



choice • passion • life



Always There

2020-21 ANNUAL REPORT

CORPORATE INFORMATION

Board of Directors

Bruce Cowley

Chair

Michael Pini

Deputy Chair

Simon Crane

Treasurer

Dermot Lindsay

Director

Ken MacDonald

Director

Robin Grant

Director

Stephen Brady

Director (until 28 November 2020)

Sue Scheinpflug

Director

Susan McKee

Director

Executive Management Team

Rhys Kennedy

Chief Executive Officer

Wendy Lavelle

Chief Operating Officer

Julie Byth

Chief Experience Officer

David Beal

Chief Transformation Officer

Rebecca He

Chief Financial Officer (until July 2021)

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

Level 2, 340 Adelaide Street,
Brisbane, Qld, 4000

Postal Address

340 Adelaide Street, Brisbane, Qld, 4000

Telephone

1800 275 753

Email

info@cpl.org.au

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 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

Towards the end of this year, the Board of CPL and its senior management team met to discuss the strategy for the organisation over the next three years.



Having sat on a number of Boards over my career, I understand the importance of these discussions—not just for setting goals and a path for the coming years, but for the opportunity they provide to consider what kind of organisation we wish to be.

As with all strategy workshops, the conversation inevitably turned to growth. CPL has grown exponentially during my tenure on the Board—from around 1000 employees with a \$79 million turnover, to a \$181 million organisation supporting more than 13,000 clients through our 2900-strong workforce.

Though some may find it hard to believe, this expansion was not the result of a carefully planned growth strategy. Quite the contrary. CPL grew because it needed to; or, rather, because the people we serve needed us to. Our growth was—and continues to be—intrinsically linked to our purpose. Purposeful growth. It's a strategy to which we are sticking.

Over recent years, we have become increasingly conscious of our reason for being. We know why we are here, and we are prepared to act when we are called upon to do so for the betterment of our community. It is the reason that CPL is now not just one entity, but a group of companies and brands, each with a distinct role to play in supporting people with disability.

This year, we welcomed Cootharinga North Queensland into the CPL Group. This was a purposeful partnership. Though each organisation is unique, we are more alike than we are different. We share common values, a deep commitment to our employees and the people we support, and a striving belief in an inclusive society. Importantly, we realised that together we could achieve more than we could separately.

Already, Cootharinga, with its roots in regional and remote Queensland, is helping to strengthen CPL's ability to deliver quality services to people from diverse cultural and geographic backgrounds; while CPL is supporting Cootharinga to further enhance its quality, safety, and operational frameworks.

I want to thank everyone who supported the merger between CPL and Cootharinga. In particular, I'd like to thank Rhys Kennedy and the teams at CPL and Cootharinga who worked so hard, not just to make the merger a reality but also for helping us respectfully integrate our two organisations which have such a long and proud history. I'd also like to make special mention of Rob Grant, chair of Cootharinga, whose strong support for the merger, wisdom, and strong values made what could have been a very challenging exercise, so very much easier.

This will be my last report to you as chair of CPL, as I will be stepping down from the Board following the Annual General Meeting of CPL in November. It has been an enormous privilege to have served in the role for the last six years. CPL is a wonderful organisation and it has an inspired Board and incredibly passionate and caring staff who are all fully committed to achieving the very best outcomes for those whom we support. I extend my very best wishes to all of you.

A stylized, handwritten signature in black ink, consisting of a large, looping 'B' followed by a long horizontal stroke that tapers to the right.

Bruce Cowley
Chair, CPL Board of Directors



CEO'S MESSAGE

CPL continued to grow and evolve throughout this year. Though our merger with Cootharinga North Queensland was a significant part of this, the transformation of our organisation over the course of the year was far deeper and broad reaching.



CPL works in a complex sector with constantly changing conditions and expectations. We continued to direct considerable efforts towards responding to these changes, while managing the persistent, but unpredictable impacts on clients and employees of the COVID-19 pandemic.

This effort and energy resulted in notable advancement in so many aspects of our operations—from our financial performance, to service delivery and employee experience—while also laying the foundations for our success in years to come.

Keeping people safe

Though I, like many, had hoped the impact of the COVID-19 pandemic would lessen during 2021, it continued to dominate our focus. With the safety and wellbeing of our employees and clients as our number one priority, CPL continued to monitor and respond to the changing conditions across two Australian states while maintaining continuity of care.

Understanding the important role vaccination plays in managing COVID, CPL worked proactively with government to support our most vulnerable clients and their support workers to become vaccinated. This was complemented by a range of CPL-driven activities to build workforce capability to respond to a COVID outbreak, including extensive scenario planning, disaster response and recovery planning, and strengthened infection control training and protocols.

Though every organisation hopes never to deploy its disaster planning, I am incredibly comforted by the strong capability and aptitude CPL has demonstrated in responding to the pandemic through a people-first lens.

Coming together as one

The deep commitment to putting our clients and employees first is something CPL shares in common with Cootharinga North Queensland, which became part of the CPL Group on 1 July 2020.

