

**Achieve
the life
you want**



We are proud to play a part in people's achievements

COOTHARINGA ACHIEVEMENTS

1950's - 1960's

- Formation of the North Queensland Society for Crippled Children.
- Cootharinga Nursing Home Official Opening May 1957.
- Official Opening of the Matron and Nurses Quarters at Cootharinga May 1961.
- Nursing Home was extended 1968.



1990's

- Further 3 purpose-built accessible houses opening in Townsville. As well as in Cairns and one in Mackay.
- Change of name to The Cootharinga Society of North Queensland (1991).
- Commenced Rehabilitation Technology Service (1992).
- Commenced Family Support Service (1993).
- Accessible accommodation built in Mount Isa.
- Closure of the Cootharinga Nursing Home, completing transition from a "medical" to a "community living" model of supports.
- Commenced the Individual Support Service.
- Closure of Mount Isa accessible accommodation property.



2006 - 2010

- Launch of Respite Service in Townsville and Mackay.
- Opening of the Activity and Respite Centre.
- Commenced Walk With Me.
- Building of Leila Ave (Townsville), Little St (Cairns) and Meadow St (Mackay) - new accessible housing.

2015

- Purchased more land in Townsville for accessible housing.
- Commenced Indigenous Training Strategy and commenced training.
- Opened new office in Mackay.
- Commenced construction of Kinnardy St.

1970's - 1980's

- De-institutionalisation commenced.
- Built Casa Martinez, first purpose-built house in the community providing housing to 10 people.
- Special Education and Training Centre opened. Later housed Administration and the Library.



2000 - 2005

- Achieved accreditation ISO 9001:2000.
- Babinda Bargain Centre opened (2002).
- Became a member of Ability First Australia.
- Purchased property at Keane Street for Head Office and RTS.
- Assisted individuals to move from Casa Martinez to Gardenia Ave - smaller accessible accommodation in suburban streetscape.
- Affiliation with Easter Seals in the USA.



2011 - 2014

- Our recently established Autism Service expands to children with all types of disabilities.
- Purchase of land at North Shore for future accessible housing projects.
- Commenced focused Support for School Leavers.
- Built 3 new accessible houses at North Shore, achieving first Platinum Standard Certification in Australia - now home for 4 adults.
- Launch of Parent Connect Service Rockhampton and Townsville.
- Reestablished supports in Mount Isa and secured building in Mount Isa for School Leavers program.
- Commenced preparations for introduction of the NDIS.



2016

- Commenced building more accessible housing in Townsville and Cairns.
- Launch of Glencore Community Hub in Mount Isa.
- Opening of 1800Cootharinga Centre in Townsville.
- First NDIS Customers starts with Cootharinga.



Our Vision: "Building a better world with people of all abilities!"

Cootharinga

Our Vision:

“Building a better world with people of all abilities!”

Our Purpose:

“Tailoring solutions to assist people
live the life they want!”

Our Customers are:

Anyone who is having difficulty achieving the life
they want due to an impairment,
whether permanent or temporary; or due to ageing.

We do this through:

- Support & Services
- Equipment Solutions
- Empowerment
- Accessible Housing

Contents

COOTHARINGA ACHIEVEMENTS.....	1
CONTENTS.....	2
BOARD OF DIRECTORS.....	3
REPORT FROM THE PRESIDENT & CEO.....	4
SUPPORT & SERVICES.....	5
EQUIPMENT SOLUTIONS.....	6
EMPOWERMENT.....	7
ACCESSIBLE HOUSING.....	8
COMMUNITY INVESTORS: VOLUNTEERS, DONORS & CORPORATE PARTNERS.....	9
ORGANISATIONAL CHART.....	11
OUR STAFF.....	12
OUR BUSINESS CAPABILITY.....	12
SUMMARISED FINANCIAL REPORT.....	13
EVENTS PHOTOGRAPHS.....	17

BOARD OF DIRECTORS



Mr Rob Grant
President



Mr Colin Harkness
Vice President



Mr Ian Featherstone
Treasurer



Ms Anna Nicholls
Honorary Secretary



Mr Jim Young



Ms Renee Bennett



Mr Wayde Chiesa



Mr Kevin Byrne
Commenced
26 April 2016



Mr Ryan Combe
RESIGNED
24 May 2016

*We thank each of our Directors
who so willingly and enthusiastically
volunteer their time and skills*

OUR VALUES

- | | |
|----------------------------|--------------------------|
| 1. Valuing all abilities | 4. Respect |
| 2. Innovation & Creativity | 5. Integrity |
| 3. Team Spirit | 6. Positive Partnerships |

OUR MEMBERS

Cootharinga North Queensland is a Company limited by guarantee registered under the *Corporations Act 2001 (Cth)*.

