

**QCOSS Annual Report**

July 2020 - June 2021

**Shape

Description automatically generatedAbout QCOSS**

We are QCOSS (Queensland Council of Social Service), Queensland’s peak body for the social service sector. Our vision is to achieve equality, opportunity and wellbeing for every person, in every community.

We believe that every person in Queensland – regardless of where they come from, who they pray to, their gender, who they love, how or where they live – deserves to live a life of equality, opportunity and wellbeing.

We are a conduit for change. We bring people together to help solve the big social issues faced by people in Queensland, building strength in numbers to amplify our voice.

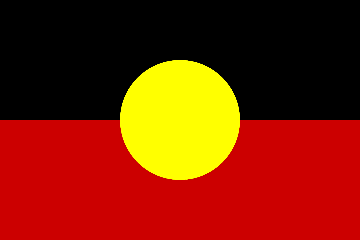
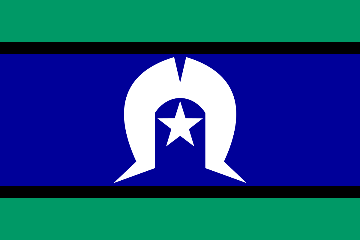
We’re committed to self-determination and opportunity for Aboriginal and Torres Strait Islander people.

QCOSS is part of the national network of Councils of Social Service lending support and gaining essential insight to national and other state issues. QCOSS is supported by the vice-regal patronage of His Excellency the Honourable Paul de Jersey AC, [Governor of Queensland](http://www.govhouse.qld.gov.au/).

Join us to mobilise a force for equality, opportunity and wellbeing.

To join visit [the QCOSS website](http://www.QCOSS.org.au) ([www.QCOSS.org.au](http://www.QCOSS.org.au)).

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*QCOSS acknowledges Aboriginal and Torres Strait Islander people as the original inhabitants of Australia and recognises these unique cultures as part of the cultural heritage of all Australians. We pay respect to the Elders of this land; past and present.*

**Contents**

[Chair’s Report 3](#_Toc85012860)

[CEO’s Report 4](#_Toc85012861)

[Our Strategic Plan 5](#_Toc85012862)

[Rebooting the system 6](#_Toc85012863)

[Starting a revolution 8](#_Toc85012864)

[Being in service 9](#_Toc85012865)

[Leading together 10](#_Toc85012866)

[Joining forces 12](#_Toc85012867)

[Walking the talk 13](#_Toc85012868)

[Funders and supporters 14](#_Toc85012869)

[Financial report 15](#_Toc85012870)

[Director’s Report 15](#_Toc85012871)

[Information on Directors 16](#_Toc85012872)

[Meetings of directors 19](#_Toc85012873)

[Auditor's independence declaration 20](#_Toc85012874)

[Statement of profit or loss and other comprehensive income 22](#_Toc85012875)

[Statement of financial position 23](#_Toc85012876)

[Statement of changes in equity 24](#_Toc85012877)

[Statement of cash flows 24](#_Toc85012878)

[Notes to the financial statement 25](#_Toc85012879)

# Chair’s Report

**QCOSS Board Chair, Matt Gardiner**

In 2020-21, Queensland Council of Social Service (QCOSS) has worked hard towards our vision of equality, opportunity and wellbeing for all Queenslanders, with a strong focus on ensuring Queensland’s response to the COVID-19 pandemic benefited disadvantaged and vulnerable communities across our state.

A strategic priority this year was to ensure our advocacy and policy development was clearly informed by the day-to-day experiences and emerging needs of our members. The QCOSS team have worked hard to capture members’ voices and knowledge in their work, and their success is evidenced by the broad range of research reports, policy submissions and advocacy campaigns they have delivered. Each piece has contributed to furthering the work of our community service sector, a sector that represents more than 5,000 not-for-profit organisations, 140,000 employees and 324,000 volunteers in Queensland.

These efforts culminated late in the year with the launch of the Town of Nowhere campaign, which called for more government investment in social housing as a response to Queensland’s ongoing housing crisis. Developed in response to member feedback and sector research, the campaign worked with QCOSS members to effectively advocate across government in the lead up to the 2021 Queensland Budget.

On behalf of the Board, I would like to thank the QCOSS team for their hard work supporting our sector.

I would also like to acknowledge the ongoing support from the Queensland Government, the Department of Communities, Housing and Digital Economy, and our many other partners.

Finally, I thank our more than 500 members. Your commitment to QCOSS allows us to achieve significant outcomes for the communities we serve. QCOSS reflects your passion, vibrancy and energy and looks forward to deepening our engagement as we seek to achieve our vision

# CEO’s Report

**QCOSS CEO, Aimee McVeigh**

In a year where we have all faced personal and professional challenges, the QCOSS movement has worked consistently and optimistically toward our unifying vision of equality, opportunity and wellbeing for all Queenslanders.

With an election and two state budgets, we were presented with big opportunities to advocate for a recovery from the ongoing social and economic impacts caused by COVID-19. Central to this was ensuring our priorities and advocacy agenda were clearly informed by the voices and views of our members.

We progressed our member-informed policy work focussing on women, housing and living affordability. We developed an issues identification system that allows us to identify real and timely issues in the community service sector, and we spoke with and listened to members around the state about their priorities and the issues emerging in their local communities.

QCOSS’ *Recovery for all Queenslanders* campaign drew on member feedback to insert into the election debate the needs of Queenslanders most affected by the pandemic. QCOSS reiterated these needs through budget submissions before both the December 2020 and June 2021 Queensland budgets.

In its December 2020 Budget, the Queensland Government announced $4 million funding for 20 community service workers to support delivery of no interest loan schemes.

In April 2021, QCOSS together with 12 member organisations, launched the Town of Nowhere campaign calling for a substantial increase to government investment in social housing. In its June 2021 Budget, the Queensland Government announced $2.9 billion funding for social housing, including a $1 billion Housing Investment Fund.

The announcement was a beacon of hope for Queenslanders living through Queensland’s housing crisis. It heralded a new approach to dealing with housing and homelessness in Queensland, opening the doors for the private sector, the community sector and government to work more closely together to address the problem of housing and homelessness in our state.

In the next 12 months, the economic resilience of all Queenslanders, investment in more social housing, the rate of income support, investment in energy efficiency and solar for low-income households, gender equality, the age of criminal responsibility and the sustainability and future of the community services sector will be firmly on our agenda.

As we look to the future, I want to express my gratitude to our members who did the essential work to keep people safe and well during such a challenging year. You and the work you do give us strength, optimism, inspiration, and purpose as we strive together for a better future for all Queenslanders.

# Our Strategic Plan

2019 – 2023

Our vision is for equality, opportunity and wellbeing for every person in every community.

Our strengths and focus lie in six areas.



**Our Year in Numbers**

* **43** events with **4,594** people registered
* **2,845** media articles
* **511** members
* **62,896** copies of Conduit sent out
* **11**policy submissions made
* **103,307** sessions on qcoss.org.au
* **321,704** users accessed Community Door

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|  | REBOOTING THE SYSTEM *Overturning systems and structures that create and perpetuate inequality* |

**Election year advocacy**

The 2020 Queensland election provided the platform for a year of advocacy. Based on feedback from members, QCOSS’ *Recovery for All Queenslanders* campaign inserted into the election debate the needs of Queenslanders most affected by the economic impacts of the COVID-19 pandemic. QCOSS reiterated these needs through budget submissions before both the December 2020 and June 2021 Queensland budgets.

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***Recovery for All Queenslanders | Campaign objectives***

To make sure all Queenslanders can engage in the economic recovery, governments must partner with the community sector to put people at the centre of economic recovery plans.

1. Fund No Interest Loans Scheme providers
2. Ensure the JobSeeker payment is kept above the poverty line
3. Ensure targeted bill relief
4. Invest in a social housing construction boom
5. Investment in energy efficiency and solar for low-income households
6. Create a Community Sector Resilience Fund for community organisations
7. Guarantee the sustainability of the community services sector.

***Town of Nowhere***

With 26,400 families waiting for social housing and historically low rental vacancy rates throughout the state, Queensland is in a housing crisis.

