

QCOSS Annual Report

2019-2020

**Our story**

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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 connect communities, our members, the sector, other peak bodies, government and business, collaborating with our diverse stakeholders to create social change.

Our values - **Collaboration, Connection, Integrity, Inclusivity, Courage, and Tenacity** - provide the compass for everything we do, how we interact with each other, how we engage with our stakeholders, and how we approach opportunities to connect, influence and empower.

QCOSS acknowledges Aboriginal and Torres Strait Islander peoples as the original inhabitants of Australia and recognises these unique cultures as part of the cultural heritage of all Australians. We support their right to self-determination. We pay our respect to the Elders of this land; past, present and future.

We are part of the national network of Councils of Social Service lending support and gaining essential insight to national and other state issues. We are 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.

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# Chair’s report

**QCOSS Board Chair Matt Gardiner**

In this, our 60th year, the Queensland Council of Social Service has transformed the way we deliver on our mission of equality, opportunity, and wellbeing for every Queenslander, in every community - in a spirit of partnership with our Members and other stakeholders.

Simply, as a membership organisation we aim to represent the mission and purpose of the social services sector in everything we do.

Like all of our member organisations, QCOSS has been through a period of immense upheaval, both in responding to the global pandemic, and also through a significant organisational redesign. This has positioned the organisation to be able to respond more effectively to the needs of our Members and the community.

In February we said farewell to our long-serving CEO, Mark Henley. Mark led QCOSS with a steady hand for almost 9 years, and I would like to acknowledge the legacy that he has left behind - a thriving organisation with a very clear purpose and meaningful relationships. I know that the current board, and the Directors over the last 9 years have greatly appreciated the opportunity to work with such a wonderful and humble leader.

We welcomed our new CEO, Aimee McVeigh, to QCOSS in late February. Before joining us, Aimee forged a career in the legal profession representing people seeking equality and led the successful campaign for the introduction of a Human Rights Act in Queensland. She has made an impact early in her time leading the organisation.

On behalf of the board, I would like to thank the amazing team at QCOSS for their continued commitment and dedication to providing advocacy and policy outcomes, education, and valuable resources to the sector.

I would also like to acknowledge the ongoing support from the Queensland Government, the Department of Communities, Disability Services and Seniors, and our corporate sponsors whose support is crucial in helping QCOSS lead as the Peak Body for the Social and Community Services sector.

Most importantly, as a proud membership organisation of more than 60 years and part of a national social services movement, I would like to thank our Members. Without your continued support, QCOSS simply would not be able to dedicate such significant time and energy into lobbying and advocacy for societal change.

I look forward to continuing to work with you all to have a lasting effect on the lives of all Queenslanders.

# CEO’s report

**QCOSS CEO Aimee McVeigh**

In February this year I was absolutely delighted to take on the role of CEO of QCOSS. Mark Henley provided QCOSS and the community sector with strong leadership for almost nine years. Mark, the QCOSS Board, and the team have put significant resources and efforts into engaging with local communities all around Queensland as well as making sure QCOSS’ advice is respected and sought after when policy is being developed.

It was due to this strong positioning that QCOSS was able to respond so quickly and effectively to the challenges posed by the COVID-19 crisis.

The economic and health crisis caused by the pandemic has reinforced the importance and role of QCOSS – as a channel for information dissemination and exchange, to hear and respond to the needs of our essential community services sector, to facilitate collaboration, and as an advocate for the needs of our sector and service users.

QCOSS acted quickly when the pandemic began to impact our communities in Queensland. We rapidly developed and provided essential information. In the words of one of our members:

*“I just wanted to say that a time when we have both too much information and not enough, that your updates have been particularly helpful.”*

The COVID-19 related pages of our Community Door website were accessed by more than 30,000 people. We published guidelines and templates and provided regular updates as health directives, advice and guidelines changed. We dealt with around 1,400 calls from our sector and we undertook more than 100 outbound calls to members to check how they were coping.

We have shared the experiences of the community services sector and service users during the crisis including through the Human and Social Recovery Committee, the COVID-19 Seniors Taskforce, the Housing Security Subcommittee, and the Queensland Industry Recovery Alliance.

During the crisis we saw extraordinary measures adopted by federal and state governments to keep people out of poverty, safe, and well. Overnight we witnessed an almost doubling of income support, homeless people housed in hotels, and our communities come together with more than 28,000 people volunteering for the Queensland Government’s Care Army.

QCOSS is committed to ensuring the goodwill resulting from this crisis is harnessed and that recovery efforts benefit all Queenslanders. We have advocated for recovery measures that will support the financial wellbeing of Queenslanders, create jobs, and ensure the community services sector can provide support to those who need it.

One measure we pushed early was investment in building more social and affordable housing. On 16 June the Premier announced a $100 million investment in building more social housing, and while doing so, acknowledged and thanked QCOSS for our long-term advocacy in the space. It was welcome news, but with more than 25,000 households on Queensland’s social housing waiting list, we know this is just a single step in the right direction.

After 60 years, QCOSS remains optimistic. During this time of crisis, we hold firm to our vision and are committed to working with the community sector and government towards equality, opportunity and wellbeing for all Queenslanders.

# Our year in numbers

## Events held

104 events were held all over the state and online.

## Media mentions

More than 505 media outlets across Queensland and Australia quoted QCOSS.

## Conduit

More than 53,000 copies of Conduit were distributed to members.

## Changing Lives, Changing Communities

455 people from across Queensland attended Changing Lives, Changing Communities events.

## Submissions

More than 20 submissions were funded by QCOSS to support achieving our vision.

## QCOSS website

110,185 sessions were recorded across the QCOSS website during the financial year.

## Community Door

847,174 sessions were recorded across the Community Door suite of websites over the financial year. The suite includes Community Door, eTraining, and Network Spaces websites.

## Human Services Quality Framework (HSQF)

QCOSS had 168 contacts with services to provide HSQF support.

# Our strategic direction

***Our vision is for equality, opportunity and wellbeing for every person in every community. Our strengths and focus lie in six key areas.***

The work we do relies on these areas being connected. Together, they enable us to truly create a movement for change; a movement that will create equality, opportunity and wellbeing for all people, in all communities.

