



Working together, having fun and celebrating achievements,  
while respecting the rights and individual choice of all people.

# ANNUAL REPORT 2020



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



# Our Strategic Direction



# Contents

|                                    |    |
|------------------------------------|----|
| OUR STRATEGIC DIRECTION .....      | 1  |
| CONTENTS.....                      | 2  |
| BOARD OF DIRECTORS.....            | 2  |
| REPORT FROM THE PRESIDENT.....     | 3  |
| REPORT FROM THE CEO.....           | 3  |
| EMPOWERMENT.....                   | 4  |
| SUPPORT & SERVICES.....            | 5  |
| CAPACITY BUILDING                  |    |
| ALLIED HEALTH SERVICE.....         | 7  |
| SKILLS AND TRANSITION .....        | 8  |
| EQUIPMENT SOLUTIONS.....           | 9  |
| OUR STAFF .....                    | 10 |
| SUMMARISED FINANCIAL REPORTS ..... | 11 |
| OUR VOLUNTEERS .....               | 13 |
| ACCESSIBLE COMMUNITIES .....       | 13 |
| SPONSORS .....                     | 14 |
| ORGANISATION CHART.....            | 15 |
| COOTHARINGA ACHIEVEMENTS.....      | 16 |
| EVENTS PHOTOGRAPHS.....            | 17 |

# Board of Directors



Mr Rob Grant  
PRESIDENT



Mr Colin Harkness  
VICE PRESIDENT



Mr Ian Featherstone  
TREASURER



Mr Kevin Byrne  
HONARARY SECRETARY  
(Elected 26th Nov 2019)



Mr David Pierce

We thank each of our Directors who so generously and enthusiastically volunteer their time and skills.

## OUR MEMBERS

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

Our Members have provided outstanding support and commitment to Cootharinga North Queensland, not only in the past year, but throughout our journey to date, and we are very grateful for their dedicated involvement and service.

We have been proud to have an active membership base with a large number of Life Members. We want to thank all of our Members for being understanding and supportive of the recommendation made by the Board to join CPL - Choice, Passion, Life as a subsidiary with CPL becoming the only member, coming into effect on 1 July 2020.

## CORPORATE GOVERNANCE STATEMENT

The Cootharinga Board is responsible for setting the strategic direction for Cootharinga, approving and reviewing budgets, monitoring and auditing Cootharinga's affairs and risk management processes, 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. Our *Governance Charter* provides an accountable and transparent top level framework of best practice corporate governance encompassing the key roles, responsibilities, relationships, and policies whereby authority within Cootharinga is exercised and monitored. 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 concentrate on specific areas and recommends action to the Board. The Board and each Board Committee has established:

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

# From the President

At the end of the previous financial year 2018/19, it became clear to the board that our cash reserves had reduced due to the changes we needed to make to operate under the National Disability Insurance Scheme (NDIS) funding model. A model that “commercialised” the disability provision sector and gave those living with a disability and their families more “choice and control” of their futures. This made the Board acutely aware that we did not have the funds to invest in the additional support services and purpose built accommodation to meet the growing needs, particularly those of younger people who were residing in hospital and not in the community.

Whilst we were, and still are, the pre-eminent support provider in North Queensland, we felt vulnerable to very large well-resourced operators from within Australia or even overseas coming into our market and under-cutting us not only on price, but on the high quality of service that we provide. To that end, after an in-depth review, the Board agreed to recommend to the membership of Cootharinga North Queensland a proposed transaction with CPL - Choice, Passion, Life, a likeminded large Brisbane based provider with very similar origins and values to Cootharinga. It was also agreed that Cootharinga would become a wholly owned subsidiary of CPL, retaining its incorporation, Board and importantly its brand. The Membership unanimously approved the proposal with a handover date of 1 July 2020.

## From the CEO

To all our valued stakeholders,

The 2019/20 financial year has been a year of significant challenge and change for Cootharinga North Queensland. Our members agreed to Cootharinga North Queensland becoming part of the CPL - Choice, Passion, Life group from 1 July 2020. Cootharinga has a long rich history of supporting people living with a disability in North and Far North Queensland and we see this relationship providing more opportunities and further choice for our customers.

COVID-19 has been one of the greatest challenges for businesses, and our organisation is no exception. This pandemic has had an impact on all of our lives and the communities in which we operate. Our staff and volunteers have continued to work tirelessly through this pandemic to ensure vulnerable people are well supported and safe. For this, I would like to express my most sincere gratitude.

Despite the adversities that have been faced this year, Cootharinga North Queensland has made significant progress towards our strategic objectives. Our commitment to accessible communities has been delivered through support to the Mackay Aquatic Recreation Centre and Zoo Health and Fitness in Townsville.