The timing of the merger, in the midst of the pandemic, initially required both organisations to focus on our individual needs and circumstances. However, as dealing with the pandemic became business as usual, we were able to shift focus to developing a shared culture and shared vision for the future.

The merger of CPL and Cootharinga was underpinned by the belief that together we can do so much more than we ever could as separate organisations. In the latter half of the year, we put significant collective effort into defining our shared goals. Through this process we learned that we share even more in common than we thought, which has helped us navigate the bumps in the road that inevitably accompany any merger.

Though we still have much to do to realise the full benefits and impact of our merger, I believe we have made significant progress already and remain excited about the future we can create together.



Focusing on our future

The future is something that many organisations put on hold while in the grips of COVID. Although much of CPL's focus was trained on the merger and COVID, the Board and Management carved out valuable time during the year to discuss our new strategic plan.

Though yet to be released at the time of writing this report, I am excited by our new strategy, which will unite all our companies—CPL, Access Arts and Cootharinga. Though we each have a distinct role to play in supporting our community, the strategy documents a shared vision and purpose.

Though this message, and the rest of the annual report, highlights some of the most significant achievements of this year, it certainly does not reflect all our gains.

As an Occupational Therapist I know that sustainable long-term gains are rarely the result of a single large step, but are most often made up of many little steps—the daily wins and the small improvements that add up.

So I want to acknowledge those, too and the employees of CPL who show up each day to make a difference to their clients, to their colleagues, to our business and, ultimately, to the communities in which we work. I continue to be in awe of your persistence, your energy, and your passion. Thank you also to our clients who continue to trust us to deliver their supports every day. I look forward to what we can all create together.

Rhys Kennedy
Chief Executive Officer

DELIVERING SERVICE EXCELLENCE

CPL is committed to continuously reviewing and enhancing its services to ensure we continue to provide high-quality supports that meet the needs of our clients and communities now, and into the future.

In 2020/21, CPL provided supports to more than 13,000 people with a disability or barrier to independence across a broad geographic footprint spanning from the Far North of Queensland to the Northern Rivers of New South Wales. We provided supports in a variety of settings including homes, schools, in community and workplaces, as well as CPL's own centres and clinics. Our diverse services and modes of delivery have made us a provider of choice for families of young children, young people, adults, and older Australians alike.

Across all our service types and settings, CPL continued to invest its effort, resources, and passion this year into finding better ways to deliver services and help people achieve their goals.

DATA

13,040

clients

2.16 million

hours of support delivered





33,300
hours of therapy



Disability services

The importance of continued high-quality and safe disability services was never more evident than in 2020/21, as CPL continued to meet the individual needs of its clients through the complexity of COVID-19. Rapidly changing conditions and directives were, at times, the focus of CPL's efforts. Yet despite this, CPL delivered many new initiatives to enhance the experience of our clients.

CPL's priority of ensuring clients have access to modern, fit-for-purpose environments in which to live and grow was evidenced through the relocation or upgrading of a number of sites. CPL consolidated its operations in Hervey Bay to create a centralised hub incorporating its employment, allied health, and support in the community services. A new hub was also established at Mermaid Beach offering, for the first time, a support-in-the-community program in central Gold Coast. Importantly, these two relocations brought together CPL's local teams, helping them to share ideas and work collaboratively for the benefit of clients.

Renovations were undertaken at Booval, Brendale, two CPL sites in Redcliffe, and the children's respite service on the Gold Coast. The closure of the children's respite centre during the renovation provided a valuable opportunity for CPL to review its operations, undertake additional training and, ultimately, strengthen its offering to families.

Throughout the year, CPL also worked collaboratively with developers and housing providers to improve access to housing options, both for those eligible for Specialist Disability Accommodation and those funded for Supported Independent Living.

Our diverse services and modes of delivery have made us a provider of choice for families of young children, young people, adults, and older Australians alike.

Allied health

Improving access to therapy services was a major focus of 2020/21. First introduced during the initial COVID-19 outbreak in March 2020, telehealth became a regular and ongoing feature of CPL's allied health services during the year, with more than 1200 hours of therapy delivered this way. While demand for telehealth during periods of lockdown remained high, almost 50 per cent of telehealth was delivered outside of these periods - supporting people in regional and remote areas and/or with limited access to travel.

In recognition of the ongoing need and demand for in-person therapies, however, CPL also expanded its therapy locations and hours of operation, particularly in the Logan and Gold Coast regions. To support this expansion, CPL invested in an array of new therapy resources and equipment focused on developing communication, movement and independence, including Pragmatic Organisation Dynamic Display (PODD) books, hydrotherapy equipment, and mealtime kits.



Aged care

CPL's aged care services grew significantly during the year, with more than 1000 people being supported to live at home and in their community with assistance from CPL. A highlight of the year was the Aged Care Reflective Practice conference which supported our growing aged care workforce to assess and develop their skills further.

Employment services

Through Mylestones Employment, CPL continued to ensure people with a disability or barrier are supported to find and keep a job they love. Despite the continuous changes in the employment market and economic challenges posed by COVID-19, Mylestones placed more than 1700 people into jobs and assisted 550 people to access training to build their skills, confidence, and employment prospects.