## 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.

**A picture depicting the QCOSS strategic plan areas of Starting a revolution, Leading together, Joining forces, Being in service, Rebooting the system and Walking the talk. The items are laid out in a feedback loop - signifying that each element feeds into the next.
**

# In-depth

## Rebooting the system

### Living affordability advocacy

QCOSS is driven by an aspiration for a better future for all, and particularly for people who are experiencing the most vulnerability in our communities. We are committed to overturning the systems that create and perpetuate inequality.

The basic cost of living has been increasing year on year for Queenslanders, with rising energy and water costs, rents, and a punitive income support system continuing to entrench disadvantage in our communities.

Our research has shown time and time again that we need to strengthen Australia’s social safety net to help eliminate disadvantage and poverty by increasing income support.

Of great concern is the ongoing stigmatisation of income support recipients. We saw this through the continuation of the Cashless Debit Card Trial in the Bundaberg and Hervey Bay regions, the passage of legislation allowing for Drug Testing Trials, and Centrelink’s automated income-averaging ‘Robodebt’ scheme raising erroneous debts which disproportionately affected Queenslanders on low incomes.

In a win for our advocacy, and only after a class action lawsuit was initiated, the federal government finally admitted in February 2020 that many ‘Robodebts’ were “not lawfully raised”, initiating $721 million worth of refunds to 370,000 Australians.

QCOSS is also a proud participant of ACOSS’ Raise the Rate campaign, which this year increased the pressure on our politicians to commit to a permanent increase to JobSeeker (formerly Newstart) and other income support payments, which have not increased in real terms for more than 25 years.

***Could you live on $40 per day?***

Our position statement on *The Adequacy of Newstart and related payments* found the overall amount received by a single person was less than 40 per cent of the average minimum wage. Pre-pandemic this equated to living on $40 per day.

In March 2020 the federal government introduced the temporary ‘Coronavirus Supplement’ of $550 per fortnight as a direct response to the unfolding COVID-19 crisis, and ultimately as a quiet acknowledgement that the current payment level is far too low.

QCOSS and the Councils of Social Service (COSS) network will continue advocating to Raise the Rate for Good and to secure a permanent and adequate increase.

***More than 25,000 households were on the waitlist for social housing in Queensland in May 2020***

For many years we have called for additional social housing. Building homes for those who are experiencing housing insecurity, homelessness or who are on the social housing waitlist, and renovating homes for seniors and people with disability directly benefits communities across Queensland.

We were heartened by the Queensland Government’s announcement of a $100 million *Works for Tradies* relief package in June 2020, including $10 million for a *Seniors’ and Accessibility Renovations Grants* program – getting people back to work, and families into homes over the next few years.

As part of our wider COVID-19 response, ensuring frontline organisations could continue to deliver services to people and families in need was vital as demand began to sharply increase. QCOSS moved fast and was able to secure a guarantee from Treasurer Cameron Dick ensuring existing Queensland Government contracts would continue to be funded, and any amendments would be made as required.

## Being in service

### Supporting the frontline: Community Door COVID-19 coverage

As the peak body for community services in Queensland, one of QCOSS’ key communication goals is to ensure that the sector is kept up to date with the latest developments and all the information they need to manage community services.

Community Door is a one-stop portal of information, news and resources for the community sector. The site is managed by QCOSS on behalf of the Department of Communities, Child Safety and Disability Services. In 2020, Community Door was relaunched with a fresh new look and updated search features, bringing all the latest sector news, up-to-date training, funding opportunities, government updates and more.

***12 COVID-specific updates were sent to the sector between 1 March and 30 June 2020***

In times of crisis it is even more critical that the sector has all the relevant information needed to be able to continue delivering essential services and supports to people experiencing vulnerability and disadvantage. That’s why, within hours of widespread restrictions being announced by government in relation to the coronavirus pandemic, a special COVID-19 section was set up on Community Door to keep community services informed of relevant issues impacting the sector.

It included the latest updates from state and federal governments, frequently asked questions and checklists, templates and resources to help organisations manage their business during the crisis, as well as links to specific COVID-related information for service providers and information for clients.

***More than 30,000 people accessed Community Door’s COVID-19 section between March and 30 June 2020***

The volume of information and advice that was being produced around the crisis was overwhelming, and it was changing hour by hour. It was challenging for services to keep up to date while continuing to deliver services in a safe manner for their staff, clients and communities.

One of the roles of the QCOSS communication team throughout this ongoing crisis was to curate information from various sources including governments, community organisations, other peak bodies, the Councils of Social Service network, industry sectors such as utilities, banks, telecommunications, and so on. We sifted through the information to find what was most relevant to the sector and ensure that it was presented in an easy to read format and in a timely manner.

QCOSS provided regular updates to the sector with summaries of the latest information and resources, including material on how to keep services running, providing business continuity and emergency planning templates, information on government economic support, resources to help clients, and updates on housing and homelessness issues.

***QCOSS member feedback: “You guys (QCOSS) were one of the first organisations to put together those COVID resources. We really appreciated that!”***

QCOSS Chief Executive Officer Aimee McVeigh also represented the sector on a number of stakeholder groups including the Premier’s Industry Recovery Alliance, Community Services Industry Taskforce, Human and Social Recovery Group, COVID-19 Seniors’ Taskforce, and the COVID-19 Housing Security Subcommittee.

## Starting a revolution

### Changing Lives, Changing Communities

QCOSS believes that it is vital communities have a say in decisions that affect them at local and system-wide levels, and that community leadership and solutions reflect the diversity of each community.

To achieve this, place-based work continues to be a focus for QCOSS - strengthening connections with community members and other stakeholders, particularly in regional Queensland, and developing a better understanding of the community sector’s challenges and opportunities.

*“What will it take to create a community where everyone contributes, matters and belongs?”*

In communities right across Queensland during *Changing Lives, Changing Communities* - a series of two-day forums held in communities from Cairns to Toowoomba – we asked the question “What will it take to create a community where everyone contributes, matters and belongs?”. The events helped community members build stronger networks and develop greater community capacity for change and ownership at a local level.

