra
The Star Entertainment
Group Limited
Truis
University of Queensland
Westpac
Westridge Meats

Grant Funders / Foundations:

Arts Queensland
Reuben Pelerman Benevolent
Foundation
Bradley Wolf Braeve Heart
Association
James Frizelle Charitable
Foundation
Department of Transport
and Main Roads
Swimming Australia
Swimming Queensland
Australian Government,
Australian Sports Commission
GCBF
Queensland Government



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