Importantly, Mylestones ensured all supported employees maintained their employment throughout the year. More than 92,000 hours of paid work was undertaken by supported employees across Mylestones Solutions social enterprises, including 2737 lawns mowed by our hard-working garden crews. Even when restrictions halted operations, Mylestones ensured employees and those engaged in employment transition programs were kept productive and engaged through training and skill development conducted online as required. Mylestones Printing also played an important role in the warehousing and despatch of Personal Protective Equipment (PPE) across CPL and its subsidiaries.

DATA

1200
hours of telehealth

1700
people placed in jobs

2737
lawns mowed

95
service centres

KEEPING PEOPLE SAFE

At CPL, client and employee safety is at the forefront of everything we do. As we navigated the COVID-19 pandemic and our business-as-usual commitment to health and safety, the provision of high-quality services was a continued key priority during FY20/21.

Work health and safety

During the year, CPL undertook a comprehensive review of current workplace health and safety frameworks and training as part of our focus on continuous improvement. The review identified better ways for CPL to manage workplace health and safety training for managers and employees, resulting in a range of new initiatives to educate and empower our people to make work health and safety a priority. Initiatives included updates to our policies and procedures; refresher training for employees and managers; and a new monthly internal newsletter, Safety Scoop.

CPL continued its consultation and engagement with employees on work safety matters through CPL's cross-functional WHS committee. This group met regularly throughout the year to discuss a range of employee and business-led topics, including infection control, use of PPE, fire safety, and personal safety.

Response to COVID-19

CPL's ongoing response to COVID-19 continued to be two pronged: to support the safety and wellbeing of our clients and employees; and to continue delivering our essential services safely. Though conditions changed throughout the year—sometimes rapidly—the processes and protocols developed by CPL at the start of the pandemic laid the foundations for a coordinated and timely response.

Some of the key elements of CPL's response included:

- Continuation of multidisciplinary working group meetings to monitor the situation and introduce service changes and initiatives as required
- Introduction of contact tracing initiatives, including QR code check-in systems, even prior to being mandated
- Rapid-response communication campaigns to inform employees and clients of changes to conditions as and when they occurred
- Development of a PPE framework and procedure to bring consistency and ease to our PPE directives for employees and clients
- Deployment of in-depth PPE training for frontline employees across all sites and locations
- Workforce planning and service delivery continuity strategies



Incident management

Throughout the year, CPL introduced new processes and updated existing ones to further strengthen incident reporting and management across the business. The overall goal of this work was to safeguard the people we support and provide positive and safe outcomes for our clients.

As part of this continual improvement, we:

- Introduced a new risk assessment matrix to identify reporting requirements and appropriate actions for each level of incident
- Introduced new systems to capture incident information, including reporting on critical incidents and restrictive practices
- Developed a range of internal reports to improve our ability to proactively identify and respond to trends and potential issues
- Received certification against the National Standards for Disability Services (NSDS) for our Milestones Employment services

High-quality supports

CPL's focus on providing high quality supports was evidenced during the year through recertification to the NSDS and National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission.

CPL undertook a range of further activities to enhance the quality of our services, including the development of a new client-directed medication procedure. The procedure, and supporting documentation, allows eligible clients more control and independence over their medication regime.

DATA

2762

people trained in PPE and infection control

10,500

sessions of health and safety-related training delivered online and face-to-face

71%

of customers agree or strongly agree CPL staff are highly trained and qualified

CHAMPIONING DIVERSITY AND INCLUSION

CPL's mission is an inclusive society for all people. CPL continued its journey towards achieving its mission through a range of activities focused on raising awareness and enacting change.

Each day, people are prevented from achieving their goals and aspirations due to barriers—whether social, cultural, technological or systemic. CPL is focused on using its resources to remove barriers, particularly those which impede people with a disability from living the life of their choice in their community.

This year, through our fundraising and marketing activities, we have told the stories of clients from across Queensland and shared the challenges, their successes and their goals for the future. And while many of these campaigns raised money to purchase vital equipment—including parallel bars, PODD communication book aides, and mealtime kits—they also reminded everyday Australians of the barriers faced by people with disability.

DATA

18,681

Facebook followers

4800

community supporters

Over \$1.47 million raised

CPL Trek Challenge 2021

This year, our major annual fundraising event was expanded to become a virtual, state-wide trekking challenge. Corporate partners, employees, clients and the general public were encouraged to set themselves a goal to trek a distance of their choosing, and raise funds for CPL.

The 300+ participants not only raised funds but started countless conversations with their social and personal networks about the everyday challenges of living with a physical disability.

Walking alongside our participants during the Trek Challenge campaign was 10-year old Elyse, who personally trekked nine kilometres and raised over \$5000 for equipment to support other children with disability to achieve their walking goals.