We are a membership based organisation, whose Life Members and financial Ordinary Members are entitled to vote on matters related to the organisation's Constitution and election of Directors of the Cootharinga Board at the Annual General Meeting.

We are proud to have an active membership base and a large number of Life Members who have provided sustained outstanding service to a wide spectrum of the organisation's activities.

CORPORATE GOVERNANCE STATEMENT

The Cootharinga Board is responsible for setting the strategic direction for Cootharinga, approving budgets, monitoring, and auditing Cootharinga's affairs, on behalf of Cootharinga members by whom the Directors are elected and to whom they are accountable.

These activities are conducted in accordance with the Constitution of Cootharinga and relevant legislation. Activities are aimed at the delivery of quality services to people living with disabilities in North Queensland and ensuring that Cootharinga remains focussed on its Vision Statement. All Directors are non-executive and act in a voluntary capacity.

The Board has delegated responsibility for day-to-day operations of Cootharinga to the Chief Executive Officer and staff teams. The Chief Executive Officer reports to the Board through Cootharinga's President. In addition, Directors are members of a range of specialist "Board Committees", each of whom concentrates on specific areas and recommends action to the Board. The Board and each Board Committee has established:

- Roles
- Structure and composition
- Terms of reference
- Functions
- Meeting and reporting requirements
- Key performance indicators

BOARD APPROVED STRATEGIC DIRECTIONS 2014-2017

1 Excellent and Person Centred Supports

Quality supports that are person centred, flexible, responsive and value for money.

2. Positive Workforce and Culture

Drive a dynamic person centred and positive workplace, workforce and culture.

3. Sustainability

Drive sustainable growth while enhancing and protecting our reputation and profile.

4. Strategic Influence

Lead and influence industry, government and community to create inclusive communities.

5. Partnerships, Marketing and Branding

Build strong, deep and enduring partnerships.

Our Vision: "Building a better world with people of all abilities!"

REPORT FROM THE PRESIDENT & CEO

The 2015-16 year has been one of the most significant in our 65 year history. It is right up there with our name change and transition from nursing home care in the early 1990's. Our achievements this year are a great credit to our staff, a broad range of community investors and other supporters, our Board and to our customers for helping shape our future.

Last year, we foreshadowed many new developments to come in preparing for the launch of the National Disability Insurance Scheme (NDIS) in North Queensland – and these have come to fruition.

In July 2015, we launched a successful series of television advertisements, which showcase people we support. We are proud to have played a part in their achievements. This has been complemented by a series of billboard advertisements across North Queensland – only made possible by the generous corporate partnership of Paradise Outdoor Advertising, also a North Queensland owned and operated company.

In September 2015, we had the great honour to host the early launch of the NDIS in Queensland, by the Premier of Queensland, the Hon Anastacia Palaszczuk MP; Queensland Minister for Disability Services, the Hon Coralee O'Rourke MP; and Chair of the Board of the National Disability Insurance Agency, Dr Bruce Bonahady AM.

In December 2015, after spending more than 6 months listening to our customers, staff and community supporters on a broad range of issues, we launched a new Purpose Statement to take us into the future. Our Purpose is the driving force that underpins our brand, our identity and our culture. A customer reference group, a staff reference group and other stakeholders were involved from the start. It clearly struck a chord with all involved. We launched our Purpose – *Tailoring solutions to assist people live the life they want* – along with four pillars of activity, all of which underpin the achievement of our Vision (page 2).

In February 2016, we unveiled a new organisational management structure (page 11) to ensure we take the opportunities and face the challenges that our quickly evolving business environment brings. We streamlined our structures and at the same time enabled a tangible investment in the future – for our customers and our business.

In April 2016, we brought on line another platinum standard accessible house in Townsville, in partnership with Martin Locke Homes. This continues our recent record in this area with at least another two to be available in Cairns and Townsville in the coming year.