Held in partnership with Queenslanders with Disability Network and the Queensland Human Rights Commission, round two of *Changing Lives, Changing Communities* continued this work in nine communities before the coronavirus pandemic forced a premature end to the project in March 2020.

We brought citizens, community organisations, the private sector, and government representatives together to build hope and optimism through engaged, inclusive and thriving communities.

In round two, friends, colleagues and neighbours came together to take their place, identify shortfalls in community capacity, and learn how to lay the groundwork to drive real change in their communities while ensuring that everyone could be included in community development.

The participatory tools taught at the events were designed to empower participants to create local solutions and ensure residents are able to access what they need – like a place to call home, good health, a way to get around, education, and real jobs.

Our *Queensland place-based community of practice* builds on this work, with more than 300 members sharing ideas, resources, and information through regular events, web conferences and online learning.

As people and organisations seek to reconnect in meaningful and deliberate ways, ensuring communities can bounce forward from the pandemic, lived and local experiences are being harnessed to build collective responses to the social and economic challenges of COVID-19.

**Locations visited during round two:**

* Toowoomba, 3-4 September 2019
* Mackay, 9-10 October 2019
* Capricornia, 22-23 October 2019
* Fraser Coast, 30-31 October 2019
* Mount Isa, 12-13 November 2019
* Townsville, 26-27 November 2019
* Caboolture, 3-4 December 2019
* Brisbane, 3-4 March 2020
* Cairns, 11-12 March 2020

Special thanks to our main project partners Queensland Human Rights Commission, and Queenslanders with Disability Network.

## Leading together

### The 2019 QCOSS State Conference

We know that it takes more than one person in a community to lead change.

To build on this movement and celebrate our 60th year of service to Queenslanders, we ventured to the beautiful lands of the Gubbi Gubbi people – at The Events Centre at Caloundra, on the Sunshine Coast - for *Leading change together, QCOSS’ State Conference.*

Held on 12 and 13 September 2019, the event brought together more than 270 participants at different stages of their ‘change’ journey to contribute, share their stories, and inspire others to change the world.

Author, co-founder of Resilient Aspiring Women, and keynote speaker Mariam Issa set the scene for the two days when she shared her journey of trauma, loss, and transition with participants.

After arriving in Australia as a Somalian refugee with her husband and four children, with one more on the way, Mariam passionately believes that overcoming adversity simply requires a stretch of imagination.

“Within each and every one of us lives an incredible story - a story that comes from our lived experience, from the trials of our adversities and from the daily joys of our lives,” she said.

“The gifts of our memory and imagination are interwoven in this powerful tool of language and rhythm and when we share stories, in platforms like this, we spice and infuse our experiences with meaning and insight.”

During nine engaging workshops over the two days, participants heard from a range of guest speakers, including Chris Sarra, Eddie Synot, Mick Gooda, Queensland Human Rights Commissioner Scott McDougall, TASCOSS’ Kym Goodes, Professor Tim Reddel, For Purpose’s Caterina Giorgi, and Lindsay Wegener from PeakCare Queensland – amongst many others.

While participants spent the two days considering social change and plotting a path forward, for QCOSS it was an important year to look back as well.

To help us celebrate our 60th anniversary, Dame Quentin Bryce AD CVO joined MC Kim Skubris at a special anniversary dinner held on the first night of the conference to talk about her distinguished career of public service as a pioneer in contemporary Australian society.

She touched on more than 45 years of experience in reform, community building and leadership, telling the audience that she was sitting amongst people whom she admires and enormously respects.

“People who for me, stand and signify service and selflessness, accomplishment, and very fine values and principles,” she said.

During our 60th year of advocating for Queenslanders, QCOSS held many conversations across the state with an emphasis on learning what it will take to create thriving communities.

On day two of the event, our focus shifted toward future steps with a question – how do we re-imagine the future and make that a reality?

To help answer the question, we were joined by the inspirational Ronni Kahn AO, founder of food rescue organisation OzHarvest, whose determination to find purpose in life has changed the world and helped countless Australians in need.

Ronni’s ability to inspire and motivate everyone she meets has seen OzHarvest grow from humble beginnings to become Australia’s leading food rescue organisation.

“You know, every single day when we wake up, we have a choice,” she said.

“We have a choice to be happy. We have a choice to be sad. We have a choice to be grumpy. We have a choice to take umbrage when somebody says something. And I have decided that every single day I control myself - and I have chosen to be filled with gratitude, and to be positive around every single day that I live.”

Surplus food from the conference was donated to the local Sunshine Coast chapter of OzHarvest, along with proceeds from merchandise sales at the event. As a result, more than 1,800 meals were delivered to local community members.

By the end of the event, delegates were filled with hope, positively inspired, and ready to lead change together.

Thanks to our partners and supporters who made this event possible.

## Joining forces

### Human Services Quality Framework Support: Kowanyama Women’s Shelter

Since 2013, QCOSS has provided a range of supports to assist the community sector to implement the Human Services Quality Framework (HSQF), including one-on-one or small group support, as well as providing up to date information and resources through the Community Door platform.

Providing support is a vital way for QCOSS to join forces with the sector and help community organisations to meet service delivery challenges.

The Kowanyama Women’s Shelter has been operating for more than 20 years and provides valued services to women and children escaping domestic and family violence. Situated on the far-west coast of Queensland in the beautiful and unique wetlands of the Yir Yoront and Kunjen people, the Shelter’s vision is to transform the quality of life and wellbeing for the community in a spirit of justice and hope.

When they were due to complete a HSQF certification – for the first time ever – the Shelter’s Women Services Co-ordinator, Ani Seruvatu, says she knew it was a challenge that would mentally and professionally test her abilities.

“No one ever thought Kowanyama Women’s Shelter would get certified,” she says.

Ani says there were a number of shortfalls in technological literacy, and a general misunderstanding about what was required to meet certification requirements. Initial assessments uncovered three major non-conformities, mostly in the paperwork.

“I previously worked as a frontline worker in Aurukun at the Women’s Shelter for three years with RAATSICC (Remote Area Aboriginal and Torres Strait Islander Child Care), so I knew what forms I needed to develop for this particular shelter,” she says.