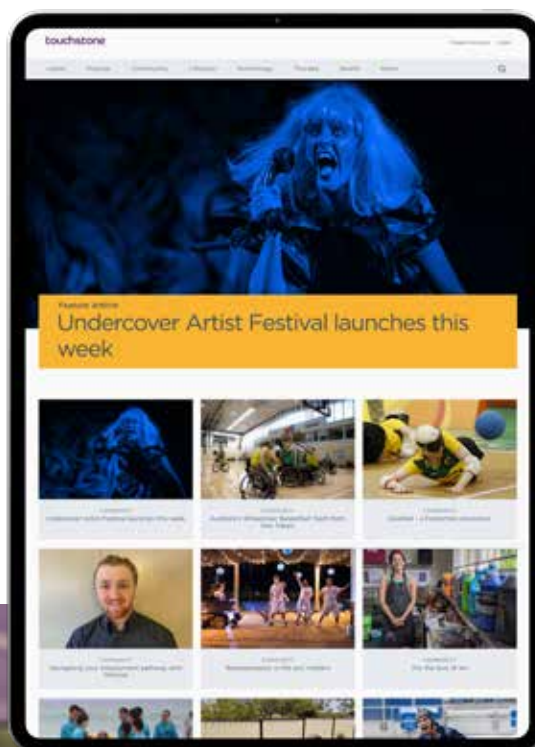
Reconciliation Action Plan

CPL took important new steps towards reconciliation during 2021 with the release of its ambitious Innovate Reconciliation Action Plan (RAP). With a key focus on improving the access and service offerings for First Nations people with disability, our RAP is a commitment to listen and to learn from Aboriginal and Torres Strait Islander peoples to identify needs and opportunities within our service offerings.



Touchstone

CPL's Touchstone magazine has been sharing news and information with our clients for more than 10 years. In 2020, in line with a growing appetite for digital communication, Touchstone transitioned from a quarterly printed magazine to an online publication. With new stories added regularly, Touchstone is now a place for all our clients and others to read about changes in the disability sector; new accessible and inclusive products, services, and businesses; and people with disability achieving their goals. Visit the site at touchstone.org.au.



LISTENING AND ADVOCATING

At CPL, we believe listening to our clients is the most important thing we can do. That's why we invest time and energy into providing opportunities for our clients to share their stories and their experiences. It's how we're building better services and supports for today and tomorrow.

Customer listening and feedback

CPL clients are provided with multiple opportunities each year to share their experiences, both on general aspects of CPL service delivery as well as specific topics. In 2020/21 we sought input from our clients on:

- Access to technology
- Online program delivery
- The facilities and environment of selected CPL sites
- Access to therapy services, including challenges associated with travel
- Living arrangements and facilities

Further to this, the input of CPL clients and other NDIS participants throughout Australia was sought as part of the Ability Forum. Through the initiative managed by Ability First Australia, clients had the opportunity to share their views on:

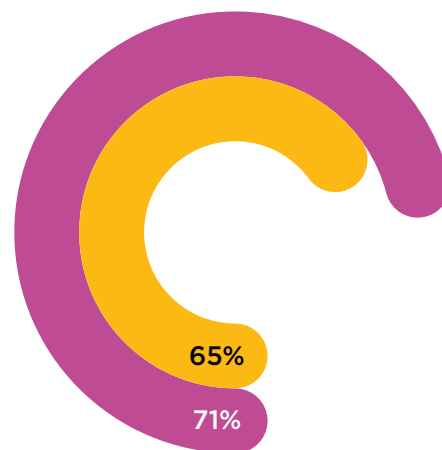
- Their unmet needs and the most significant barriers they face on a daily basis
- Impact of COVID-19 and attitudes towards vaccination
- Support coordination

The results of all these surveys are used by CPL to plan for the future as well as address any immediate needs in our current operations.

Disability Royal Commission

CPL continues to promote participation in the Disability Royal Commission (DRC). The DRC provides an important opportunity to listen to the experiences of those with disability, understand the gaps within the sector and community, and identify areas for improvement to create a more inclusive society.

During 2020/21, CPL was not requested to provide information, however, our teams continue to prepare for our involvement in the DRC in the coming years. We are strongly supportive of the DRC and its objectives and look forward to contributing.



- Customers likely to recommend CPL to others
- Customers who agree or strongly agree that they can trust CPL



State Client Consultative Committee

CPL's State Client Consultative Committee (CCC), established almost 30 years ago, continues to advise CPL on a range of issues. Over the past 12 months, the State CCC has worked to create a new Client Charter, which details our promise to clients and the guiding principles of CPL when it comes to service delivery, feedback and advocacy.

The guiding principles outlined in the new charter are:

- Uphold and build CPL's legacy
- Embrace the future
- Support people's passions
- Always be honest
- Promote individual choice
- Value friendship and family
- Uphold a commitment to quality

In April 2021, the State CCC's long-standing Chair, Terry Donaldson, retired from his position. During his 15-year tenure, Terry contributed to a number of important projects including the CPL Client Convention, Picnic in the Park, and the expansion of the CCC into regional areas. CPL sincerely thanks Terry for his effort and energy, and wishes him the best in the next stage of his life. CPL also acknowledges the passing of two valued CCC members, Emily Weir and John Rynn.