The campaign delivered:

* billboards across Cairns, Townsville, Rockhampton, Gladstone and Brisbane.
* more than 1,200 direct emails sent to government calling for more social housing
* more than 30,000 Queenslanders directly engaged via social media
* more than 1.4 million people reached via media reporting, radio and television
* $2.8 million in earned media.

**“We want to support tenancies not hand out tents. Across Central Queensland, vacancy rates are almost zero per cent. We desperately need more social housing and we really need it now.”**

* Carol Godwin, CEO Anglicare Central Queensland

**Implementing Queensland’s Human Rights Act**

QCOSS is supporting the implementation of the *Human Rights Act 2019* *(Qld)* across the community services sector.

* Launched in March 2021, our *Human Rights, Housing and Homelessness* project being delivered in partnership with the Department of Communities, Housing and Digital Economy, aims to instill a human rights culture into housing and homelessness services.
* Our *Human Rights in Action* webinars saw some of the sector’s most prominent voices provide practical applications of the Act to day-to-day work. With more than 1,000 participants joining six events, the series explored cultural rights of Aboriginal and Torres Strait Islander Peoples, coercive control, youth justice, hate crimes and vilification, women’s rights and human rights.
* All QCOSS submissions and submission templates incorporate commentary on the compatibility or incompatibility of legislative and policy proposals with the *Human Rights Act 2019 (Qld)*.

**Creating an evidence base informed by lived experience**

In 2020-21, QCOSS published a series of research reports exploring the nature of poverty and inequality, along with the risks, barriers and opportunities for Queensland’s community service sector.

* *Living Affordability in Queensland* (August 2020)

This report modelled the income and expenditure of five sample low-income household types in metropolitan Queensland and analysed changes in cost of living relative to income.

* *COVID-19 and Consumer Energy Vulnerability in Queensland* (September 2020)

This report explored the impact of COVID-19 on electricity consumers in Queensland.

* *State of the Sector* (November 2020)

This report examined emerging issues and trends in Queensland’s community service sector, with particular focus on the impact of COVID-19 in 2020.

* *Incorporating the consumer voice: Delivering consumer-centric services* (November 2020)

The report explored how Queensland’s community organisations incorporate consumer voices into service design and delivery through engagement tactics that generate consumer information.

* *COVID-19 impacts on Queenslanders: The unfolding impacts of COVID-19 and how they are distributed among different people* (March 2021)

Thisreport identified the Queensland cohorts most impacted by the COVID-19 pandemic.

* *Gender impact analysis of the Queensland Budget 2021-2022* (June 2021)

Commissioned by QCOSS’ Women’s Equality Network, this report presented a gender impact assessment of the policies announced in the Queensland State Budget 2021-22.

Over 2020-21, QCOSS sought to ensure its research and advocacy agenda reflected real and timely issues in the community service sector. The team implemented an issues identification system based on the systematic collection and analysis of data provided by members, along with an analysis of a baseline set of indicators, such as unemployment rates by region, JobSeeker application rates; socio-economic indices, homelessness and social housing data.

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|  | STARTING A REVOLUTION *Engaged, inclusive and thriving communities* |

**Local communities’ influence on COVID-19 recovery plans**

Since the beginning of the COVID-19 pandemic in Australia, QCOSS has engaged our sector on how COVID-19 has impacted Queensland communities and advocated for specific and meaningful change for those most affected by it.

* Our report, *COVID-19 contribution to sector readiness and response strategy,* identified COVID-19 related issues for the community sector and outlined recommendations to the Queensland Government
* Our COVID-19 Learning Exchanges examined the lessons of lockdown to plan for a more resilient sector in the future. This powerful series examined the vaccination rollout, impacts on domestic and family violence, online service delivery and volunteer attrition. It included our most popular webinar of the year, a session with Queensland Chief Health Officer, Dr Jeanette Young, which attracted more than 600 registrations.

***Women were worst hit by COVID-19 impacts***

* More women (29%) than men (19%) lost employment or working hours due to COVID-19
* More women (43%) reported a reduction in household income than all Queensland respondents (35%) and men (30%)
* More women, many on lower incomes, took the opportunity to withdraw their superannuation early.

*COVID-19 impacts on Queenslanders: The unfolding impacts of COVID-19 and how they are distributed among different people* (March 2021).

**Projects to affect positive change**

QCOSS’ project work demonstrates how social policy can positively impact individual lives. The projects ground QCOSS in specific communities, as project coordinators work with small groups or individuals to help them access services such as education, employment, housing, interpreter services, and financial and health supports.

In 2020-21, our funded projects included:

* **NDIS Targeted Outreach Project:** assists people with disability who traditionally fall through the gaps in the service system to access the NDIS.
* **Community Action for a Multicultural Society (CAMS)**: supports increased social connectedness, participation and access for community members from culturally and linguistically diverse (CALD) backgrounds.
* **NTSSS (NDIS Training and Skills Support Strategy):** builds the NDIS workforce through support and training. This is an initiative of WorkAbility Queensland.
* **Gold Coast Housing and Homelessness project:** coordinates engagement between Gold Coast housing and homelessness services and builds the sector’s capacity to create a holistic service response.
* **Energy and Water project:** provides policy makers with input into policy decisions and regulations related to energy and water services, and helps to educate on issues and policy changes.
* **Place Based Homelessness Advice Project:** looks at the best way to support accessible housing and sustainable tenancies for Aboriginal and Torres Strait Islander people in Cairns and Townsville.

**Place-based approaches across Queensland**

In 2020-21, QCOSS’ Community of Practice (Place-based approaches) grew to more than 700 members. They met six times across the year to explore topics including: transport accessibility in rural areas, Aboriginal and Torres Strait Islander community health, financial hardship and multicultural inclusion.

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|  | BEING IN SERVICE *Supporting a service system that reflects the community in which it operates* |

**Supporting the sector to respond to, live through and recover from the COVID-19 crisis**

In 2020-21, QCOSS facilitated a range of programs, networks, resources and supports for the social service sector to improve organisation policies and procedures and to make sure information is disseminated in a timely fashion.

* **Human Services Quality Framework (HSQF):**The HSQF assesses and promotes improvement in the quality of human services for the Queensland Government. To help organisations implement quality systems and prepare for their quality assessment activities, QCOSS provides one-on-one and small group support , HSQF specific information and resources including an [HSQF eTraining course](https://etraining.communitydoor.org.au/course/index.php?categoryid=11) and policy templates. Last year, QCOSS HSQF policy templates were downloaded 2,995 times and 270 students enrolled in e-training.
* **Quality Collaboration Network (QCN):**The QCN is a regular monthly meeting aimed at enhancing collaborative practice in the human service sector by identifying and discussing common issues and compliance matters, as well as sharing information, resources and learning. In 2020-21, the QCN grew to more than 50 registrations per meeting. This has resulted in a diverse, engaged, strong membership base.
* **Domestic and Family Violence policy:**TheCOVID-19 pandemic created a significant rise in cases of domestic and family violence (DFV). In May, during Domestic and Family Violence month, QCOSS ran workshops in partnership with DFV Work Aware about how to create good domestic and family violence organisational policies that both support victim survivors of DFV in the workplace, and respond to employees who perpetuate domestic and family violence.
* **Community Door:** TheQCOSS-managed Community Door website provides news, resources and information for Queensland’s community sector. In 2020-21, more than 400 news items, updates, events and resources were published on the site. The website was viewed 947,759 times, including 24,922 unique visitors to the COVID-19 resources page.

**Refreshed QCOSS communications and engagement**

* 2,845 media mentions across Australia
* 1,094 Facebook followers (421 per cent growth)
* 1,584 Linked In followers (56 per cent growth)
* 2,106 Twitter followers (9 per cent growth)
* 170 Instagram followers (new channel)
* 3,225 Conduit recipients
* 68,848 unique visitors to qcoss.org.au had 103,307 sessions and 228,763 page views.

***QCOSS Member Profile: No Boundaries Sensory Unit – “Communication is a human right”***

Soft waves of colour light up the wall in time with the music as Kayla moves her eyes to create her own melody on the Invisible Keyboard.