“Some other co-ordinators who had come in before me did not fully understand what was required to meet HSQF standards… they really weren’t on the right track. The safety plans, the safety pathways - from intake to case management frameworks - the referrals have all changed so much now.”

The Kowanyama Women’s Shelter currently has three rooms, and also provides support to community members in many other ways – including assistance with housing applications, Centrelink enquiries, claims for stolen wages, and with issues involving the Department of Aboriginal and Torres Strait Islander Partnerships.

Ani says she needed to hit the ground running on the certification, commencing in her role after the initial audits had already taken place. She was referred to QCOSS and began receiving some extra help from QCOSS Senior Sector Capacity Officer, Cassie Paton.

“Cassie did a great job. This was my first time doing HSQF, and she was able to make the process easy for me to understand, putting it in my English,” she says.

“Whenever there were emails saying ‘you forgot this’ or ‘you forgot that’, I was able to yarn with Cassie… I think QCOSS is great, and the work you do is fantastic.”

With Cassie’s help and the suite of resources available on QCOSS’ Community Door platform, the Kowanyama Women’s Shelter was able to successfully complete certification.

“It took us three months to complete the audit.”

“QCOSS is like the Google of social services and HSQF, translating so many resources into everyday English. That simplification, plain speaking – I thought if it helped me, oh my gosh, it must help a lot of other discrete communities.”

## Walking the talk

### Restructure: Walking towards a new chapter

This year QCOSS undertook a restructure to ensure we are optimally positioned to achieve our 2019-24 Strategic Plan and ultimately, our vision.

Through the addition of a dedicated Research and Advice team, alongside our Sector and Community; Membership and Partners; and Corporate Services teams, we have:

* Improved our capacity to build an evidence base to underpin all of our work, including our advocacy.
* Improved our ability to work with communities and community organisations to develop solutions and produce responsive and timely work that supports efforts in the sector.
* Ensured we can realise the potential of a strong and connected community services sector that works together, by strengthening collaboration and engagement opportunities with members and supporters.

Change is not easy, and we said farewell to a number of people during the transition. We would like to acknowledge the tireless contribution, hard work, talent, and time of our staff who dedicated many years of service to the organisation. **Thank you all.**

# 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.

## Funding

**Department of Communities, Disability Services and Seniors** – (PEAKS, COVID-19, Sector Development, North West Minerals Province, Homelessness)

**Department of Natural Resources, Mines and Energy** – (Energy, Water, Digital Meters)

**Department of Local Government, Racing and Multicultural Affairs** – (Community Action for a Multicultural Society)

**Department of Housing and Public Works** – (Townsville Housing, Mount Isa/Cairns Housing)

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

**Queenslanders with Disability Network** – (Information, Linkages and Capacity Building)

**Gold Coast Homeless Network Inc** - (Homelessness)

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

**Energy Consumers Australia** – (RESET 2020, CEARP)

## Sponsorships

*Leading change together* – 12 and 13 September 2019

* Sunshine Coast Council – Major sponsor
* Department of Communities, Disability Services and Seniors
* Life Without Barriers
* Ergon Energy Retail
* HESTA
* InfoXchange.

# Financial report

## Directors’ report

Thedirectors present their report, together with the financial statements, on the company for the year ended 30 June 2020.

### 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
* Colleen Tribe
* Linda McClelland
* Anita Veivers (Resigned 5 November 2019)
* Nadia Currie (Resigned 13 February 2020)
* Faiza El-Higzi
* Kevin Mercer
* Rachelle Patterson
* Richard Johnson (Resigned 5 November 2019)

### Principle activities

QCOSS is the state-wide organisation for individuals and organisations working in the social and community service sector. QCOSS holds a vision for equality, 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 create 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 deficit after providing for income tax amounted to ($207,055) (2019: $302,653).

### 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 (Chair)

### Qualifications and experience

BSocSc (Couns), M. Clin. Couns., Grad. Dip. Strategic Leadership

Matt is the Executive 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, family support, mental health, family law mediation, violence prevention and community development. His experience has included leading Australia’s first Social Impact Bond to mature in Australia, and an innovative pay by result contract based on risk/return modelling.

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 and has sat on several 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, Member of the Australian Institute of Company Directors and has undergraduate qualifications in psychology and counselling, Masters in Clinical Counselling, Grad. Dip. in Strategic Leadership and is currently studying an MBA.

## Colleen Tribe

### Qualifications and experience

Dip Ed, B.Ed, Grad Dip Special Ed, Grad Cert Specialised Leadership, MAICD

Colleen is the General Manager of Roseberry Qld, delivering programs in housing and tenancy, youth shelters, early intervention mental health, high intensity psychological services and clinical care coordination to young people, youth and family services, education and employment pathways. Having worked in the Central Queensland (CQ) area for more than 20 years, Colleen has achieved success leading and managing a cross section of areas in schools, education projects and is now devoted to continually growing Roseberry Qld, and ensuring regional areas are serviced adequately.

Having an array of experience on boards, Colleen is currently also serving on the Rio Tinto Here for Gladstone, Advisory Board, Gladstone Area Promotion and Development Board (GAPDL) and CQUniversity Gladstone Regional Engagement Committee. She enjoys the professional learnings from each, being part of a leadership team and giving back to the community.

## Faiza El-Higzi

### Qualifications and experience

BSc (Hons), Grad Dip Pjt Mgt, MAppSc, Med. 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, focussing 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 a member of the Queensland Domestic and Family Violence Implementation Council and Metro South Health Consumer Advisory Committee. Faiza was the Human Rights Advisor for the National Council for Women and is a member of the Queensland Multicultural Advisory Committee.

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.

## Linda McClelland

### Qualifications and experience

BA, Grad Cert in Housing Management & Policy, Advanced Diploma of Community Sector Management, Diploma of Management, Diploma of Quality Auditing

Linda is a regional member and has worked with and on boards within the not-for-profit sector for 30 years. As CEO of Hinchinbrook Community Support Centre, she has grown the centre into the lead community service provider in the Hinchinbrook area.