In May 2016, we formally launched Customer Connect (page 7). Customer Connect provides a first point of contact for new customers, and a “go to” point for existing customers. Our account managers work alongside individuals and

families to provide tailored life goal planning, support and advice to achieve the best life outcomes possible. Customer Connect also includes information and capacity building supports such as peer support through Parent Connect and MyTime and our long-standing Information Resource Centre.

In April and May 2016 we opened a new Allied Health/Customer Connect site in Townsville and launched the refurbished Mount Isa site, thanks to the generous support of Glencore in Mount Isa.

Over the past year, we have significantly increased and modernised our social media presence and footprint and have upgraded our website – to improve point of sale capability for customers and supporters alike.

We made an operational loss of \$437,629 in 2015-16. This does not take into account significant non-operational revenue for capital works. This result compares to a profit of \$133,911 in the previous year. However, at the same time Cootharinga invested more than \$600,000 in improvements preparing for our new business environment. We also reduced our liabilities and increased our asset base, resulting in a net increase of 16% in net assets.

Most importantly, we believe to fulfil our purpose requires that we add value beyond what we have been funded or paid to deliver. In 2015-16, we contributed over \$1 million in value-add directly to our customers, from our own resources, including :

- \$527,703 in land purchases for accessible housing;
- \$240,000 for life goal planning for more than 400 individuals & families;
- \$81,266 in subsidised customer transport (if customers had been required to use taxis the additional cost to them would have been more than \$445,000);
- \$58,752 in volunteer support;
- \$23,308 in customer purchases from fundraising; and
- \$23,720 in Customer Connect account management.

We also contributed more than \$65,000 in community awareness raising activities.

Finally, we wish to express our sincere thanks to the Queensland State Government, which has for more than two decades had the faith in Cootharinga to provide funding grants for disability support that have underwritten the majority of the services and supports we have delivered for North Queenslanders. In 2015-16 this made up 84% of our operating revenue. We are entering a new world where, quite rightly, customers will have direct purchasing power, which is available through the joint financial support of Commonwealth and State Governments under the NDIS.



Mr Rob Grant
President



Mr Peter Mewett
CEO

SUPPORT & SERVICES

This year our range of Support and Services offered have continued to evolve and expand responding to our customers' needs and life goals. Our range of services and supports now includes:

- In-home Support to more than 100 people across Townsville, Mackay, Cairns, Tablelands, Mount Isa and Mornington Island.
- Supported living assistance is provided to over 70 people in Townsville, Mackay, Cairns, Tablelands and Mount Isa.
- Community Access support to almost 60 adults across North Queensland
- Allied health supports to 193 families and individuals
 - Occupational therapy for children and adults
 - Speech therapy for children and adults (Townsville only)
- Our Skills and Transitions program, formerly known as STARS has continued to expand and now supports more than 50 adults in Mount Isa and Townsville
- We provided a School Holiday Program in Townsville to younger 23 children, with views of enhancing this program in the coming year.
- In Townsville we have delivered centre based day and overnight respite support to 49 people
- Support for older carers in Townsville and Mackay
- Aboriginal and Torres Strait Islander Liaison service across North Queensland.

These supports represent the diversity of individuals we serve and also demonstrate the changing needs of people we are supporting in the community. We have provided almost 300,000 hours of direct support to people within their homes and the community.

This year has also been a year of significant preparation for the National Disability Insurance Scheme. We have delivered a number of *Conversations With Cootharinga Events* across Mount Isa, Cairns, Tablelands, Mackay and Townsville. These sessions continue to be well attended and provide families and people we support with up to date information about the NDIS.

Our external audits were completed again this year with great success. The auditors recognised the great work our teams have been doing to help customers and families feel prepared for the transition to NDIS. They also recognised the substantial improvements in quality and customer service, particularly noting the efforts taken to enhance responsiveness to customer feedback and complaints. This is a great result and we continue to look at ways we can be even more responsive to our customers.

As we enter into the next year, with the commencement of the NDIS on our doorstep, our customer satisfaction with our supports is critical to our success. We will continue to work closely with people we support and families to better understand your needs and identify ways to enhance our quality of support to help all individuals live the life they want.