Community and peer visitor program

As part of our commitment to excellence in our Supported Independent Living (SIL) homes, CPL established an internal community and peer visitor program to hear directly from current, previous and potential SIL clients. The program was developed in consultation with families and clients and through group and one-to-one feedback sessions. Ongoing, the program will continue to work with SIL clients and their supports to learn and continuously improve our SIL service-delivery framework.

Although in its infancy, the program is already helping to identify opportunities for CPL to deliver greater choice and control for our clients in SIL settings.

“We are able to rely on CPL to care and support us.

Because of their great staff, we are still able to live at home.”

INVESTING IN OUR PEOPLE

Our employees are the backbone of our organisation. We invest in developing their skills and capabilities so they can be their very best every day.



DATA

2895

employees

72% eNPS +12

workforce is female

(*Average eNPS calendar year 2020)

One in two people would recommend CPL as a place to work

Things our employees say are working well:

- Care and support
- Response to COVID-19
- Relationships with co-workers

Workplace flexibility

While COVID-19 forced many of our non-client facing employees to work from home, CPL's workforce was able to adapt and strengthen our ways of working and collaborating, even while being physically distanced. Recognising the benefits of providing employees with greater flexibility, CPL introduced more formal options for non-client facing employees to split their time between office and home office.

The move to more flexible ways of working was supported by design changes in many of our sites to support greater collaboration and communication, as well as improved, secure access to collaboration software and technology, including Microsoft Teams, Zoom, and SharePoint.

It should be acknowledged, however, that workplace flexibility is not possible for our client-facing employees, who continued to deliver safe supports each and every day for our clients, regardless of the challenges of lockdowns and other COVID restrictions.

Nurturing capability

Throughout the year, CPL delivered more than 25,457 instances of training. This means each employee completed an average of eight new or refresher training sessions. Training covered a wide variety of topics, from essential skills for our frontline workers (including safe handling of people, medication administration, and infection control) to cyber-security and working safely from home.

Given the challenges of delivering face-to-face training at various points during the year, CPL invested in additional online modules on its Learning Hub. This ensured that most training could continue despite travel and movement restrictions.

In addition to functional training, CPL invested resources into building leadership capability across our direct support teams. More than 120 Direct Support Workers and Service Facilitators explored their leadership potential through a series of development programs, assisting CPL to build a pipeline of future leaders.

Understanding employee experience

CPL continued to survey our employees throughout the year to understand the experience of working at CPL. Employees had the opportunity to provide feedback every quarter, helping CPL to build a comprehensive picture of the challenges and successes of working in our organisation. This was especially important this year, given the ongoing challenges of responding to COVID-19 while managing regular business operations.

To gain further insights, CPL commenced a cultural review project, providing leaders from across the business the opportunity for deeper conversations about working at CPL. The outcomes of this initial piece of work will continue into the next financial year as part of a broader project focused on CPL culture, values, and leadership capabilities.

OPERATING SUSTAINABLY

CPL has made a commitment to our customers to be here when, where, and for however long they need us. We deliver on this promise through sound financial management, purposeful growth and investments that enable the delivery of our services over the long term.

Financially strong and sustainable

CPL recorded an annual profit for 2020/21 of \$10.68 million, an increase of \$5.5 million on the year prior. This result can be attributed in part to solid revenue growth from NDIS service provision, the sale of an underutilised commercial property at Geebung, and an increase in grant-based programs. It is worthy of note that CPL did not access any employer incentive schemes related to the COVID-19 pandemic.

Importantly, CPL continued to maintain a strong 'war chest' to weather it against future economic, social, or funding changes. This remains an important strategy for CPL, given challenges experienced by a number of disability providers throughout Australia in recent years.

Purposeful growth

On 1 July 2020, Cootharinga North Queensland and CPL merged, resulting in the large North and Far North Queensland disability services provider becoming a wholly-owned subsidiary of CPL. Supporting more people with a disability in regional and remote communities was a significant motivating factor behind the merger, as was the opportunity to achieve a higher level of service provision for both organisations by combining knowledge, skills, and resources.

The first 12 months of the merger were focused on building mutual understanding of each organisation's unique strengths and attributes, and determining how best to work together to achieve our shared aspirations. Already, this has resulted in aligned processes in a range of areas including human resources, risk, work health and safety, incident reporting and property.

Enabling our future

As part of our commitment to removing barriers, CPL has embarked on a program of transformation to make interacting with CPL more seamless. This includes projects that enhance our employee experience in terms of processes and systems, as well as projects focused on streamlining the experience for our clients.





Some of the more significant projects undertaken across the year included:

- A continued focus on privacy and cyber-security to maintain the privacy of our employees and clients, and safeguard our business, its information, and resources against cyber attacks
- Modernising CPL's IT infrastructure and network for the future, including reviewing the way in which systems interact
- Implementing increased mobility solutions to support employees to work away from CPL service centres



Board Profiles

Bruce Cowley

CPL Chair, CPL Director,
Nominations & Remuneration (Chair)
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 large companies on mergers and acquisitions, as well as led one of Australia's largest law firms, MinterEllison, as Chairman from 2013 to 2019. In addition to his successful legal career, Bruce has authored *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 has served on the Board of CPL for over a decade and was elected Chair in 2015. Driven by his brother's lived experience with a physical and intellectual disability, Bruce brings both his professional knowledge and his personal experience to the Board of CPL. Alongside Bruce's service to CPL, he is a member of the QSuper Board of Trustees, a member of the board of the Sunshine Coast Hospital and Health Service, is chair of the Griffith Business School Advisory Board, and a director of Klarna Australia. He chaired the board of the Children's Hospital Foundation for nine years, stepping down in late 2020.