It’s one of dozens of multi-sensory experiences at the No Boundaries Sensory Unit, a state-of-the-art building developed by No Boundaries Disability Support Inc. in Margate. The organisation is breaking new ground in how it’s using sensory therapy to empower people with disabilities and develop their communication skills.

For Kayla, 25, weekly sessions at the Sensory Unit have enabled her to communicate independently for the first time in her life.

“Assisting people to communicate and understand how they communicate enables them to actively participate in their lives. It’s a human right,” Sensory Unit Therapist Stacey Brown said.

“Our guys know that when they come in here, it’s for them, and they are in control of their own environment. I’m so honoured to be part of an organisation that’s so committed to improving the lives of people of all ages with disabilities.”

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|  | LEADING TOGETHER *Inviting and motivating people and organisations to walk with us because we are stronger together* |

**Working with Australia’s COSS network to progress national issues**

In 2020-21, we collaborated with the Australiawide COSS network to progress issues of national importance, including the devastating economic impacts of COVID-19, the importance of adequate welfare payments, climate change impacts on vulnerable communities, and making energy and water affordable.

* In July 2020, QCOSS, together with community service organisations across Australia, reiterated our support for ACOSS’ ongoing Raise the Rate campaign. The campaign aims to reduce poverty and inequality in Australia, by setting our minimum social security safety net at an income of at least $65 a day. Throughout 2020-21, QCOSS actively supported this campaign through submissions, research and media advocacy.
* As the economic, social and ecological impacts of climate change become more regular and more dangerous, the need for action becomes more urgent. In June and July 2020, QCOSS, alongside other COSS, participated in the Emergency Leaders for Climate Action National Bushfire and Climate Summit 2020. In November 2020, QCOSS joined an ACOSS-led coalition urging federal parliament to progress the Climate Change (National Framework for Adaptation and Mitigation) Bill 2020.
* Making energy and water affordable and efficient is essential to combatting poverty and the economic devastation caused by COVID-19. In October 2020, QCOSS was a signatory to the ‘Post-2025 Market Design Consultation Paper’ which called on the Energy Security Board to provide affordable, dependable and clean energy services for everyone. QCOSS joined ACOSS’ healthy and affordable homes coalition, which called for the federal and state governments to stimulate the economy with an energy efficient and solar, low-income housing boom. We were signatories to the ACOSS submission calling on the Australian Energy Market Commission to reform smart meter implementation so that they fulfilled their objective of making energy consumption effective and affordable.
* In Australia, children can be jailed from the age of 10. On 16 June 2021, COSS directors jointly called on the Commonwealth, state and territory governments to raise the age of criminal responsibility from 10 to 14 years old. QCOSS runs the Queensland arm of the Raise the Age campaign petitioning federal and state governments to change the age of criminal responsibility.

**Leading and driving collaborative action with our Peaks network**

QCOSS convenes the Queensland Peaks Network—a coalition of 22 community service sector peak bodies. In 2020-21, the Peaks Network met six times, working collaboratively on issues affecting the sector and jointly advocating to government on sector reform.

**A connected, engaged and strengthened membership**

Over the past twelve months, QCOSS has focused on engaging with and responding to the needs of our members. By June 2021, our membership had grown to 511 members, including 138 ~~i~~ndividual members and 373 organisation members.

Our focus is on sharing relevant and timely information with members, creating meaningful capacity building opportunities and bringing the QCOSS community together. Over the year, we sent out 62,896 copies of our e-newsletter; and brought together more than 4,500 people through our events.

**2020 Election Debate**

Our State Election Leaders debate, moderated by Professor Susan Harris Rimmer - Director of the Griffith University Policy Innovation Hub, brought together the Hon Coralee O’Rourke MP, Minister for Communities, Disability Services and Seniors, and Dr Christian Rowan MP, Shadow Minister for Communities, Disability Services and Seniors. The debate covered the community service sector, cost of living, Aboriginal and Torres Strait Islander justice, child protection, youth justice, domestic family and sexual violence, disability and housing.

**Member workshops**

In September 2020, QCOSS CEO Aimee McVeigh visited Mackay, Townsville, Cairns and Toowoomba to share QCOSS’ 2021 advocacy agenda while gaining QCOSS member feedback about emerging community issues. This content was used to shape QCOSS 2021 advocacy agenda and pre-budget submission. Overwhelmingly, members noted the worsening housing crisis and growing need for social housing.

***In Conversation* series**

QCOSS’ new *In Conversation* series gives the community service sector access to Queensland’s political leaders and policy makers. In December 2020, we welcomed newly appointed Minister for Communities and Housing, the Digital Economy and the Arts, the Hon Leeanne Enoch MP, to discuss the Queensland budget. In April 2021, Under Treasurer Rachel Hunter discussed how the social service sector could influence and contribute to state government funding decisions and how government could use major investments to deliver long-term social policy outcomes.

**2021 Budget Breakfast**

Our sold-out annual budget breakfast was attended by 238 guests including QCOSS members, Queensland peak bodies and government departments. We were pleased to welcome Minister Enoch and Minister for Children and Youth Justice, and Multicultural Affairs, the Hon Leanne Linnard, along with the Treasurer and Minister for Investment, the Honourable Cameron Dick MP, who presented Queensland’s 2021 Budget and spoke about its impact on the social service sector.

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|  | JOINING FORCES *Galvanising a force for equality, opportunity and wellbeing* |

**A relevant and clearly communicated research agenda**

QCOSS’ research agenda is shaped by the issues in our community, which in turn shapes our advocacy. This year, our reports have examined the economic impacts of COVID-19 on different Queensland demographics, the effect of COVID-19 on consumer energy vulnerability, and the cost of living in Queensland in 2020.

On the back of the report findings, QCOSS called on government to radically improve energy affordability and sustainability by investing in household energy efficiency, rolling out digital meters and creating community renewable energy for local economic growth. We also called on government to improve living standards for low-income households by mitigating food insecurity, providing targeted energy bill and water bill relief, ensuring income payments are above poverty levels, and increasing rent assistance.

QCOSS research was covered by state and national print, television and radio news media including the ABC, WIN News, 4BC and Brisbane Times.

**New networks inform policy development**

QCOSS’ policy networks identify shared challenges and collaboratively generate solutions across the sector, advising QCOSS on emerging issues, advocacy priorities and research objectives.

Four new networks were established in 2020-21.

* **Community Services CEO Network** (new) brings together community sector leaders to collaboratively identify issues impacting the wider sector and provide an opportunity to shape solutions, with a focus on structural reform.
* **Women’s Equality Network** (new) responds to and provides advice on matters relating to women’s equality.
* **Living Affordability Network** (new) provides input and advice on living affordability in Queensland and assisted with research informing the 2021 Living Affordability Report.
* **Housing and Homelessness Network** (new) provides advice on matters relating to housing and homelessness and informs QCOSS participation in housing and homelessness related government engagement processes, including the Ministerial Housing Council and the Housing Security Subcommittee.
* **Essential Services Consultative Group** provides a channel for community organisations to influence energy policy processes and contribute to government policy on key consumer reforms.
* **Quality Collaboration Network** provides an opportunity to share experiences, information and resources on audit and quality matters, as well as identifying common issues across the sector to inform system updates to government.

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|  | WALKING THE TALK *Being a strong, sustainable and relevant leader* |

Over the course of 2020-21, the QCOSS Board and management team have strengthened collaborative planning, strategic decision-making and effective and transparent governance across the organisation, with a particular focus on establishing sustainable systems.

In addition to streamlining the preparation and presentation of annual reports and ensuring compliance with new Australian Accounting Standards (Treatment of Revenue and Leases), QCOSS has introduced new enabling technology to enhance board and employee engagement, increase efficiency and effectiveness to support management of limited resources, reduce risk and improve functions. These systems include:

* Calxa Budget Management Tool to improve management of reports and insights in a readable format to support good decision-making
* Boardpro to support professional, accountable and efficient functioning of the board
* IntelliHR to enhance employee engagement and performance development, centralise all HR information and optimise the approach to management of HR tasks and processes.