"My dream fulfilled with my own home." - Nathan



"Nolan loves to learn and Cootharinga makes it possible!" - Nicole, Nolan's mother

EQUIPMENT SOLUTIONS

This year our Equipment Solutions Team (formerly Rehabilitation Technology Service) have provided a broad range of equipment solutions to people across North Queensland. Our Equipment Solutions service delivers a range of supports including:

- Repairs and maintenance to mobility equipment
- Seating Assessments for new mobility equipment (Rehabilitation Technology Service)
- Tailored solutions for mobility equipment
- Upholstery service to tailor equipment to the customers desires

We have provided over 400 individual services to people living in Townsville, Charters Towers, Ingham, Palm Island, Ayr, Bowen, Mackay, Cannonvale, Proserpine, Moranbah, Sarina, Cairns, Tablelands, Mossman, The Gulf, Innisfail, Tully, and Babinda.

Across this financial year we have delivered 168 seating assessments, 98 modification services, and 152 repairs across all of North Queensland.

We travelled to Cairns (including the Tablelands) and Mackay three times each during the year to offer outreach services. This service continues to be in high demand in all locations. This service is important to ensure that people living in all locations across North Queensland get the access they need to tailored equipment and mobility solutions.

This year we have also been preparing for the transition to the National Disability Insurance Scheme. We have been reviewing documentation and our assessment tools to ensure they are as easy to use and adapt to the NDIS requirements. We have also continued to inform and educate our staff on the Scheme and how this will impact each person we assist.

In the year ahead we have more great plans to expand our supports under Equipment Solutions. As you will note our name change has been an important step in ensuring our customers have access to an evolving range of supports. We hope that this name reflects a more comprehensive range of services.

We believe the year ahead for our customers accessing Equipment Solutions will present great opportunities to access the funding you need to tailor mobility solutions to your life goals. We look forward to working with you in the future to continue to enhance the way we assess, design and tailor equipment solutions to your individual needs.

"Helping people achieve their goals by modifying and customising an extensive range of mobility equipment is an extremely rewarding job"

- Jeff Parsons, Tradesperson
Equipment Solutions Workshop

"Poppy picking up her new tailored wheelchair"



EMPOWERMENT

The organisational structure has gone through a significant change in the last six months, predominantly to provide a more flexible and responsive structure to meet the expectations of customers.

The establishment of Customer Connect in May 2016, has provided the organisation with a specialised department to “meet and greet” prospective customers and assist them in finding “their right fit” in utilising NDIS funding. There is no expectation on Cootharinga’s behalf that we will always be their service of choice, however we also expect that we will receive requests for Cootharinga to provide the services.

Being the first point of contact for new customers, and a “go to” point for existing customers, excellence in customer service is a priority, with account managers located in Townsville, Mackay, Cairns and Mount Isa, who also cater to all areas in between.

To assist customers in planning for their meeting with the National Disability Insurance Agency (NDIA), Customer Connect undertook the mammoth task of completing Life Goal Plans for all Cootharinga customers and their families. The purpose of Life Goal Plans is to identify the dreams and aspirations of the customer and ensure Cootharinga services can be tailored to assist them to reach these goals. Since beginning this process in September 2015, Customer Connect has successfully developed Life Goal Plans with over 400 customers and their families at no cost to them. This process has created a sense of empowerment, with both customers and their loved ones realising the great potential of the NDIS!

A single parent of a young child with autism recently learned the true potential of the NDIS with the assistance of a Customer Connect Account Manager. Through a creative discussion around possibilities, this parent learnt he could employ a Cootharinga support worker to collect his child from school in the afternoons. This assistance has allowed the parent to attend an extra class at university, and has therefore reduced his part time degree by two years! This is just one of the many life changing outcomes the introduction of the NDIS, combined with the assistance of Customer Connect can create in the lives of people with disability and their families, through the provision of tailored service.



Developing a life goal plan with Rod and his sister



Ray at State of Origin 2016

ACCESSIBLE HOUSING

One of Cootharinga's four pillars is Accessible Housing - working with partners to increase the stock of quality accessible housing. It is widely accepted that there is a critical shortage of accessible accommodation for people with a disability.

What another great twelve months! We are very pleased to report that twelve people with disabilities have moved into new accommodation during this period, and it is all Platinum Standard under Liveable Housing Design Guidelines.

Two new houses have been built at North Shore in Townsville.

One house was fully financed by Cootharinga and designed and built by Martin Locke Homes. The property consists of a five bedroom home (including sleepover room) and a two bedroom unit.

The other house was designed on similar lines and was funded through the Elderly Parent Carer Innovation Trial.

Cootharinga has also secured funding through the Provision of Accessible and Sustainable Accommodation for People with Disability in Residential Aged Care or Public Health Facilities. Two, by two unit accommodation (with separate carer unit) will be built on sites in Townsville and Cairns. Cootharinga has contributed the land to both of these projects.