Bruce holds a Bachelor of Laws and a Bachelor of Commerce. He is a Fellow of the Australian Institute of Company Directors and an Adjunct Professor at the University of Queensland's Faculty of Business, Economics and Law.

Michael Pini

CPL Director, CPL Deputy Chair,
Finance and Risk Committee. B.Bus (Accountancy),
Grad Dip in Taxation, CPA



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

For over 33 years, Michael has worked at the Australian Taxation Office and in his current role as Assistant Commissioner, Tax Counsel Network, Michael is a noteworthy Australian business leader.

As well as Michael's extensive corporate knowledge and financial expertise, he brings his experience of living with a disability to the CPL Board. As Deputy Chair, Michael combines 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.

Sue Scheinpflug

CPL Director
GAICD, BTech, BEd



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 Brisbane Diamantina Health Partners, 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. 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.

Sue holds qualifications in education and is a graduate of the Australian Institute of Company Directors.

Susan McKee

CPL Director, Nominations and Remuneration Committee (Member), 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. She was previously an Adjunct Professor at the University of Queensland's School for Health and Behavioural Sciences.

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.

Simon Crane

CPL Treasurer, CPL Director,
Finance and Risk Committee (Chair)
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. Simon is a Fellow of the Institute of Chartered Accountants Australia and New Zealand and a Graduate of the Australian Institute of Company Directors.

Simon holds a Bachelor of Commerce and is a registered chartered accountant.

Rob Grant

CPL Director
GCE (UK)



A Far North Queensland leader with over three decades of experience, Rob Grant 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 North Queensland, a position he has held since 2002.

Ken MacDonald

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 Governing 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.

Ken holds a Bachelor of Arts (hons), a Bachelor of Laws (hons) and is a Fellow of the Australian Institute of Company Directors.

Dermot Lindsay

CPL Director, Nominations &
Remuneration Committee (Member)
MFP, ADFS (FP), DFS (FP), FAICD



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—IIOF, Dermot leads both businesses profitability, efficiency, and compliance programs. 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.

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 1100 employees operating in Queensland, to a \$181 million organisation with over 2900 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.

Wendy Lavelle

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



Wendy has a wealth of community sector knowledge and management experience. After working in community, in-home, and employment services in the UK and in Australia, she joined CPL in 2003. In her current role as Chief Operating Officer, Wendy leads all service streams as well as a number of enabling functions, including People, Learning and Culture, and Quality, Safety and Risk.

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

Wendy holds a Bachelor of Arts (Public Relations), a Diploma in Community Education 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 who, over 20+ years, has lent her experience in strategic marketing, communications and stakeholder engagement to 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 fundraising, marketing, property, and CPL's project management office.

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's experience in leading organisations and teams through digital transformation spans over 25 years across the not-for-profit, government, finance, education, and commercial sectors.

David was appointed Chief Transformation Officer in June 2021 to lead the digital transformation, data, and technology functions. David holds a Master of Communication Design, an Advanced Diploma in Management and an Advanced Diploma in Disability Studies.

Rebecca He

Chief Financial Officer

Rebecca has a background working in accounting firms, ASX publicly-listed corporations, fast-growing entrepreneurial companies and public health organisations. Rebecca held the position of Chief Financial Officer until July 2021.

Directors' Report

The directors present their report together with the concise financial report for the financial year ending 30 June 2021 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 20-23 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.

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 resigned from the role in July 2021.

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 directors' meetings are disclosed on page 28 of this report.

Directors' insurance and officers' insurance

CPL maintains insurance in respect of directors' and officers' liability and legal expenses' insurance contracts for current and former directors and officers of CPL.

The directors have not included details of the nature of the liabilities covered or the amount of the premium paid in respect of the directors' and officers' liability and legal expenses' insurance contracts. As such, disclosure is prohibited under the terms of the contract.

Review and results of operations

The profit for the financial year, as shown in the Statement of Profit or Loss and Other Comprehensive Income was \$10,684,101 (2020: \$5,130,157). The Directors are pleased with the strong financial performance of CPL after several years of gradually building cash reserves to mitigate the change in operating environment with the implementation of the NDIS. The profit this financial year includes a gain on the sale of property (\$2,202,755), and the strong performance of our financial assets resulting in a gain (\$1,756,787) after a loss in the prior year due to COVID-19. The underlying operational profit of \$6,724,559 will be reinvested in CPL as part of our next strategy commencing late 2021. Further details of the review and results of operations are given in the "Discussion and Analysis" section on page 34.

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.

Lead auditor's independence declaration

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

Dated 13 October 2021 in Brisbane, and signed on behalf of the Board and in accordance with a resolution of the directors on 9 October 2021.