In October 2020, QCOSS received its re-certification for the ISO9001 Quality Management System standard, which is the internationally benchmarked quality management system standard. The recertification is a recognition of the demonstration of the QCOSS’ focus on internal and external commitment to delivery of quality community engagement, programs, services, and continuous business improvements.

# Funders and supporters

Thanks to every QCOSS member in every community in Queensland. Without your support we could not even begin to strive for our vision.

Thanks also to our funders and supporters.

**Community Services Industry Alliance Ltd** (NDIS Training and Skills Support Strategy)

**Department of Children, Youth Justice and Multicultural Affairs** (CAMS)

**Department of Communities, Housing and Digital Economy** (Peaks, COVID-19 Sector Readiness and Response, Human Rights Project, and Place-based Homelessness Project Cairns and Townsville)

**Department of Employment, Small Business and Training** (Skilling Queenslanders for Work)

**Department of Energy and Public Works – Energy Division** (Energy)

**Department of Regional Development, Manufacturing and Water** (Water)

**Gold Coast Homelessness Network Inc** (Regional Care Coordinator Facilitation)

**The McKell Institute** (Bridging the Digital Divide)

**Queenslanders with Disability Network Inc** (NDIS Targeted Outreach Project)

**Rowland Pty Ltd** (Queensland Resources Industry Development Project)

**Swinburne University of Technology** (Finkel Energy Research Project)

**Sponsors**

**HESTA**

**Pro-bono professional support and advice**

**Hall + Wilcox Lawyers**

**BDO Risk Management Advisory Service**

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|  | FINANCIAL REPORT |

## Director’s Report

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2021.

**Directors**

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

* Matt Gardiner
* Faiza El-Higzi
* Colleen Tribe
* Kevin Mercer
* Linda McClelland
* Rachelle Patterson
* Lee-Anne Simpson (appointed 10 Nov 2020)
* Bronwyn Fredericks (appointed 29 Apr 2021)

**Principal Activities**

QCOSS is the state-wide organisation for individuals and organisations working in the social and community service sector. QCOSS holds a vision for quality, opportunity, and wellbeing for every person in every community. Key activities during the financial year focussed on providing effective policy advice, purposely bringing people together working towards creating inclusive and thriving communities, working to strengthen responsive community services, and having productive partnerships with communities, the community services sector and government. This work is done with a Queensland free of poverty and disadvantage front of mind.

**QCOSS Strategic Priority Areas:**

* **Rebooting the system**: Overturning systems and structures that create and perpetuate inequality
* **Being in service**: Supporting a service system that reflects the community in which it operates
* **Starting a revolution**: Building hope and optimism across Queensland through engaged, inclusive, and thriving communities
* **Leading together**: Inviting and motivating people and organisations to walk with us, because we are stronger together
* **Joining forces**: Galvanising a force for equality, opportunity, and wellbeing
* **Walking the talk**: Being a strong, sustainable, relevant leader to achieve excellence

**Operating Result**

The surplus after providing for income tax amounted to (2021: $19,727). (2020 deficit: $207,055).

**Performance measures**

* A membership that sees value in QCOSS membership
* QCOSS seen by key stakeholders as the leading authority on issues relating to poverty and disadvantage
* Advice and research to inform policy, program and service design for improved social and economic outcomes is sought and acknowledged
* Advocacy outcomes for access to a basic standard of living and essential services for all Queenslanders
* Collaboration is facilitated between service providers, government, and communities to improve outcomes for people and communities
* Community Sector organisations are prepared for key reforms impacting the sector
* Appropriate organisational resources and structures in place to support delivery of key initiatives.

## Information on Directors

**Matt Gardiner**

Qualifications and experience: BSocSc (Couns), M. Clin. Couns., Grad. Dip. Strategic Leadership, MAICD, FIML

Matt is the Managing Director of Australian Services with Save The Children, leading a large, professional workforce across every state and territory. He has a background in relationship and trauma counselling, disability, child protection, mental health, family law mediation, violence prevention and community development. His experience has included several Social Impact Investments, including leading Australia’s first Social Impact Bond to mature, and has negotiated several innovative Payment By Outcome (PBO), based on risk/return modelling across a range of sectors. Matt has led mergers and acquisitions in several sectors and segments and enjoys leading through cultural and business transformation.

Passionate about social justice, improving systems and therapeutic practice, Matt is an experienced practitioner and has held senior executive roles at some of Australia's leading not-for-profits. He currently serves as a director on several company boards and governmental advisory committees. He is proud to contribute to the ongoing strength of QCOSS in its strategic objectives and to represent members across the state.

Matt is a Fellow of the Australian Institute of Management, and Member of the Australian Institute of Company Directors.

**Colleen Tribe**

Qualifications and experience: Dip Ed, B.Ed, Grad Dip Special Ed, Grad Cert Specialised Leadership, MAICD

After serving nearly a decade in the General Manager’s role of Roseberry Qld, Colleen is proud of the success she was able to achieve, leading the organisation to the very prominent position it holds within the social sector. Now relocated to Brisbane, Colleen is still focused on ensuring regional issues and interests are highlighted while serving on the QCOSS Board.

Colleen is currently working within the education sector, where she is able to bring her experience and perspective from the NFP and social sector. Her passion is to work with teachers to ensure best possible outcomes and potential are achieved for our children and young people - our children need great teachers in their lives, to inspire and motivate them.

Having an array of experience on boards, Colleen is continuing to enjoy working with such a talented group of people who sit on the QCOSS Board, as well as management and staff of QCOSS.

**Faiza El Higzi**

Qualifications and experience: BSc (Hons), Grad Dip Pjt Mgt, MAppSc, MEd. PHD JP(Qual)

Faiza is a general member of QCOSS with over 20 years’ experience in the community sector as a board member, manager, and volunteer, focusing on emerging African, Arab, and Islamic communities.

She is a recipient of the Order of Australia Medal (2020) and Queensland Government Multicultural Award for Outstanding Individual (2018). Faiza has extensive experience working with young people and refugees. Currently Faiza is an academic with University of Queensland, and a member of the Queensland Domestic and Family Violence Implementation Council and Metro South Health Consumer Advisory Committee. Faiza is a member of the Queensland Multicultural Advisory Committee. She is the Chair of the Ethnic Broadcasting Association Queensland.

Faiza has 10 years’ experience in government at both state and federal levels in strategic policy, research, and industry development. Her experience in the NGO sector includes community development, refugee settlement and youth engagement. Faiza has several qualifications including a post graduate level in Architecture, Project Management, International Business and Education. She is currently a PHD scholar at the University for Queensland focusing on gender studies.

**Kevin Mercer**

Qualifications and experience: B.Com, MBA, GAICD, FCEOI

Kevin Mercer is the Chief Executive Officer of St Vincent de Paul Society Queensland. He joined in February 2019 with more than 30 years of experience in management across a range of sectors, including 10 years in the aged care, community care, disability and retirement living sectors.

Kevin also held management positions in marketing, business development and logistics in a range of industries including retail, manufacturing, consulting, telecommunications, and energy sectors.

Kevin has served as the Chief Executive Aged and Community Care of Mercy Health Australia, and as the Chief Executive Officer of Holy Spirit Care Services.

He holds a Bachelor of Commerce in Accountancy and a Masters of Business Administration (MBA) from the University of Canterbury. He is a Graduate of the Australian Institute of Company Directors and a Fellow of the CEO Institute of Australia. Kevin has also completed Catholic Health Australia’s Ministry Leadership Program.

He has a strong sense of social justice and a life-long passion for learning to improve the lives of those experiencing disadvantage. Kevin has been a Director of QCOSS since April 2019.

**Linda McClelland**

Qualifications and experience: B.Arts, Grad Cert in Housing Management & Policy, Advanced Diploma of Community Sector Management, Diploma of Management, Diploma of Quality Auditing

Linda is a regional member who has worked within the community sector for over 30 years. She has held numerous positions in service delivery and leadership as well as on boards of a diverse range of organisations. At a service delivery level, Linda is passionate about the voice of minority groups and the vulnerable and supporting them in their endeavours to participate in community. At a strategic level, she has contributed to the development of sector training and workforce development, as well as regional and state-wide neighbourhood centre and housing networks and projects.