Cootharinga will continue to seek further partnerships and funding opportunities to build more accessible housing in the North Queensland region. It is anticipated that the Specialist Disability Accommodation (SDA) initiatives will provide an opportunity to include property investors into the market and create a platform for further innovative and affordable housing.



COMMUNITY INVESTORS

From its humble beginnings in 1951, Cootharinga North Queensland and the people of North Queensland have worked together to invest in communities which support the needs of people of all abilities.

65 years later Cootharinga is privileged to be supported by a large number of Community Investors - donors, volunteers and corporate partners who invest their time, skills, staff, goods and/or money to help us support people with disability to achieve the life they want. Our community investors play an integral role in ensuring that we continue to deliver value-for-money tailored supports and services, and/or a range of other supports that go beyond what funding provides or customers are able to purchase.

Consistent with how we work with customers, we work with Community Investors to understand their reasons for investing and the outcomes they expect to see as a return on their investment.

All of us have the right to live a life of our choosing. A community where everyone is included, active and valued makes a difference in all of our lives. Through their support of Cootharinga, our community investors are helping to make that difference in our community, where we all live, work and play.

OUR VOLUNTEERS

This year we undertook to revamp our volunteer program, using a two-tiered approach. Firstly, we researched the needs of customers and separate areas in our organisation, and how volunteers might add value using that research to source and place volunteers. Secondly, we focused particularly on the return volunteers were seeking and Cootharinga, in turn, focused on developing the skills and confidence of volunteers who were seeking skills development as an outcome.

Cootharinga's volunteers are an important part of the successful running of our business. They now work across all areas of our organisation contributing to the well-being of our customers, assisting to support our business administration and participate in fundraising activities.

Volunteers convey excellent skills to our organisation, complementing and expanding existing roles to add value to our customers and service provision.

We need to make special mention of a group of volunteers who have supported the organisation for decades in the Far North Queensland community of Babinda. This group of dedicated volunteers operate the Babinda Bargain Centre, which each year contributes tens of thousands of dollars revenue for Cootharinga to utilise for value-add support. This year the money raised contributed towards the purchase of a block of land in Cairns to build a new platinum standard accessible house - a first in Far North Queensland.

MAJOR PAYROLL DEDUCTIONS CONTRIBUTORS

- Flinders Shire Council
- Townsville City Council
- Cassowary Coast Regional Council
- Telstra
- Wilmar Sugar
- Mackay Sugar
- Parry Nissan
- Australia Post
- Cairns Slipways
- Tully Sugar
- Cootharinga Staff Members