Bruce Cowley

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 2021 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. Copies of our 2020-2021 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

Name of Director	Board Meetings	Finance and Risk Committee Meetings
Bruce Cowley (Chair)	9 of 9	-
Stephen Brady (resigned 28 November 2020)	5 of 5	0 of 2
Simon Crane	7 of 9	3 of 6
Dermot Lindsay	9 of 9	-
Ken MacDonald	9 of 9	4 of 6
Susan McKee	9 of 9	4 of 6
Michael Pini	9 of 9	4 of 6
Sue Scheinpflug	9 of 9	-
Robin Grant (joined 01 July 2020)	8 of 9	-



Crowe Audit Australia
 ABN 13 969 921 386
 Level 16 120 Edward Street
 Brisbane QLD 4000
 Australia
 Main +61 (07) 3233 3555
 Fax +61 (07) 3233 3567
 www.crowe.com.au

Auditor's Independence Declaration

As an auditor of CPL – Choice, Passion, Life for the year ended 30 June 2021, 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

John Zabala FCA
 Partner

9 October 2021
 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.

Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss Verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.

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Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2021

	2021 \$	2020 \$
Revenue	181,186,579	171,817,746
Gain / (Loss) on Sale of Assets	2,202,755	988,627
Unrealised (Loss) / Gain on Financial Assets	1,756,787	(407,537)
Advertising and Promotion	(903,146)	(782,409)
Client Related Expenses	(1,166,115)	(1,058,546)
Computer Expenses	(2,746,819)	(3,527,964)
Cost of Sales	(167,405)	(108,905)
Depreciation and Amortisation	(7,773,462)	(7,055,121)
Employee Expenses	(145,565,368)	(136,617,877)
Finance Expenses	(1,241,780)	(1,151,807)
General Contracts and Domestic Payments	(28,635)	(72,673)
Motor Vehicle Expenses	(1,605,552)	(2,041,090)
Occupancy Costs	(2,994,781)	(3,190,882)
Other Expenses	(3,378,271)	(3,274,454)
Telephones and Data Communication	(3,250,938)	(4,322,095)
Printing and Office Supplies	(947,826)	(1,069,169)
Recruitment and Training	(892,702)	(885,973)
Repairs and Maintenance	(1,206,681)	(1,267,213)
Travelling Expenses	(592,539)	(842,501)
Total Expenditure	(174,462,021)	(167,268,679)
Surplus for the Year	10,684,101	5,130,157
Total Comprehensive Income for the Year	10,684,101	5,130,157

Statement of Financial Position

As at 30 June 2021

	2021 \$	2020 \$
Current Assets		
Cash and Cash Equivalents	31,422,380	39,156,296
Trade and Other Receivables	12,928,211	5,759,563
Investments	18,285,616	15,938,679
Total Current Assets	62,636,208	60,854,538
Non-Current Assets		
Property, Plant and Equipment	12,491,699	12,066,300
Intangible Assets	173,440	346,829
Right of Use Assets	23,040,146	23,680,812
Total Non-Current Assets	35,705,285	36,093,941
Total Assets	98,341,493	96,948,479
Current Liabilities		
Trade and Other Payables	14,159,881	14,261,203
Employee Benefits	2,629,525	1,757,685
Provisions	793,000	783,000
Lease Liability	4,766,701	4,256,051
Interest-Bearing Liabilities	1,399,400	752,039
Income Received in Advance and Held in Trust	9,342,607	20,315,962
Total Current Liabilities	33,091,113	42,125,940
Non-Current Liabilities		
Employee Benefits	3,804,734	3,589,961
Lease Liability	19,631,250	20,102,285
Total Non-Current Liabilities	23,435,984	23,692,246
Total Liabilities	56,527,097	65,818,186
Net Assets	41,814,395	31,130,293
Equity		
Accumulated Funds	41,814,395	31,130,293
Total Equity	41,814,395	31,130,293

Statement of Changes in Equity

For the year ended 30 June 2021

	Accumulated Funds \$
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
Balance as at 1 July 2020	31,130,293
Total Comprehensive Income:	
Surplus for the Year	10,684,101
Other Comprehensive Income	-
Balance as at 30 June 2021	41,814,394