We avoided the looming threat posed by the COVID-19 Pandemic. None of our clients or staff contracted the coronavirus. PPE supplies were obtained in quantity, and front line staff given appropriate training in the use of PPE. COVID-19 and the corporate machinations placed a considerable extra load on the senior management and in turn their staff. Despite this, the end of the financial year showed another year of strong growth, helping us to be able to continue under the CPL umbrella to provide high quality support to our customers, and confidently look to the future to be able to spread our much needed help to those living with a disability and their families in the broader community. The coming year will see further focus on continuous improvement, with increased training and development opportunity for employees. The Board recognises the hard work and dedication of Cootharinga staff, and is very grateful for their commitment and perseverance through the complexity of NDIS and other challenges like COVID-19.

I would like to thank my fellow board members for their support and contribution over the past 12 months and to our members for supporting the board's decision to join the CPL group. I would also like to extend my thanks to CEO Matt Kinnane, for leading Cootharinga through this transition and on another successful year whilst managing significant internal and external pressures.



A handwritten signature in black ink, appearing to read 'Rob Grant'.

**Mr Rob Grant**  
PRESIDENT

In line with our Purpose of ‘Assisting people to live the life they want’, we continue to expand and diversify our supports and services across North and Far North Queensland, as well as working in partnership with developers, builders and investors to provide more accessible housing.

Back in April 2019, Cootharinga welcomed and supported the establishment of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. Our participation will be open, honest and transparent. We see this as an opportunity to learn and explore ways to further improve in what we deliver and achieving our Vision of ‘Building a better world with people of all abilities’.

We believe that quality is the cornerstone of our future success and we have worked diligently this year to strengthen this for the benefit of our staff and customers. This work will continue as we strive for the best possible high quality care, delivered by well trained, capable and engaged staff.

It has been a great privilege to have worked with the Board, the Executive Leadership Team, our employees and business partners. Thank you for your daily commitment to supporting those living with a disability live the life they want.



A handwritten signature in black ink, appearing to read 'Matt Kinnane'.

**Mr Matt Kinnane**  
CEO



# Empowerment

## Voice With a Mission

Zaine is a dynamic, motivated young man who doesn't let his disability interfere with his ambitions. One such ambition and goal Zaine has had since becoming a Cootharinga North Queensland customer, is to learn public demonstration skills to educate the community about road safety, its importance and how his life changed after being involved in a single-vehicle rollover in 2011.

In 2018, Skills and Transition Townsville offered a 12 week Presentation Skills program which Zaine enrolled in and excelled. At the end of the course, Zaine's confidence and presentation skills were to such a standard, it was now time for Zaine to tell his story, spread his message and educate the youth of Townsville through his presentation.

Come August 2019, the perfect opportunity and audience became available for Zaine to do his first public speech. Cootharinga North Queensland had been in contact with the Department of Transport and Main Roads who wanted to invite Zaine to be a guest speaker at a local road safety event, StreetSmarts, at the NRL Cowboys House during road safety week. Zaine could not contain his excitement and was very quick to say yes to the amazing opportunity. After Zaine had a few moments to process the exciting news, it then dawned on him that he needed to present in front of over 100 students, with a presentation that he had not looked at since his Skills and Transition presentation back, almost a year ago. The nerves started to set in ...

Cootharinga North Queensland was quick to organise Thom, the course facilitator for the presentation course and one of our Support Workers, to work with Zaine twice a week to update the presentation and put more relevant and updated information to assist Zaine in getting his message across. With a couple of practice runs, Zaine was ready to finally reach his goal.



(L-R) Thom CNQ Support worker, Zaine, Aaron Harper Member for Thuringowa & Hon Mark Bailey Minister for Transport & Main Roads.

Presentation day, and Zaine is dressed and ready to go, nervous and excited for the day's event. Upon arrival, Zaine is greeted by members of local and state government as well as a representative from QLD police who was also speaking at the event. Ten minutes to the start of the presentation, Zaine and Thom take the opportunity to run through Zaine's presentation and get those last minute nerves out of the way.

The event is now underway and 100 restless students are waiting for the welcome speeches to end so they can partake in the BBQ that has just been started up and drifting a lovely smell through the crowd. Zaine is introduced, and all 100 students start to take notice and focus, wondering 'who is this guy?'. Zaine from beginning to end, had the full attention of all of the participants. His presentation was flawless and his message had a lasting effect on many of the students. Zaine had a large smile on his face and took in a long breath, he had successfully made his first large presentation to spread his message. He made a difference in how the audience think of road safety and to consider the consequences that can follow.

At Cootharinga North Queensland, our customers' goals and aspirations are important to assisting people live the life they want. We are still working with Zaine and local organisations to present further speaking opportunities in Townsville and beyond.



Sheree McKenzie, Ben Fryer, Tamara Withers, Zaine Hayter (customer) & Liz Greenwood.

# Support & Services

## Townsville and Surrounds

The Townsville region continues to grow year on year through word of mouth. Cootharinga has looked at opportunities to provide unique service offerings, which has assisted that growth, including complimentary transport, with the benefit of this being the modernisation and renewal of our fleet. We also commenced services for Child Safety.