CORPORATE PARTNERS

PLATINUM



GOLD



SILVER



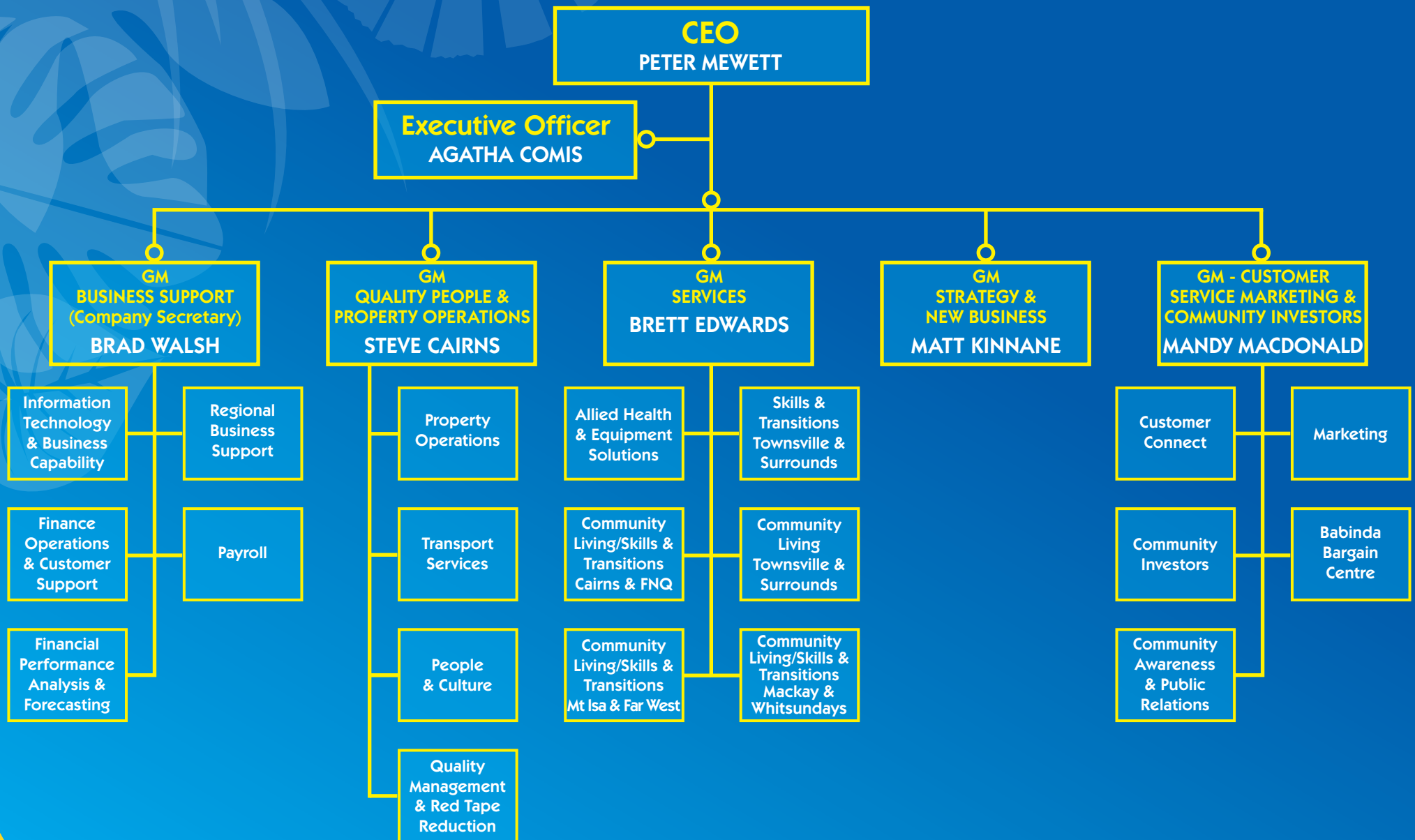
BRONZE



Our Vision: "Building a better world with people of all abilities!"



ORGANISATIONAL CHART JUNE 2016



OUR STAFF

Cootharinga staff numbers continue to grow with the introduction of the National Disability Insurance Scheme (NDIS).

Cootharinga conducted a staff survey during these twelve months and were pleased with the overall satisfaction ratings. There had been some very positive trends however still room for improvement in the way in which we support our staff of nearly 330 personnel.

Recruitment of staff throughout the organisation has been very positive, however over the next few months we will be introducing a more reactive and simplified recruitment process, especially for Support Workers. We are investigating the use of on-line training and a reduction in the number of face to face training sessions.

Overall, it has been a very hectic and satisfying twelve months, and we believe this is only the "tip of the iceberg" with a number of challenges ahead. Recruitment and training of staff in remote localities will probably top this list, and as we have found with establishing staff and services on Mornington Island, this is achievable and we are looking forward to further establishing our services throughout Regional North Queensland.



New group of recruits

OUR BUSINESS CAPABILITY

In 2015-16, we have taken significant strides to improve the business support for our 4 Pillars of activity (Services & Support; Equipment Solutions; Empowerment; and Accessible Housing) and also our overall business capability as a contemporary For-Purpose business. We are focused on improving our point-of-sale capability for customers and staff throughout the organisation. We aim to be recognised for both quality and relevant supports and for the ease of working with us whether as customers, supporters, purchasers, staff or other stakeholders.

We are implementing a new software system, which will deliver business process improvements and system effectiveness in preparation for NDIS.

Further work has been completed to implement tools which will allow us to make new processes required with the introduction of the National Disability Insurance Scheme, easier and efficient for customers and staff alike.

Focus has also been given to improving the speed and security of network connections. This financial year we will also work to implement the solution for business continuity to support our business operation with minimal downtime.

Our team continues to find innovative technology to effectively improve the way we provide our services and give value add to our customers towards achieving the life they want.



New recruits in training

REPORT ON OPERATIONS FOR THE FINANCIAL YEAR ENDED 2016

Result for the Year

The Operating deficit of the company for the financial year ended 30th June, 2016 was \$437,629.