Linda has grown the centre through her passion for empowering others. This manifests in her commitment to teaching and mentoring, having taught community services through TAFE to both senior high school students and Indigenous workers from throughout North and Far North Queensland.

At a strategic level, she has contributed to the development of the sector training, the recognition of Queensland neighbourhood centres through Queensland Families & Communities Association, and the needs of the housing sector through the Townsville Housing & Homelessness Network.

## Rachelle Patterson

### Qualifications and experience

Bachelor of 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 roles across out-of-home-care, mental health, research and human services. She has worked in urban, regional and remote settings across the 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 funding providers and policy makers to develop programs and models that are flexible enough to respond to any community or individual.

## Anita Veivers

### Qualifications and experience

Advanced Diploma Community Service Management, Diploma Management: Diploma Business, Graduate Australian Institute of Company Directors

## Nadia Currie

### Qualifications and experience

Bachelor of Law

## Richard Johnson

### Qualifications and experience

BSocSci, BCouns, MCouns.

## Aimee McVeigh (Chief Executive Officer)

### Qualifications and experience

B.Laws, B.Communications, Post Grad Dip in Legal Practice, and Master of International and Public Law

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

Prior to joining QCOSS, Aimee worked in various senior and advisory roles, including at the Disability Royal Commission, Disability Law Queensland 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

Annette holds the role of Company Secretary.  Annette is a graduate of the Australian Institute of Company Directors, holds qualifications in 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

## 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 2020, 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 | 9 | 10 | 4 | 5 | 1 | 3 |
| Rachelle | Patterson | 7 | 7 | - | - | 1 | 1 |
| Faiza | El Higzi | 9 | 10 | 4 | 5 | 1 | 1 |
| Colleen | Tribe | 10 | 10 | 4 | 5 | - | - |
| Linda | McClelland | 10 | 10 | - | - | 3 | 3 |
| Kevin | Mercer | 10 | 10 | 5 | 5 | - | - |
| Anita | Veivers | 3 | 3 | 2 | 2 | - | - |
| Richard | Johnson | 3 | 3 | - | - | 2 | 2 |
| Nadia | Currie | 1 | 3 | - | - | 0 | 2 |

**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 $4,500 based on [450] current ordinary members.

**Text, letter

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# Statement of profit or loss and other comprehensive income

## For the year ended 30 June 2020

|  |  |  |  |
| --- | --- | --- | --- |
|  | Notes | 2020 | 2019 |
|  |  | $ | $ |
| Revenue | 2 | 3,868,005 | 4,075,612 |
| Employee benefits expense |  | (3,141,289) | (3,066,462) |
| Depreciation expense | 3 | (151,359) | (9,877) |
| Computer costs |  | (14,786) | (25,976) |
| Conference/seminar costs |  | (167,052) | (167,825) |
| Consultancy fees |  | (239,041) | (214,865) |
| Travel and accommodation |  | (117,455) | (200,957) |
| Printing and stationery |  | (25,110) | (28,124) |
| Rent | 3 | (3,906) | (135,952) |
| Postage |  | (2,986) | (3,186) |
| Telephone |  | (25,240) | (24,987) |
| Projects and Scholarships |  | (4,220) | (292,293) |
| Other expenses |  | (182,616) | (207,761) |
|  |  |  |  |
|  |  |  |  |
| Surplus/(Deficit) before income tax expense |  | (207,055) | (302,653) |
|  |  |  |  |
| Income tax expense | 1 | - | - |
|  |  |  |  |
| Surplus/(Deficit) after income tax expense for the year |  | (207,055) | (302,653) |

|  |  |  |  |
| --- | --- | --- | --- |
| Other comprehensive income for the year, net of tax |  | - | - |
|  |  |  |  |
| Total comprehensive income for the year |  | (207,055) | (302,653) |

The accompanying notes form part of these financial statements.

# Statement of financial position

## As at 30 June 2020

|  |  |  |  |
| --- | --- | --- | --- |
|  | Notes | 2020 | 2019 |
|  |  | $ | $ |
| CURRENT ASSETS |  |  |  |
| Cash and cash equivalents | 4 | 2,645,641 | 3,208,525 |
| Trade receivables | 5 | 189,306 | 122,992 |
| Other current assets | 6 | 10,488 | 11,946 |
| TOTAL CURRENT ASSETS |  | 2,845,435 | 3,343,463 |
| NONCURRENT ASSETS |  |  |  |
| Property, plant and equipment | 7 | 29,330 | 32,199 |
| Right of use Assets | 10 | 39,707 | - |
| TOTAL NONCURRENT ASSETS |  | 69,037 | 32,199 |
| TOTAL ASSETS |  | 2,914,472 | 3,375,662 |
| CURRENT LIABILITIES |  |  |  |
| Trade and other payables | 8 | 918,886 | 1,215,198 |
| Lease Liabilities | 10 | 39,521 | - |
| TOTAL CURRENT LIABILITIES |  | 958,407 | 1,215,198 |
| NONCURRENT LIABILITIES |  |  |  |
| Long-term provisions | 9 | 13,674 | 12,458 |
| Lease Liabilities | 10 | 1,440 | - |
| TOTAL NONCURRENT LIABILITIES |  | 15,114 | 12,458 |
| TOTAL LIABILITIES |  | 973,521 | 1,227,656 |
| NET ASSETS |  | 1,940,951 | 2,148,006 |
| EQUITY |  |  |  |
| Retained surpluses |  | 1,940,951 | 2,148,006 |
| TOTAL EQUITY |  | 1,940,951 | 2,148,006 |

The accompanying notes form part of these financial statements.

# Statement of changes in equity

## For year ended 30 June 2020

|  |  | | Retained surpluses | Total | |
| --- | --- | --- | --- | --- | --- |
|  |  | | $ | $ | |
| Balance as at 1 July 2018 |  | | 2,450,659 | 2,450,659 | |
| Surplus after income tax expense for the year |  | (302,653) | | (302,653) | |
| Other Comprehensive Income, net of tax |  | - | | - | |
| Total Comprehensive Income |  | (302,653) | | (302,653) | |
| Balance as at 30 June 2019 |  | | 2,148,006 | | 2,148,006 |
|  |  | |  | |  |
| **Balance as at 1 July 2019** |  | | 2,148,006 | | 2,148,006 |
| Surplus/(Deficit) 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 |
|  |  | |  | |  |

The accompanying notes form part of these financial statements.