As CEO of the Hinchinbrook Community Support Centre, she has grown the organisation in the lead community services provider in the Hinchinbrook shire. Largely, Linda attributes this to her passion for empowering others. Her passion manifests in her commitment to teaching and mentoring, having taught community services qualifications through TAFE to both senior school students and Indigenous workers from throughout North and Far North Queensland.

**Rachelle Patterson**

Qualifications and experience: Bachelor Psychology, Master of Suicidology, Master of Health Promotion

Rachelle is Chief Operating Officer, Human & Community Services with Lifeline Darling Downs and South West Queensland Limited. She believes every person should have the same opportunities regardless of background, education or challenges faced.

Rachelle has held a number of executive and frontline roles across out-of-homecare, mental health, research and human services. She has worked in urban, regional, and remote settings across Queensland, NSW, ACT and Western Australia. Rachelle’s work across rural and remote Australia has taught her that best practice and evidence-based models are not always broadly applicable to their intended populations. It is her combined experiences working in policy environments, executive level positions and also several frontline sector roles that have brought her to this position. Rachelle is passionate about working with service providers, funding providers, staff, and her community to develop programs and models that are flexible enough to respond to any community or individual.

**Lee-Anne Simpson**

Qualifications and experience: Bachelor of Arts, Bachelor of Business (Mmt) (Hons), Graduate Certificate in Management

Lee-Anne is currently a Regional Manager with Carers Queensland delivering Local Area Coordination Services for the National Disability Insurance Scheme across Central Queensland, Sunshine Coast, Wide Bay Burnett, and Moreton Bay regions.

Lee-Anne has held several senior management positions across a range of community service organisations and developed partnerships and networks with a diverse range of stakeholders to deliver collaborative projects.

She has worked in both service delivery and policy development across a range of project streams including child protection, domestic and family violence services, family and relationship services and disability services.

Throughout Lee-Anne’s 20-year history working in the community services sector, she remains committed to championing equitable access to services in regional, remote, and rural communities and advocating for community organisations to receive the funding and support they need to deliver them.

**Bronwyn Fredericks**

Qualifications and experience: Dip. T(Sec), B.Educ, M.Educ, M.EducStudies, PhD along with two VET qualifications (Cert IV TAE and a Cert IV in Community Culture)

Bronwyn Fredericks is a Professor and the Pro Vice-Chancellor (Indigenous Engagement) at the University of Queensland (UQ, Australia). She was previously the Pro Vice-Chancellor (Indigenous Engagement), BHP Billiton Mitsubishi Alliance Chair in Indigenous Engagement and the Chairperson of Academic Board at Central Queensland University (CQUniversity, Australia).

In 2016, Bronwyn was appointed as the Presiding Commissioner with the Queensland Productivity Commission (QPC) to lead the Inquiry into service delivery in Queensland’s remote and discrete Indigenous communities. She additionally worked on the Inquiry into manufacturing, the Inquiry into Imprisonment and Recidivism in Queensland (2019) and the Queensland Recycling Review (2019).

Bronwyn has worked for both state and federal levels of government and has a long history of direct hands-on involvement in Aboriginal and Torres Strait Islander community-based organisations spanning over 30 years. For example, she was Chairperson of the Bidgerdii Community Health Service for some 9 years, a Director of Anglicare Central Queensland, assisted in the establishment of community organisations, and served on numerous community committees.

Bronwyn is noted for her community-based research and translating research outcomes along with her strong practice-based commitment to social justice and improving Indigenous health, education, and life outcomes.

**Aimee McVeigh (Chief Executive Officer)**

Qualifications and experience: B.Laws, B.Communications, Post Grad Dip in Legal Practice, Master International and Public Law, GAIDC.

Aimee McVeigh is QCOSS’s Chief Executive Officer, and a strong advocate for equality, opportunity, and wellbeing for all Queenslanders. As a lawyer and human rights advocate, Aimee led the successful campaign for a Human Rights Act for Queensland and was a founding director of Disability Law Queensland.

Prior to joining QCOSS, Aimee worked in various senior and advisory roles, including at the Disability Royal Commission and the Aboriginal and Torres Strait Islander Women’s Legal and Advocacy Service.

Aimee has been engaged by the United Nations Special Rapporteur on the rights of indigenous peoples as a gender advisor and has worked with a number of non-profit organisations in Queensland, including during the Child Abuse Royal Commission. Aimee was also a state finalist for the 2017 Australian of the Year Awards, and a finalist for the 2019 Australian Human Rights Commission Human Rights Medal.

**Annette Schoone (Company Secretary) GAICD, CPHR**

Annette holds the role of Company Secretary. Annette is a graduate of the Australian Institute of Company Directors, holds qualifications in Human Resources, Community Service Management, Community Development and Project Management, coupled with more than 25 years’ experience in management and leadership positions, strategy and operations, governance, and service management gained in local government and the not-for-profit sectors.

## Meetings of directors

The number of meetings of the company's Board of Directors ('the Board') and of each Board committee

held during the year ended 30 June 2021, and the number of meetings attended by each director were:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Directors** | | **Full Board** | | **Finance & Audit Committee** | | **Governance Committee** | |
|  |  | Attended | Held | Attended | Held | Attended | Held |
| Matt | Gardiner | 11 | 11 | 5 | 5 | 4 | 4 |
| Rachelle | Patterson | 11 | 11 | - | - | 4 | 4 |
| Faiza | El Higzi | 11 | 11 | 5 | 5 | 4 | 4 |
| Colleen | Tribe | 10 | 11 | 5 | 5 | - | - |
| Linda | McClelland | 10 | 11 | - | - | 4 | 4 |
| Kevin | Mercer | 11 | 11 | 5 | 5 | - | - |
| Lee-Anne | Simpson | 6 | 7 | - | - | 1 | 2 |
| Bronwyn | Fredericks | 1 | 3 | - | - | - | - |

**Held:** represents the number of meetings held during the time the director held office or was a member of the relevant committee.

**Contributions on winding up**

In the event of the company being wound up, ordinary members are required to contribute a maximum of $10 each. The total amount that members of the company are liable to contribute if the company is wound up is $5,000 based on [500] current ordinary members.

**Subsequent Events to Reporting Period**

There are no subsequent events to be noted.

## Auditor's independence declaration

A copy of the auditor's independence declaration as required under *Australian Charities and Not for Profits Commission Act 2012* and the *Corporations Act 2001* is set out page 7.

|  |
| --- |
| This report is made in accordance with a resolution of directors, pursuant to section 298(2)(a) of the *Corporations Act 2001*.  On behalf of the directors |
|  |
|  |
| ……………………………………………………………………………………………..………………….. |
| Background pattern  Description automatically generated with low confidenceMatt Gardiner |
| ……………………………………………………………………………………………………..……….. |
| Kevin Mercer |
|  |
| Dated this 23rd day of September 2021 |

**Text

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**DECLARATION OF INDEPENDENCE BY D P Wright TO THE DIRECTORS OF queensland council of social service Limited**

As lead auditor of Queensland Council of Social Service Limited for the year ended 30 June 2021, I declare that, to the best of my knowledge and belief, there have been:

1. No contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
2. No contraventions of any applicable code of professional conduct in relation to the audit.