Review of Operations and Results of Operations

The Cootharinga Society of North Queensland's Operating result for the year ended 30 June 2016 was a deficit of \$437,629. This represents a \$571,540 increase in operating deficit from the year ended 30 June 2015, excluding non-operating capital funding and investment revaluations.

The main factors contributing to this result were as follows:

Income

Total operating income has increased by \$1,345,858 mainly as a result of the following:

- Government funding income has increased by \$1,166,813 as a result of Queensland Government, Department of Communities - Disability Services (DS) funding increases of \$1,166,813 relating to funded services including Supported Accommodation, Individual Support, Community Access, Mobile Attendant Care, Parent Connect and School Leavers Services;
- Fee For Service income has increased by \$87,094;
- Fundraising income including Bequests has decreased by \$58,646;
- Investment property rental income has increased by \$9,947;
- Service charges have increased by \$31,923;
- Investments related income has increased by \$74,009.

Expenses

Total expenses have increased by \$1,917,399 mainly as a result of the following:

The operating costs increases relate to employee remuneration expenses, new services costings relating to the increases in government funding noted above, and general inflationary cost increases.

A review of operations and the results of those operations for the financial year are set out in the President's Report.

PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
Operating Revenues		
Operating Services	17,672,450	15,976,031
Operating Other	1,372,761	1,723,322
Total Operating Revenues	19,045,211	17,699,353
Operating Expenses		
Supported Accommodation Service expenses	10,091,512	9,838,562
Support Service expenses	2,649,326	2,384,694
Allied Health Service expenses	725,273	601,008
Rehabilitation Technology Service expenses	620,368	584,573
Respite Service expenses	2,643,897	2,637,176
Other Services expenses	789,158	367,124
Other expenses from continuing operations	1,963,305	1,152,305
Total Operating Expenses	19,482,840	17,565,442
Operating Profit (loss)	(437,629)	133,911
Non-Operating Revenues		
Capital Funding	1,514,261	---
Impairment Gains	420,700	---
Total Non-Operating Revenues	1,934,960	---
Total Non-Operating Expenses	---	---
Non-Operating Profit (loss)	1,934,960	---
Profit(Loss) Attributable to Members of the Entity	1,497,331	133,911
Other Comprehensive Income		
Net Value Gain/(Loss) on Available-For-Sale Financial Assets	(152,007)	63,241
Income relating to the 2015 financial year and prior financial years	631,701	543,974
Total Other Comprehensive Income	479,694	607,215
Total Comprehensive Income Attributable to Members of the Entity	1,977,025	741,126

BALANCE SHEET
AS AT 30 JUNE 2016

	2016 \$	2015 \$
Current Assets		
Cash and cash equivalents	2,316,789	235,375
Trade and other receivables	434,534	169,172
Other financial assets	4,821,023	7,190,101
Total Current Assets	7,572,346	7,594,648
Non-Current Assets		
Other financial assets	1,914,497	2,014,481
Property, plant and equipment	10,353,526	8,800,611
Other	92,500	92,500
Total Non-Current Assets	12,360,523	10,907,592
Total Assets	19,932,869	18,502,240
Current Liabilities		
Trade and other payables	2,062,553	3,275,540
Other financial liabilities	---	163,566
Short term provisions	1,972,302	1,737,913
Total Current Liabilities	4,034,855	5,177,019
Non-Current Liabilities		
Long term provisions	108,347	112,578
Other financial liabilities	1,500,000	900,000
Total Non-Current Liabilities	1,608,347	1,012,578
Total Liabilities	5,643,202	6,189,597
Net Assets	14,289,668	12,312,643
Equity		
Retained earnings	13,752,525	11,623,493
Available-for-sale financial assets reserve	537,144	689,151
Total Equity	14,289,668	12,312,643

THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND DIRECTORS' DECLARATION

The Directors of The Cootharinga Society of North Queensland declare that:

a) In the Directors' opinion the financial statements and notes of the company have been prepared in accordance with the Corporations Act 2001, including that they:

i) comply with the Australian Accounting Standards and the Corporations Regulations 2001; and


ii) give a true and fair view of the financial position of the company as at 30 June 2016 and of its performance for the year ended on that date; and

b) In the Directors' opinion, 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 this 29th day of September 2016 at Townsville in accordance with a resolution of the Board of Directors.