# Statement of cash flows

## For year ended 30 June 2020

|  |  |  |  |
| --- | --- | --- | --- |
|  | Notes | 2020 | 2019 |
|  |  | $ | $ |
| CASH FLOW FROM OPERATING ACTIVITIES |  |  |  |
| Receipts from government grants, members and clients |  | 3,487,577 | 3,873,032 |
| Payments to suppliers and employees |  | (3,951,751) | (4,437,150) |
| Interest received |  | 53,870 | 76,298 |
| Net cash provided by/ (used in) operating activities | 13(b) | (410,304) | (487,820) |
| CASH FLOW FROM INVESTING ACTIVITIES |  |  |  |
| Payment for property, plant and equipment |  | (10,860) | (33,362) |
| Net cash provided by/ (used in) investing activities |  | (10,860) | (33,362) |
| **CASH FLOW FROM FINANCING ACTIVITIES** |  |  |  |
| Repayment of Leases |  | (141,720) | - |
| Net cash provided by/ (used in) financing activities |  | (141,720) | - |
| Net increase/(decrease) in cash and cash equivalents |  | (562,884) | (521,182) |
| Cash at beginning of financial year |  | 3,208,525 | 3,729,707 |
| Cash at end of financial year | 13(a) | 2,645,641 | 3,208,525 |

The accompanying notes form part of these financial statements.

# Notes to the financial statement

## For the year ended 30 June 2020

### 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 24 September 2020. 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 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 when it is earned.

*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. New Accounting Standards and Interpretations adopted

A number of new or amended standards became applicable for the current reporting period and the Company had to change its accounting policies as a result of adopting the following standards:

* AASB 15 *Revenue from Contracts with Customers*
* AASB 1058 *Income of Not-for-Profit Entities*
* AASB 16 *Leases*

The impact of the adoption of these standards and the new accounting policies are disclosed below.

AASB 15 - *Revenue from Contracts with Customers*

The standard contains a single model that applies to contracts with customers and two approaches to recognising revenue: at a point in time or over time. The model features a contract-based five-step analysis of transactions to determine whether, how much and when revenue is recognised. AASB 15 provides the following five-step process:

* Identify the contract(s) with a customer;
* Identify the performance obligations in the contract(s);
* Determine the transaction price;
* Allocate the transaction price to the performance obligation in the contracts;
* Recognise revenue when (or as) the performance obligations are satisfied.

There is no material impact as a result of adoption of AASB 15 to the financial statements.

AASB 1058 - *Income of Not-for-Profit Entities*

AASB 1058 establishes principles and guidance when accounting for:

* Transactions where the consideration to acquire an asset is significantly less than the fair value, principally to enable a NFP to further its objectives, and
* The receipt of volunteer services.
* Grant agreements which are not eligible to be recognised over time

There is no material impact as a result of adoption of AASB 1058 to the financial statements.

AASB 16 *Leases*

This standard and its consequential amendments were applied from 1 July 2019, replacing the accounting requirements applicable to leases in AASB 117 Leases and related interpretations. AASB 16 introduces a single lessee accounting model that eliminates the requirement for leases to be classified as operating or finance leases. This means that for most leases, a right-of-use asset and a lease liability will be recognised, with the right-of-use asset being depreciated and the lease liability being unwound in principal and interest components over the life of the lease.

The Company transitioned to AASB 16 using the modified retrospective approach, where the right-of-use asset is recognised at the date of initial application at an amount equal to the lease liability adjusted by the amount of any prepaid or accrued lease payments relating to that lease recognised in the Balance Sheet immediately before the date of initial application, using the Company’s incremental borrowing rate at the date of initial application. Comparative figures are not restated.

For leases previously classified as finance leases the entity recognised the carrying amount of the right-of- use asset and the lease liability at the date of initial application. The measurement principles of AASB 16 are only applied after that date. There was no re-measurement adjustments for these leases immediately after the date of initial application.

*Initial measurement of lease liabilities:*

|  |  |
| --- | --- |
| Operating lease commitments disclosed as at 30 June 2019 | 169,237 |
| Additional future lease payments for expected extension options | - |
|  | 169,237 |
| Discounted using the entity’s incremental borrowing rate | (4,057) |
| Add: finance lease liabilities recognised as at 30 June 2019 | - |
| **Lease liability recognised as at 1 July 2019** | **165,180** |

In applying AASB 16 for the first time, the entity has used the following practical expedients permitted by the standard:

* The use of a single discount rate to a portfolio of leases with reasonably similar characteristics;
* The use of hindsight in determining the lease term where the contract contains options to extend of terminate the lease;
* The accounting for operating leases with a remaining lease term of less than 12 months as at 1 July 2019 as short-term leases; and
* The exclusion of initial direct costs for the measurement of the right-of-use asset at the date of initial application.

There are no other standards that are not yet effective and that would be expected to have a material impact on the entity in the current or future reporting periods and on foreseeable future transactions.

**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.

Lease payments to be made under reasonably certain extension options are also included in the measurement of the liability. The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, which is generally the case for leases that relate to building premises, the entity’s incremental borrowing rate is used, being the rate that the individual lessee would have to pay to borrow the funds necessary to obtain an asset of similar value to the right-of-use asset in a similar economic environment with similar terms, security and conditions.

To determine the incremental borrowing rate, the Company uses recent third-party financing received by the individual lessee as a starting point, adjusted to reflect changes in financing conditions since third party financing was received, making adjustments specific to the lease (e.g. term, country, currency and security).

The Company is exposed to potential future increases in variable lease payments based on an index or rate, which are not included in the lease liability until they take effect. When adjustments to lease payments based on an index or rate take effect, the lease liability is reassessed and adjusted against the right-of-use asset.

Lease payments are allocated between principal and finance cost. The finance cost is charged to profit or loss over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period.