A pair of glasses

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**D P Wright**

Director

**BDO Audit Pty Ltd**

Brisbane, 23 September 2021

## Statement of profit or loss and other comprehensive income

**For the year ended 30 June 2021**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Notes | 2021 | 2020 |
|  |  | $ | $ |
| Revenue | 2 | 3,544,862 | 3,868,005 |
| Employee benefits expense |  | (2,704,283) | (3,141,289) |
| Depreciation and amortisation Expense | 3 | (151,962) | (151,359) |
| Computer costs |  | (52,157) | (14,786) |
| Conference/seminar costs |  | (46,225) | (167,052) |
| Consultancy fees |  | (217,312) | (239,041) |
| Travel and accommodation |  | (23,611) | (117,455) |
| Printing and stationery |  | (22,902) | (25,110) |
| Rent | 3 | (1,800) | (3,906) |
| Postage |  | (1,137) | (2,986) |
| Telephone |  | (18,209) | (25,240) |
| Projects and Scholarships |  | - | (4,220) |
| Other expenses |  | (285,537) | (182,616) |
|  |  |  |  |
|  |  |  |  |
| Surplus/(Deficit) before income tax expense |  | 19,727 | (207,055) |
|  |  |  |  |
| Income tax expense | 1 | - | - |
|  |  |  |  |
| Surplus/(Deficit) after income tax expense for the year |  | 19,727 | (207,055) |

|  |  |  |  |
| --- | --- | --- | --- |
| Other comprehensive income for the year, net of tax |  | - | - |
|  |  |  |  |
| Total comprehensive income for the year |  | 19,727 | (207,055) |

The accompanying notes form part of these financial statements

## Statement of financial position

**As at 30 June 2021**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Notes | 2021 | 2020 |
|  |  | $ | $ |
| CURRENT ASSETS |  |  |  |
| Cash and cash equivalents | 4 | 1,217,935 | 2,645,641 |
| Trade receivables | 5 | 110,118 | 189,306 |
| Other current assets | 6 | 44,583 | 10,488 |
| TOTAL CURRENT ASSETS |  | 1,372,636 | 2,845,435 |
| NONCURRENT ASSETS |  |  |  |
|  |  |  |  |
| Property, plant and equipment | 8 | 23,560 | 29,330 |
| Right of use Assets | 11 | 570,655 | 39,707 |
| Investments | 7 | 1,729,146 | - |
| TOTAL NONCURRENT ASSETS |  | 2,323,361 | 69,037 |
| TOTAL ASSETS |  | **3,695,997** | 2,914,472 |
| CURRENT LIABILITIES |  |  |  |
| Trade and other payables | 9 | 1,139,176 | 918,886 |
| Lease Liabilities | 11 | 147,428 | 39,521 |
| TOTAL CURRENT LIABILITIES |  | 1,286,604 | 958,407 |
| NONCURRENT LIABILITIES |  |  |  |
|  |  |  |  |
| Long-term provisions | 10 | 10,745 | 13,674 |
| Lease Liabilities | 11 | 437,970 | 1,440 |
| TOTAL NONCURRENT LIABILITIES |  | 448,715 | 15,114 |
| TOTAL LIABILITIES |  | **1,735,319** | 973,521 |
| NET ASSETS |  | 1,960,678 | 1,940,951 |
| EQUITY |  |  |  |
| Retained surpluses |  | 1,960,678 | 1,940,951 |
| TOTAL EQUITY |  | 1,960,678 | 1,940,951 |

The accompanying notes form part of these financial statements

## Statement of changes in equity

**For year ended 30 June 2021**

|  |  | | Retained surpluses | Total |
| --- | --- | --- | --- | --- |
|  |  | | $ | $ |
| Balance as at 1 July 2019 |  | | **2,148,006** | **2,148,006** |
| Surplus after income tax expense for the year |  | (207,055) | | (207,055) |
| Other Comprehensive Income, net of tax |  | - | | - |
| Total Comprehensive Income |  | (207,055) | | (207,055) |
| Balance as at 30 June 2020 |  | | **1,940,951** | **1,940,951** |
|  |  | |  |  |
| **Balance as at 1 July 2020** |  | | **1,940,951** | **1,940,951** |
| Surplus/(Deficit) after income tax expense for the year |  | | 19,727 | 19,727 |
| Other Comprehensive Income, net of tax |  | | - | - |
| Total Comprehensive Income |  | | 19,727 | 19,727 |
| Balance as at 30 June 2021 |  | | **1,960,678** | **1,960,678** |
|  |  | |  |  |

## Statement of cash flows

**For year ended 30 June 2021**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Notes | 2021 | 2020 |
|  |  | $ | $ |
| CASH FLOW FROM OPERATING ACTIVITIES |  |  |  |
| Receipts from government grants, members, and clients |  | 3,768,605 | 3,487,577 |
| Payments to suppliers and employees |  | (3,354,410) | (3,951,751) |
| Interest received |  | 14,212 | 53,870 |
| Net cash provided by/ (used in) operating activities | 14(b) | 428,407 | (410,304) |
| CASH FLOW FROM INVESTING ACTIVITIES |  |  |  |
| Payment for property, plant, and equipment |  | 11,539 | (10,860) |
| Payment for investments |  | (1,701,481) | - |
| Net cash provided by/ (used in) investing activities |  | (1,689,942) | (10,860) |
| **CASH FLOW FROM FINANCING ACTIVITIES** |  |  |  |
| Repayment of Leases |  | (166,170) | (141,720) |
| Net cash provided by/ (used in) financing activities |  | (166,170) | (141,720) |
|  |  |  |  |
| Net increase/(decrease) in cash and cash equivalents |  | (1,427,705) | (562,884) |
| Cash at beginning of financial year |  | 2,645,642 | 3,208,525 |
| Cash at end of financial year | 14(a) | 1,217,937 | 2,645,641 |

The accompanying notes form part of these financial statements

## Notes to the financial statement

**For the year ended 30** June 2021

**NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

***General information***

The financial statements cover Queensland Council of Social Service Ltd a not-for-profit unlisted public company limited by guarantee, incorporated, and domiciled in Australia.  The financial statements are presented in Australian dollars, which is the company’s functional and presentation currency.  Its registered office and principal place of business are:

Ground Floor

20 Pidgeon Close

West End Qld 4101

A description of the nature of the company's operations and its principal activities are included in the directors' report, which is not part of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 23 September 2021. The directors have the power to amend and reissue the financial statements.

***Basis of preparation***

These general-purpose financial statements have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), the *Australian Charities and Not for Profits Commission Act 2012(ACNC 2012)*, as appropriate for not-for-profit oriented entities. These financial statements also comply with International Financial Reporting Standards as issued by the International Accounting Standards Board ('IASB').

***Historical cost convention***

The financial statements have been prepared under the historical cost convention.

1. Revenue From Contracts with Customers

***Sales revenue***

Customer co-contributions, member’s contributions and other fundraising are recognised when received or receivable.

***Donations***

Donations are recognised at the time the revenue is received.

***Grants from Government Departments***

Specific purpose funding arrangements from government departments require funds to be used for specific objectives, outcomes, outputs and performance benchmarks or milestones related to the delivery of specific projects and improvements in service delivery or reform. Where these arrangements are determined to be enforceable through legal or equivalent means and contain sufficiently specific obligations relating to the delivery of goods and services, revenue would be recognised in accordance with AASB 15. If such funding does not meet the ‘sufficiently specific’ and ‘enforceability’ criteria of AASB 15, income is recognised under AASB 1058 when the recipient entity controls the cash.

*General assistance funding*

General revenue assistance arrangements (Job Keeper, cash boost and Covid-19 emergency relief)) allow funds to be used for the broad objectives of the entity. Such funding is unlikely to meet the ‘sufficiently specific’ criteria in AASB 15. Accordingly, these arrangements will generally be recognised as income under AASB 1058 when the entity obtains control of the cash.

***Deferred Income***

Deferred income represents grants received in advance for next financial year or unexpended grants recognised under AASB 15, which under the terms of agreement with the grantors, are refundable or have performance conditions which are not yet satisfied.

***Interest***

Interest revenue is recognised as interest accrues using the effective interest method.

***Other revenue***

Other revenue is recognised when it is received or when the right to receive payment is established.

1. **Income Tax**

As the company is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

1. **Current and non-current classification**

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is current when: it is expected to be realised or intended to be sold or consumed in normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within twelve months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least twelve months after the reporting period. All other assets are classified as non-current.

A liability is current when: it is expected to be settled in normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within twelve months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least twelve months after the reporting period. All other liabilities are classified as non-current.

1. Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of six months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

1. Trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any allowance for expected credit losses. Trade receivables are generally due for settlement within 30 days.

**Impairment**

The company applies the simplified approach permitted by AASB 9, which requires expected lifetime losses to be recognised from initial recognition of the receivables. Management has determined that assessment of expected credit loss associated with trade receivables is immaterial.