..... Director

Rob Grant (President)


..... Director

Ian Featherstone (Treasurer)

THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND INDEPENDENT AUDITOR'S REPORT

To the members of The Cootharinga Society of North Queensland, ACN 009 656 679

Report on the Financial Report

I have audited the accompanying financial report of The Cootharinga Society of North Queensland, which comprises the balance sheet as at 30 June 2016, and the statement of comprehensive income, statement of recognised income and expenditure and cash flow statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on our audit. I conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting my audit, I have complied with the independence requirements of the Corporations Act 2001. I confirm that the independence declaration required by the Corporations Act 2001, provided to the directors of The Cootharinga Society of North Queensland on 29th day of September 2016 would be in the same terms if provided to the directors as at the date of this auditor's report.

Auditor's Opinion

In my opinion the financial report of The Cootharinga Society of North Queensland is in accordance with the Corporations Act 2001, including:

(a) giving a true and fair view of the company's financial position as at 30 June 2016 and of its performance for the year ended on that date; and

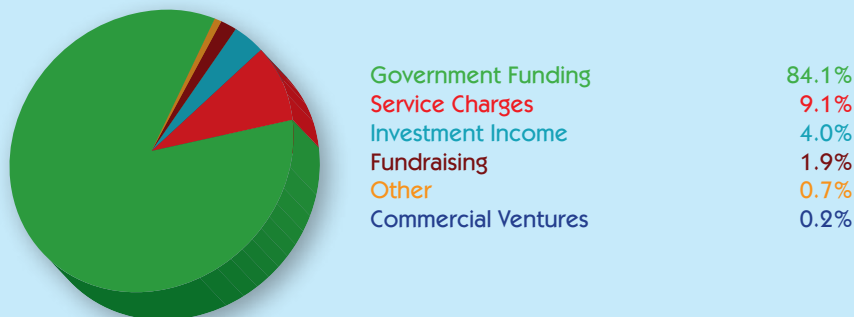
(b) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Regulations 2001.


.....
R. Dunstan
(Registered Company Auditor)

Dated this 29th day of September, 2016
19 Stanley Street
Townsville QLD 4810

SUMMARY OF 2016 OPERATING INCOME

TOTAL INCOME



SOURCE OF GOVERNMENT FUNDING



DISABILITY SERVICES FUNDING (BY SERVICE TYPE)



SUMMARY OF 2016 OPERATING EXPENSES

TOTAL EXPENSES



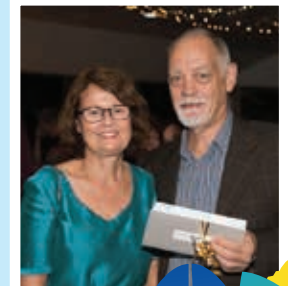
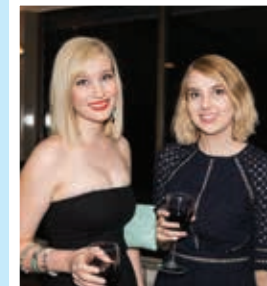
EXPENSES BY COST CENTRE



EXPENSES BY FUNDED SERVICE TYPE (LIFESTYLE SERVICES)



COOTHARINGA EVENTS 2016



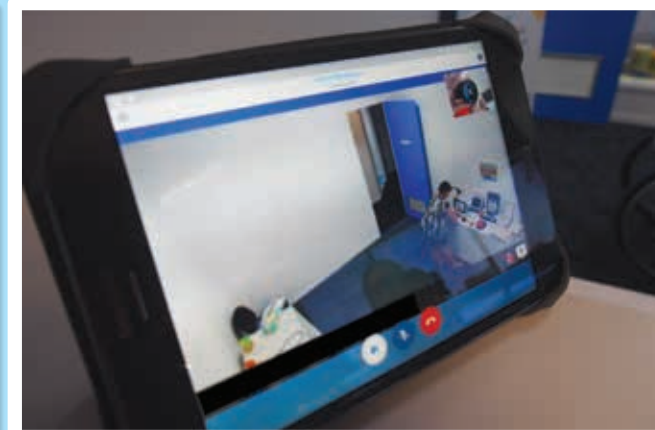




Our new
1800 Cootharinga
Building in
Townsville
- offering
Customer
Connect and
Allied Health
Services to
Townsville
Customers



More Modern Accessible Housing



Innovative Use of Technology

Our Purpose:

“Tailoring solutions to assist people
live the life they want!”



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