Right-of-use Assets

Right-of-use assets are measured at cost comprising the following:

* The amount of the initial measurement of lease liability
* Any lease payments made at or before the commencement date less any lease incentives received
* 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.

# Notes to the financial statement (Con’t)

## For the year ended 30 June 2020

### NOTE 2: REVENUE

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
| Operating activities |  |  |  |
| QCOSS project funding |  | 3,144,173 | 3,741,524 |
| - Other income |  | 433,962 | 257,790 |
|  |  | 3,578,135 | 3,999,314 |
| Non-operating activities |  |  |  |
| Interest |  | 53,870 | 76,298 |
| COVID-19 Recovery |  | 236,000 | - |
|  |  | 3,868,005 | 4,075,612 |

### NOTE 3: EXPENSES

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
| Surplus before income tax includes the following specific expenses: |  |  |  |
|  |  |  |  |
| Depreciation and amortisation of noncurrent assets |  | 151,359 | 9,877 |
|  |  |  |  |
| Rental expense on operating leases |  |  |  |
| * Minimum lease payments (low value lease) – property |  | 3,906 | 135,952 |
|  |  |  |  |

### NOTE 4: CASH AND CASH EQUIVALENTS

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
| Cash on hand |  | 68 | 163 |
| Cash at bank |  | 502,793 | 474,892 |
| Deposits at call |  | 2,142,780 | 2,733,470 |
|  |  | 2,645,641 | 3,208,525 |

### NOTE 5: TRADE RECEIVABLES

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
| Trade receivables |  | 189,306 | 122,992 |
|  |  |  |  |

### NOTE 6: OTHER CURRENT ASSET

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
| Accrued Interest |  | 9,177 | 10,025 |
| Prepayments and other receivable |  | 1,311 | 1,921 |
|  |  | 10,488 | 11,946 |

### NOTE 7: PLANT AND EQUIPMENT

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
| PROPERTY, PLANT AND EQUIPMENT |  |  |  |
| (a) Office equipment |  |  |  |
| At cost |  | 129,821 | 120,329 |
| Less accumulated depreciation |  | (100,542) | (88,385) |
|  |  | 29,279 | 31,944 |
| (b) Office furniture and fittings |  |  |  |
| At cost |  | 14,229 | 14,229 |
| Less accumulated depreciation |  | (14,178) | (13,974) |
|  |  | 51 | 255 |
| Total property, plant and equipment |  | 29,330 | 32,199 |

### 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 |
| 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 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2019 |  | $ | $ | $ |
| Balance at the beginning of the year |  | 458 | 8,256 | 8,714 |
| Additions |  | - | 33,362 | 33,362 |
| Depreciation expense |  | (203) | (9,674) | (9,877) |
| Carrying amount at end of year |  | 255 | 31,944 | 32,199 |

### NOTE 8: TRADE AND OTHER PAYABLES

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
|  |  |  |  |
| Trade payables |  | 49,086 | 61,022 |
| GST Payable |  | 40,968 | 53,096 |
| Annual leave |  | 129,962 | 197,550 |
| Accrued expenses |  | 204,631 | 100,182 |
| Long service and other leave |  | 78,442 | 127,306 |
| Deferred grant income |  | 280,393 | 473,275 |
| Memberships received in advanced |  | 105,259 | 112,525 |
| Other income received in advance |  | 30,145 | 90,242 |
|  |  | 918,886 | 1,215,198 |

### NOTE 9: PROVISIONS

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
| NONCURRENT |  |  |  |
| Employee entitlements – Long service leave |  | 13,674 | 12,458 |
|  |  |  |  |

### NOTE 10: RIGHT-OF-USE ASSETS AND LEASED LIABILITY

|  |  |  |  |
| --- | --- | --- | --- |
| Right-of-use Assets |  | 2020  $ | 2019  $ |
| Leased building – right-of-use |  | 33,036 | - |
| Motor Vehicle |  | 6,671 | - |
|  |  | 39,707 | - |

Additions to the right of use assets during the period was $Nil.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Lease liabilities |  | 2020  $ | 2019  $ | |
| CURRENT |  |  |  | |
| Leases for building premise |  | 34,058 | - | |
| Leases for vehicle |  | 5,463 | - | |
|  |  | 39,521 | - | |
|  | | | |
|  | | | |
| Lease liabilities |  | 2020  $ | 2019  $ | |
| NON-CURRENT |  |  |  | |
| Leases for vehicle |  | 1,440 | - | |
|  |  | 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 |
| 2020 |  | $ | $ | $ |
| Balance at the beginning of the year |  | 165,330 | 12,007 | 177,337 |
| Additions |  | - | - | - |
| Disposals |  | - | - | - |
| Amortisation expense |  | (132,294) | (5,336) | (137,630) |
| Carrying amount at end of year |  | 33,036 | 6,671 | 39,707 |

Given adoption of AASB 16 on 01/07/2019, the balance of right of use assets at 30 June 2019 is nil.

### NOTE 11: 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 12: RELATED PARTY TRANSACTIONS

There were no related party transactions during 2020 financial year or in the prior year.

*Key management personnel* – disclosures relating to key management personnel are set out in note 15.

### NOTE 13: CASH FLOW INFORMATION

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **2020**  $ | **2019**  **$** |
| (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 |  | 68 | 163 |
| Cash at bank |  | 502,793 | 474,892 |
| At call deposits with financial institutions |  | 2,142,780 | 2,733,470 |
|  |  | 2,645,641 | 3,208,525 |
|  |  |  |  |
| (b) Reconciliation of cash flow from operations with  Profit after income tax |  |  |  |
|  |  |  |  |
| Surplus before income tax expense |  | (207,055) | (302,653) |
|  |  |  |  |
| Noncash flows in profit: |  |  |  |
| Depreciation |  | 151,359 | 9,877 |
| Changes in assets and liabilities: |  |  |  |
| Decrease/(increase) in receivables |  | (66,314) | 341,551 |
| Decrease in other current assets |  | 1,458 | 7,300 |
| Increase/(decrease) in payables |  | 27,207 | (96,089) |
| Increase/(decrease) in accruals and provisions |  | (62,059) | 20,027 |
| Increase/ (decrease) in deferred income |  | (254,900) | (467,833) |
| Cash flows from operations |  | (410,304) | (487,820) |

### NOTE 14: 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 | |
|  | 2020 | 2019 | 2020 | 2019 | 2020 | 2019 | 2020 | 2019 |
| Financial Assets: | % | % | $ | $ | $ | $ | $ | $ |
| Cash | 1.61 | 2.44 | 502,793 | 474,892 | 2,142,780 | 2,733,470 | - | - |
| Total Financial Assets |  |  | 502,793 | 474,892 | 2,142,780 | 2,733,470 | - | - |

(c) 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.