1. Plant, plant, and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment over their expected useful lives as follows:

Class of fixed asset Useful lives Depreciation basis

Motor Vehicles 4 years Straight Line

Office Equipment 4 to 5 years Straight Line

Furniture, Fixtures and Fittings 10 years Straight Line

Library 10 years Straight Line

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is de-recognised upon disposal or when there is no future economic benefit to the Company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

1. Impairment of non-financial assets

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

1. Trade and other payables

These amounts represent liabilities for goods and services provided to the company prior to the end of the financial year and which are unpaid. Due to their short-term nature, they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

1. Employee Benefits

***Short-term employee benefits***

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled within 12 months of the reporting date are recognised in current liabilities in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

***Other long-term employee benefits***

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are recognised in non-current liabilities, provided there is an unconditional right to defer settlement of the liability. The liability is measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

1. Fair value measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principle market; or in the absence of a principle market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interest. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs, and minimising the use of unobservable inputs.

1. Goods and Services Tax (GST) and other similar taxes

Revenues, expenses, and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

1. Leases

The Company leases office, equipment, and vehicle. Rental contracts are typically made for fixed periods of 1 to 5 years but may have extension options. Lease terms are negotiated on an individual basis and contain a wide range of different terms and conditions. The lease agreements do not impose any covenants other than the security interests in the leased assets that are held by the lessor.

Until the 2020 financial year, leases of property, plant and equipment were classified as either finance leases or operating leases. From 1 July 2019, leases are recognised as a right-of-use asset and a corresponding liability at the date at which the leased asset is available for use by the Company.

Assets and liabilities arising from a lease are initially measured on a present value basis.

**Lease Liabilities**

Lease liabilities include the net present value of the following lease payments:

* Fixed payments (including in-substance fixed payments), less any lease incentives receivable;
* Variable lease payment that are based on an index or a rate, initially measured using the index or rate as at the commencement date;
* The exercise price of a purchase option if the Company is reasonably certain to exercise that option; and
* Payments of penalties for terminating the lease, if the lease term reflects the Company exercising that option.
* Any initial direct costs, and
* Restoration costs.
* Right-of-use assets are generally depreciated over the shorter of the asset's useful life and the lease term on a straight-line basis. If the Company is reasonably certain to exercise a purchase option, the right-of-use asset is depreciated over the underlying asset’s useful life.

1. Critical Accounting Estimates and Judgments

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements.

*Estimation of useful lives of assets*

The company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

**NOTE 2: REVENUE**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
| Operating activities |  |  |  |
| QCOSS project funding |  | 2,795,814 | 3,144,173 |
| Membership Income |  | 192,520 | 191,470 |
| Other income |  | 289,151 | 242,492 |
|  |  | 3,277,485 | 3,578,135 |
| Non-operating activities |  |  |  |
| Interest |  | 14,212 | 53,870 |
| COVID-19 Recovery |  | 225,500 | 236,000 |
| Gain on Investments |  | 27,665 | - |
|  |  | 3,544,862 | 3,868,005 |

**NOTE 3: EXPENSES**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
| Surplus before income tax includes the following specific expenses: |  |  |  |
|  |  |  |  |
| Depreciation and amortisation of non-current assets |  | 151,962 | 151,359 |
|  |  |  |  |
| Rental expense on operating leases |  |  |  |
| * Minimum lease payments (low value lease) – property |  | 1,800 | 3,906 |

**NOTE 4: CASH AND CASH EQUIVALENTS**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
| Cash on hand |  | 169 | 68 |
| Cash at bank |  | 625,393 | 502,793 |
| Deposits at call |  | 592,373 | 2,142,780 |
|  |  | 1,217,935 | 2,645,641 |

**NOTE 5: TRADE RECEIVABLES**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
| Trade receivables |  | 110,118 | 189,306 |

**NOTE 6: OTHER CURRENT ASSET**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
| Accrued Interest |  | 586 | 9,177 |
| Prepayments and other receivable |  | 463 | 1,311 |
| Accrued Income |  | 43,534 | - |
|  |  | 44,583 | 10,488 |

**NOTE 7: INVESTMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| Non-Current |  | **2021**  $ | **2020**  **$** |
| Financial Assets at Fair Value through Profit and Loss |  | 1,729,146 | - |

**NOTE 8: PLANT AND EQUIPMENT**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
| PROPERTY, PLANT AND EQUIPMENT |  |  |  |
| (a) Office equipment |  |  |  |
| At cost |  | 137,172 | 129,821 |
| Less accumulated depreciation |  | (113,612) | (100,542) |
|  |  | 23,560 | 29,279 |
| (b) Office furniture and fittings |  |  |  |
| At cost |  | 14,229 | 14,229 |
| Less accumulated depreciation |  | (14,229) | (14,178) |
|  |  | - | 51 |
| Total property, plant, and equipment |  | 23,560 | 29,330 |

**Reconciliation**

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Furniture  and Fittings | Office  Equipment | Total |
| 2021 |  | $ | $ | $ |
| Balance at the beginning of the year |  | 51 | 29,279 | 29,330 |
| Additions |  | - | 7,351 | 7,351 |
| Depreciation expense |  | (51) | (13,070) | (13,121) |
| Carrying amount at end of year |  | - | 23,560 | 23,560 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2020 |  | $ | $ | $ |
| Balance at the beginning of the year |  | 255 | 31,944 | 32,199 |
| Additions |  | - | 10,860 | 10,860 |
| Depreciation expense |  | (204) | (13,525) | (13,729) |
| Carrying amount at end of year |  | 51 | 29,279 | 29,330 |

**NOTE 9: TRADE AND** OTHER PAYABLES

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
|  |  |  |  |
| Trade payables |  | 72,600 | 49,086 |
| GST Payable |  | 43,307 | 40,968 |
| Annual leave |  | 188,244 | 129,962 |
| Accrued expenses |  | 156,986 | 204,631 |
| Long service and other leave |  | 75,810 | 78,442 |
| Deferred grant income |  | 408,454 | 280,393 |
| Memberships received in advanced |  | 138,349 | 105,259 |
| Other income received in advance |  | 55,426 | 30,145 |
|  |  | 1,139,176 | 918,886 |
|  |  |  |  |

**NOTE 10: PROVISIONS**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
| **NON-CURRENT** |  |  |  |
| Employee entitlements – Long service leave |  | 10,745 | 13,674 |
|  |  |  |  |

**NOTE 11: RIGHT-OF-USE ASSETS AND LEASED LIABILITY**

|  |  |  |  |
| --- | --- | --- | --- |
| Right-of-use Assets |  | 2021  $ | 2020  $ |
| Leased building – right-of-use |  | 569,321 | 33,036 |
| Motor Vehicle |  | 1,334 | 6,671 |
|  |  | 570,655 | 39,707 |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Lease liabilities |  | 2021  $ | 2020  $ |
| CURRENT |  |  |  |
| Leases for building premise |  | 145,988 | 34,058 |
| Leases for vehicle |  | 1,440 | 5,463 |
|  |  | 147,428 | 39,521 |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Lease liabilities |  | 2021  $ | 2020  $ |
| NON-CURRENT |  |  |  |
| Leases for building premise |  | 437,970 | - |
| Leases for vehicle |  | - | 1,440 |
|  |  | 437,970 | 1,440 |
|  | | | |

**Reconciliation**

Movement in the carrying amounts for each class of right of use assets between the beginning and the end of the current financial year.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Premises | Motor Vehicle | Total |
| 2021 |  | $ | $ | $ |
| Balance at the beginning of the year |  | 33,036 | 6,671 | 39,707 |
| Additions |  | 669,790 | - | 669,790 |
| Disposals |  | - | - | - |
| Amortisation expense |  | (133,505) | (5,337) | (138,842) |
| Carrying amount at end of year |  | 569,321 | 1,334 | 570,655 |

**NOTE 12: CONTINGENT LIABILITY**

The company has a bank guarantee of $49,373 that relates to the lease agreement at 20 Pidgeon Close, which is secured by a term deposit. There are no other contingent liabilities.