Statement of Cash Flows

As at 30 June 2021

	2021 Inflows (Outflows) \$	2020 Inflows (Outflows) \$
Cash Flows from Operating Activities		
Receipts from Government and Customers	168,212,988	190,110,134
GST (Paid) / Collected	(167,174)	(284,890)
Cash Receipts in the Course of Operations	168,045,814	189,825,244
Payments to Employees and Suppliers	(169,896,612)	(155,054,196)
Interest Paid	(1,241,780)	(1,151,807)
Cash Payments in the Course of Operations	(171,138,392)	(156,206,003)
Net Cash from Operating Activities	(3,092,578)	33,619,241
Cash Flows from Investing Activities		
Acquisition of Property, Plant, and Equipment	(2,786,219)	(2,839,312)
Acquisition of Intangible Assets	-	(520,217)
Proceeds from Sale of Other Non-Current Assets	2,202,285	1,070,340
Acquisition of Investments	(8,335,295)	(618,936)
Proceeds on Sale of Investments	7,873,218	211,496
Interest and Dividends Received	613,055	465,363
Funding of Loan to FSG Australia (in Liquidation)	-	827,982
Net Cash Used in Investing Activities	(432,955)	(1,403,286)
Cash Flows from Financing Activities		
Proceeds from Borrowings	3,361,857	4,471,816
Repayment of Borrowings	(2,720,552)	(4,369,633)
Lease Payments	(4,849,689)	(3,578,526)
Net Cash from / (used in) Financing Activities	(4,208,384)	(3,476,344)
Net Increase / (Decrease) in Cash and Cash Equivalents	(7,733,917)	28,739,612
Cash and Cash Equivalents at the Beginning of the Year	39,156,296	10,416,685
Cash and Cash Equivalents at the End of the Year	31,422,380	39,156,296

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 2021.

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. CPL has early adopted AASB 1060 General Purpose Financial Statements—Simplified Disclosures. There was no impact on the recognition and measurement of any assets or liabilities as a result of the early adoption.

Discussion and Analysis

The profit for the financial year, as shown in the Statement of Profit or Loss and Other Comprehensive Income was \$10.684m (2020 surplus: \$5.130m).

Overall revenue increased by 5.10% to \$181.187m (2020: \$172.398m) while expenses increased by 4.30% to \$174.462m (2020: \$167.268m).

Revenue from NDIS services has continued to increase by 5.33% to \$139.214m (2020: \$132.168m) with the grants funding also increasing to \$35.042m (2020: \$31.009m). Charitable donations and fundraising activities contributed \$1.224m of income (2020: \$1.960m). This reduction occurred due to the impact of COVID-19 on fundraising activities.

Expenditure increased as a result of employee costs which increased by 6.55% to \$145.565m (2020: \$136.618m) to cover increased work activities and programs.

As disclosed in these financial statements, CPL has continued to improve the excess of current assets over current liabilities to \$29.545m (2020: \$18.728m).

Bank borrowings at 30 June 2021 were \$1.399m (2020: \$0.752m) comprising of a short-term loan for business insurance premiums.

Cootharinga North Queensland (CNQ)

On 10 March 2020, the members of Cootharinga North Queensland (CNQ) voted in favour of CPL being its sole member. This change took effect from 1 July 2020. CNQ work with people with disabilities across North Queensland and have been in operation since 1951. As the control assessment under AASB 10 Consolidated Financial Statements has not been met, CNQ financials have not been consolidated with CPL in this report.

Access Arts (CPL) Limited

Access Arts (CPL) Limited (AACPL) is a wholly-owned subsidiary of CPL who work with people with disability and disadvantage in the arts. CPL has entered into a service agreement with AACPL to provide services to assist with delivering their funded activities. AACPL represents less than 1% of the net assets of CPL if it was consolidated thus management has resolved that AACPL will not be consolidated with CPL as it is not material.

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



Crowe Audit Australia
 ABN 13 969 921 386
 Level 16 120 Edward Street
 Brisbane QLD 4000
 Australia
 Main +61 (07) 3233 3555
 Fax +61 (07) 3233 3567
www.crowe.com.au

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 2021, 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 2021, 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 2021 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 2021. We expressed an unmodified audit opinion on that financial report in our auditor's report dated 14 October 2021. 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.

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A handwritten signature in black ink, appearing to read "John Zabala".

John Zabala FCA
Partner

15 October 2021
Brisbane

Acknowledgements

Bequests:

Estate of the late Ronald Gordon Bergstrom
 Estate of Jan Koolmees
 Estate of Mr Francis D. Goudge
 Estate of Ms Janelle French
 Estate of the Late Fay Howard Ussher

Corporate:

Add-Care Op Shop
 Assure Digital
 Audience Group
 Australian Agricultural Chemicals
 BDO
 BFX FURNITURE
 Clarks Logan City Bus Service
 COS
 Downer Group
 Gretams Property Services
 Hesta
 JJ Richards & Sons Pty Ltd
 JLL
 Kia Australia
 Mills Oakely
 Pace Appointment
 Queensland Trophy Distributors
 RemServ
 Suncorp
 Telstra
 The Star Entertainment Group Limited
 Thor IT Services Pty Ltd
 Truis
 Westpac
 Westridge Meats

Community, grants, trusts and foundations:

Benevity
 Bradley Wolf Braeve Heart Association
 Catherine Ellen Carter Memorial Fund
 EG Sinclair Church Extension Fund
 Entertainment Publications
 Hervey Bay Daylight Masonic Lodge
 James Frizelle Charitable Foundation
 John Maclean Foundation
 Lions Club of Inner Brisbane
 Morayfield Lions Club
 Redland Foundation
 Reuben Pelerman Benevolent Foundation
 Walter Ernest Pitty Charitable Trust

Government:

Department of Health
 Department of Transport and Main Roads
 Gambling Community Benefit Fund
 Queensland Community Foundation



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1800 275 753
or visit
cpl.org.au