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 2020 | 30 June 2019 |
|  |  |  |  | $ | $ |
| Less than 6 months |  |  |  | 550,234 | 714,749 |
| 6 months to 1 year (50% of annual leave & deferred income not expensed) |  |  |  | 270,664 | 512,907 |
| **Total** |  |  |  | 820,898 | 1,227,656 |

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 2020, 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 2020** | | **Year Ended**  **30 June 2019** |
|  | | $ | | $ |
| Change in profit attributable to members |  | |  | |
| -Increase in interest rate by 1% | 21,428 | | 27,335 | |
| -Decrease in interest rate by 1% | (21,428) | | (27,335) | |
|  |  | |  | |

### Note 15. Key management personnel disclosures

*Compensation*

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  | **2020** | |  | **2019** |
| Short-term employee benefits | | |  |  |  | 706,916 |  | 616,466 | |
| Long-term benefits | | |  |  |  | 42,254 |  | 48,216 | |
| Post-employment benefits | | |  |  |  | 68,412 | 5 | 61,649 | |
|  |  |  |  |  |  | 817,582 |  | 726,331 | |
| *Related party transactions* | | | | | | | | | |  |  |  |  |  | Related party transactions |
| Related party transactions are set out in note 12. | | | | | | | | | |
|  | | | | | | | | | |

### Note 16. 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 |  |  |  | 37,000 |  | 33,000 |

### NOTE 17: 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 18: 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 19: EVENTS SUBSEQUENT TO BALANCE DATE

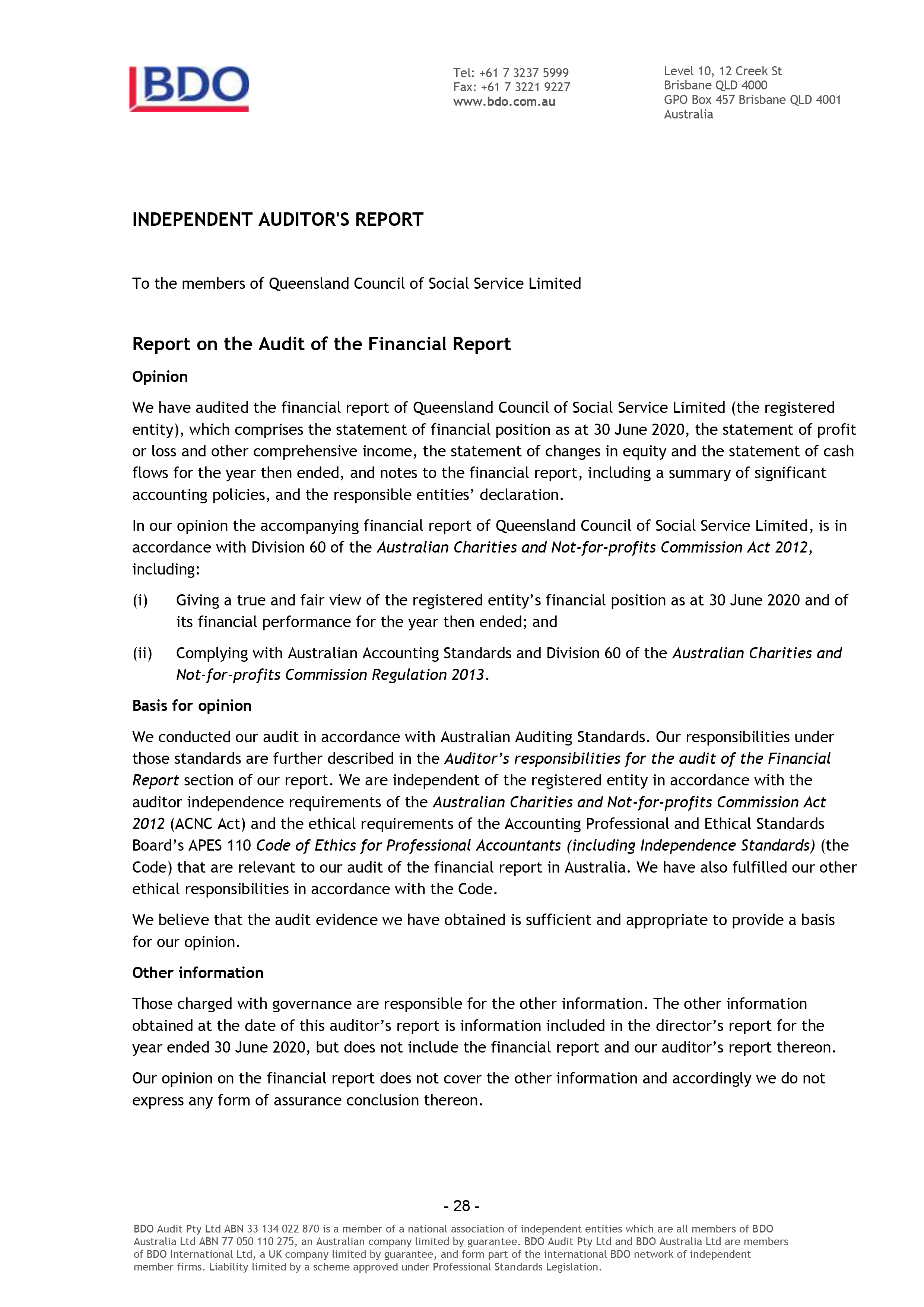
There are no material events after 30 June 2020 requiring disclosure.

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 2019 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.

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