



Shaping Tomorrow

2023-24 ANNUAL REPORT



**Pictured on front cover:
Sarah Brown, 2024**



This year we have seen a lot of negative commentary around the NDIS, and while there are always going to be areas for improvement, CPL has the privilege of seeing how the Scheme can help people with disability live fulfilling lives. I look forward to continuing to work with the Australian Government next year to identify areas of the Scheme which need improving and advocating for people with disability, to ensure they remain at the centre of the conversation. It is our clients who the NDIS was designed to support, and we should never lose sight of that.

Despite facing several challenging decisions over the year, many of our operations proceeded as normal, underscoring our unwavering commitment to continuous improvement. Notably, we successfully integrated Cootharinga's CRM into the CPL Group systems through the In2One Project. This upgrade enhances our operational efficiency and provides greater oversight of our data, allowing us to gain deeper insights into our clients' needs and further strengthen our services.

I would like to close by paying thanks to those who have supported us this past year. We have some of the most generous donors and long-term supporters, as well as corporate partners and suppliers; all of whom have continued to support our business and our clients.

For CPL we close out the year with optimism for what's to come for us and our sector. The historical financial strength of our entire business has allowed us to be there for our clients and their families, in good times and bad. For that, I am incredibly proud and grateful. Thank you to our clients for continuing to trust us to deliver your services. And thank you to our staff, who have shown up for work every day and continued to make a difference.



Rhys Kennedy

Chief Executive Officer



Empowering, informing and achieving together

People first

At CPL, the health and wellbeing of our clients and our employees underpins everything we do. Regardless of where you live, we believe you should have access to high quality services, delivered by passionate and highly skilled support workers, who are part of an established and experienced organisation.

This belief drives both our employee and client engagement programs, which focus on avenues for feedback, identifying areas of improvement and offering opportunities for growth and upskilling.

This year we invested in a range of initiatives to support our employees in their career development and engaged with our clients to find ways to continuously improve our service offering.

As part of our strategy to better understand and mitigate our psychosocial hazards, we also engaged an external consultant to conduct six focus groups to delve deeper into the key risks identified from a comprehensive employee survey undertaken.

Our next step will be to undertake a feasibility review of the recommendations and its application to CPL Group. This project continues to be a major focus to ensure the psychological wellbeing of our employees.

Our Clients

- Our Advisory Board, comprising people with lived experience of disability, continued to meet throughout the year to discuss sector issues, quality and safety, innovation and initiatives, service provisions and NDIS policy direction.
- Our quarterly client feedback surveys yielded positive results and identified opportunities for growth and change. Key areas where our clients see CPL as exceeding their expectations are in service quality, reliability, and accessibility.
- The renovation of the Redcliffe centre-based site which houses our creative, music, video editing and artistic programs created a refreshed energy to the space inspiring the local artists.



- Working closely with clients and SDA providers we supported over 12 people to prepare to move into new Specialist Disability Accommodation with highly accessible features and assistive technology.

Highlights

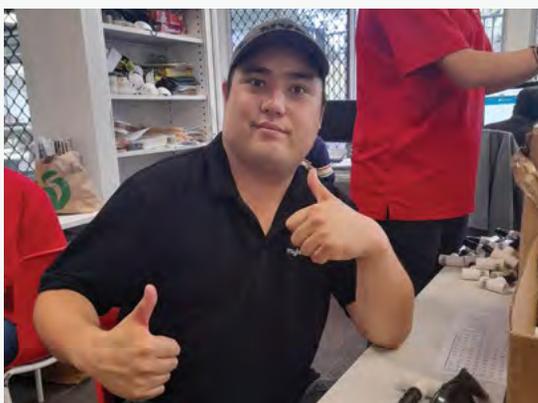
- This year we successfully completed one of the largest integration projects in recent times: The In2One Project. This saw the integration between CPL and Cootharinga systems, including our client records system and rostering system. The program, now complete, will allow us to easily access client information across organisations and develop a greater understanding of our clients and their needs.
- Our Cootharinga team relocated the centre programs to the previous CPL site at Kirwan to better accommodate the needs of our Townsville clients. The site is larger and centrally accessible for clients.
- We implemented Power BI dashboards to guide our efficiency decisions, through access to real-time data. This allowed leaders to make informed business decisions based on up-to-date and accurate data insights.
- We introduced a Ready to Work program in Mt Isa, allowing us to support people with disability to find meaningful employment in regional areas.
- As a recipient of the Successful Skilling Queensland Grant, Mylestones Employment introduced a Mature Aged Worker Program to support people aged over 45 years with barriers to employment, find a new career path. Now in the middle of its second intake, the program is supporting people to find renewed passion in work.
- Access Arts hosted two major exhibitions this year—one at St Andrews War Memorial Hospital and another at KPMG. These events provided artists with valuable opportunities to reach diverse new audiences and created pathways for income through artwork sales.

Mylestones Employment

Daniel's journey with CPL and Mylestones has led to an exciting milestone - securing his dream role at Kmart!

Daniel spent five years building his skills through our supported employment programs, where his warm personality and dedication to learning shone through. Starting in group training sessions, Daniel gradually built his confidence and workplace abilities with support from our team.

Recognising his readiness for the next step, our Supported Employment team connected Daniel with our Disability Employment Services (DES) program. Together, we explored his strengths and career goals, identifying Kmart as the perfect match for his outgoing nature and developed skillset.



Daniel tackled the group interview process head-on, and his preparation paid off when he landed the position. The team are immensely proud to watch him thrive in open employment at Kmart.

This achievement showcases how our tailored support programs can help participants like Daniel reach their full potential in the workforce.

Congratulations Daniel!

Basis of Preparation

The concise consolidated financial statements have been prepared in accordance with Australian Accounting Standards – AASB 1039 Concise Financial Reports made by the Australian Accounting Standards Board (AASB) and the requirements of the *Australian Charities Not-for-profits Commission Act 2012*. The consolidated financial report was approved by the Board of Directors on 17 October 2024.

All amounts are presented in Australian Dollars.

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

A full description of the accounting policies adopted by the Group is provided in the notes to the financial statements which forms part of the full financial report.

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 (CNQ)

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 01 July 2020. Cootharinga work with people with disability across North Queensland and have been in operation since 1951. CPL – Choice, Passion, Life (CPL) are the sole member of Cootharinga.

Access Arts (CPL) Limited

Access Arts (CPL) Limited (AACPL) 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. CPL are the sole member of Access Arts.

Other than the matters discussed above, and the same of one building and associated land, 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.



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 consolidated financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

Our procedures included testing that the information in the concise consolidated 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*.

Crowe Audit Australia

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John Zabala FCA
Partner

17 October 2024
Brisbane



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