**NOTE 13: RELATED PARTY TRANSACTIONS**

There were no related party transactions during 2021 financial year or in the prior year.

*Key management personnel* – disclosures relating to key management personnel are set out in note 16.

**NOTE 14: CASH FLOW INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2021**  $ | **2020**  **$** |
| **(a) Reconciliation of cash** |  |  |  |
| Cash at the end of the financial year as shown in the cash flow statement is reconciled to the related items in the balance sheet as follows: |  |  |  |
| Cash on hand |  | 169 | 68 |
| Cash at bank |  | 625,393 | 502,793 |
| At call deposits with financial institutions |  | 592,373 | 2,142,780 |
|  |  | 1,217,935 | 2,645,641 |
| **(b) Reconciliation of cash flow from operations with Profit after income tax** |  |  |  |
|  |  |  |  |
| Surplus before income tax expense |  | 19,727 | (207,055) |
|  |  |  |  |
| Noncash flows in profit: |  |  |  |
| Depreciation |  | 151,962 | 151,359 |
| Changes in assets and liabilities: |  |  |  |
| Decrease/(increase) in receivables |  | 79,188 | (66,314) |
| Decrease/(increase) in other current assets |  | (38,944) | 1,458 |
| Increase/(decrease) in payables |  | 39,286 | 27,207 |
| Increase/(decrease) in accruals and provisions |  | (9,245) | (62,059) |
| Increase/ (decrease) in deferred income |  | 186,432 | (254,900) |
| Cash flows from operations |  | 428,407 | (410,304) |

**NOTE 15: FINANCIAL INSTRUMENTS**

1. Risk Management

The Company is exposed to the following risks from their use of financial instruments:

* Market Risk
* Credit Risk
* Liquidity Risk

The Directors of the Company have overall responsibility for risk management. The Directors have established risk management policies designed to identify and monitor risks from financial instruments and ensure any adverse effects from these risks are minimized. The Directors meet on a regular basis to review compliance with risk management policy and to analyse financial risk exposure in the context of the current economic environment.

1. Interest Rate Risk

Interest rate risk is the risk that a financial instrument's value will fluctuate because of changes in market interest rates. Interest rate risk arises on balances of cash and cash equivalents. The entity minimises this risk by using a term deposit facility. The Company is exposed to interest rate risk and the effective weighted average interest rates on classes of financial assets and financial liabilities, is as follows:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Weighted Average | | | | Fixed Interest Rate Maturing | | | |
|  | Effective Interest Rate | | Floating Interest Rate | | Within 1 Year | | 1 to 5 Years | |
|  | 2021 | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 | 2020 |
| Financial Assets: | % | % | $ | $ | $ | $ | $ | $ |
| Cash | 0.35 | 1.61 | 625,393 | 502,793 | 592,373 | 2,142,780 | - | - |
| Total Financial Assets |  |  | 625,393 | 502,793 | 592,373 | 2,142,780 | - | - |

1. Credit Risk

Credit is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation.

Credit risk arises on trade and other receivables. The objective of the entity is to minimise exposure to credit risk. The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets is the carrying amount of those assets, net of any provisions for doubtful debts, as disclosed in the statement of financial position and notes the financial statements.

The Company does not have any material credit risk exposure to any single debtor or group of debtors under financial instruments entered into by the Company.

**NOTE 15: FINANCIAL INSTRUMENTS** (CONT’D)

1. Liquidity Risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The Company is largely dependent on government funding for grants to continue its operations during the year. It has always been the Company’s priority to maintain a good relationship with all government departments and ensure all contractual obligations have been met each year.

*Remaining contractual maturities*

The following tables detail the Company’s remaining contractual maturity for its financial instrument liabilities. The tables have been drawn up based on the undiscounted cash flows of financial liabilities based on the earliest date on which the financial liabilities are required to be paid.

Trade and Other Payables are expected to be paid as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  | 30 June 2021 | 30 June 2020 |
|  |  |  |  | $ | $ |
| Less than 6 months |  |  |  | 779,659 | 550,234 |
| 6 months to 1 year (50% of annual leave, deferred income not expensed and lease liabilities) |  |  |  | 506,765 | 270,664 |
| **Total** |  |  |  | 1,286,424 | 820,898 |
|  |  |  |  |  |  | |

1. Net Fair Values

The net fair values of listed investments have been valued at the quoted market bid price at balance date adjusted for transaction costs expected to be incurred. For other assets and other liabilities, the net fair value approximates their carrying value. Financial assets where the carrying amount exceeds net fair values have not been written down as the Company intends to hold these assets to maturity.

The aggregate net fair values and carrying amounts of financial assets and financial liabilities are disclosed in the statement of financial position and in the notes to the financial statements.

1. Sensitivity Analysis

The Company has performed a sensitivity analysis relating to its exposure to interest rate risk at balance date. This sensitivity analysis demonstrates the effect on the current year results and accumulated funds which could result from a change in this risk.

Interest Rate Sensitivity Analysis:

At 30 June 2021, the effect on profit and equity because of changes in the interest rate, with all other variables remaining constant, would be as follows:

|  |  |  |
| --- | --- | --- |
|  | **Year Ended**  **30 June 2021** | **Year Ended**  **30 June 2020** |
|  | $ | $ |
| Change in profit attributable to members |  |  |
| -Increase in interest rate by 1% | 7,676 | 21,428 |
| -Decrease in interest rate by 1% | (7,676) | (21,428) |
|  |  |  |

**NOTE 16. KEY MANAGEMENT PERSONNEL DISCLOURES**

*Compensation*

The aggregate compensation made to the members of key management personnel of the Company is set out below:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  | **2021** | |  | **2020** |
| Short-term employee benefits | | |  |  |  | 672,808 |  | 706,916 | |
| Long-term benefits | | |  |  |  | 15,401 |  | 42,254 | |
| Post-employment benefits | | |  |  |  | 70,765 | 5 | 68,412 | |
|  |  |  |  |  |  | 758,974 |  | 817,582 | |
| *Related party transactions* | | | | | | | | | |  |  |  |  |  | Related party transactions |
| Related party transactions are set out in note 12. | | | | | | | | | |

**NOTE 17. REMUNERATION OF AUDITORS**

During the financial year the following fees were paid or payable for services provided by BDO Audit Pty Ltd:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Audit of the financial statements |  |  |  | 36,500 |  | 37,000 |

**NOTE 18: CAPITAL RISK MANAGEMENT**

The entity’s objectives when managing capital are to safeguard their ability to continue as a going concern, so that they can continue to provide benefits for stakeholders and maintain an optimal capital structure to reduce the cost of capital.

To maintain or adjust the capital structure, the entity may sell assets to reduce its debts.

Consistent with others in the industry, the entity monitors capital based on the net gearing ratio. Net debt is calculated as total borrowings less cash and cash equivalents.

**NOTE 19: ECONOMIC DEPENDENCE**

The Company is dependent on receiving government grants for most of its revenue used to operate the business. At the date of this report the directors have no reason to believe the Company will not continue to receive grants from the government.

**NOTE 20: EVENTS SUBSEQUENT TO BALANCE DATE**

There are no material events after 30 June 2021 requiring disclosure.

|  |
| --- |
| In the directors' opinion:   * the attached financial statements comprising the statement of profit or loss and other comprehensive income, statement of financial position, statement of changes in equity and statement of cashflows and accompany notes, are in accordance with the Australian Charities and Not for Profits Commission Act 2012; * comply with International Financial Reporting Standards as issued by the International Accounting   Standards Board as described in note 1 to the financial statements and *Australian Charities and Not for Profits Commission Regulation 2013(ACNC Regulation 2013)*;   * the attached financial statements and notes thereto give a true and fair view of the company's financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and * there are reasonable grounds to believe that the company will be able to pay its debts as and when they   become due and payable. |
| Signed in accordance with a resolution of directors made pursuant to subsection 60.15(2) of the *ACNC Regulation 2013*. |
| On behalf of the directors |
| |  | | --- | |  | |  | |  | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  | | Chair | |  | |  | | Brisbane |     Brisbane, 23 September 2021 |

Background pattern

Description automatically generated with medium confidence