Property continues to play a vital role in supporting our customers. Plans were drawn up and signed off by liveable Housing Australia for 2 new SDA properties for the region. These will be available for occupancy in the latter part of 2020.

The Accommodation and Recreation Centre (ARC) based in Rasmussen suffered water inundation in the rain event back in February 2019. Due to the ongoing construction works on the ARC to modernise it, the functions that this building provided support for were separated. The Hub, which is located at the Greek Centre on Flinders Street, was opened up to facilitate our recreational group activities. This space allowed us to grow the number of customers we could accommodate, as well as the service offerings. The other service that used to be delivered at ARC, Short Term and Medium Term accommodation, was relocated to a set of accessible units, increasing our flexibility while providing more personal space to each customer.

Cootharinga continued to undertake fundraising initiatives to support our customers and community. Our customers in Townsville were recipients of 50 hampers from the Mayor's Christmas tree appeal.

The year was not without challenges due to COVID-19, however we acknowledge the efforts of both the staff and the customers who modified their lives and activities to ensure everyone remained safe during this time of uncertainty.



Leanne enjoying tending to the shared garden

“

The staff take very good care of my daughter and are always there when I need them.

”

## Cairns and Far North Queensland

Cairns staff have worked tirelessly across the 2019-20 period. It is impossible not to mention the unprecedented COVID-19 event, the singular event caused us to reassess every action within our business model, and challenged us to ensure every action we undertook remained best practice, safe and appropriate. In some cases COVID-19 helped us to make further improvements. Accolades must be offered to the staff body for the collective efforts in this region.

In the aftermath of COVID-19 and in the landscape anew, attraction of Support Workers into the workforce has been a key focus. This has been viewed as a big positive within the new workforce and will remain a focus in the region.

Cairns and Far North Queensland region now has a full complement of service management staff. This has allowed us to reduce the span of control to allow for greater specialisation and focus. The changes are new, and whilst some slight modification may be required, we are now on the right track and with sufficient leadership in place for staff development and progression.

Regional development remains a big focus, with the Area Manager resuming and initiating new trips to outlying and remote locations to increase awareness of Cootharinga North Queensland and the services we are able to offer to those communities.

Whilst it certainly has been a challenging and busy year, we have been reassured by the actions of our dedicated, resolute and very flexible workforce within the Cairns Region.



Mike proudly showing his door sign that he designed and made



# Support & Services

## Mackay and Whitsundays

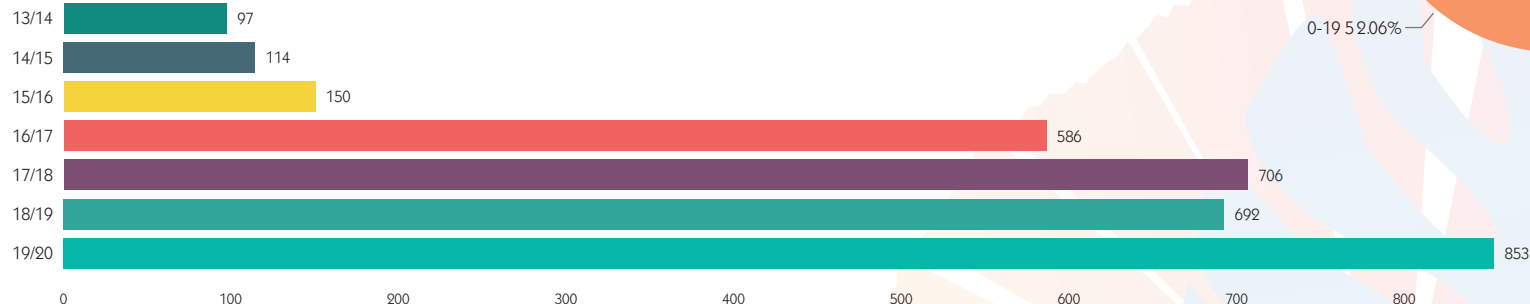
Mackay in 2019-20 has seen significant growth through delivering high quality service and innovative methods of delivery. One area of growth is the diversity of accommodation options including Short Term Accommodation, offering people an opportunity to stay in an apartment within the Mackay CBD to enjoy the range of coffee shops, dining and other entertainment and shopping opportunities. This is also allowing people to relocate from other regions to return to family and friends and enjoy the Mackay lifestyle. The diversity of accommodation being offered (Shared Living Arrangements; Supported Independent Living; and support to continue residing with family) ensures that we enhance and maintain housing options for people with disability.

Cootharinga Mackay currently employs over 80 community members supporting 170 customers. Over the past 12 months services have expanded: support staff to assist people live a high quality life; support coordinators assisting people to find the right supports to live the life they want; and an Allied Health team to ensure people can connect with relevant health professionals to maintain lifestyle. Through these business opportunities Cootharinga continues to stimulate the economy in Mackay and surrounds, by purchasing locally wherever possible. The next financial year looks to continue this growth with potential offering of Specialised Disability Accommodation (SDA), adding to the accommodation portfolio offering contemporary and more suitable design options.

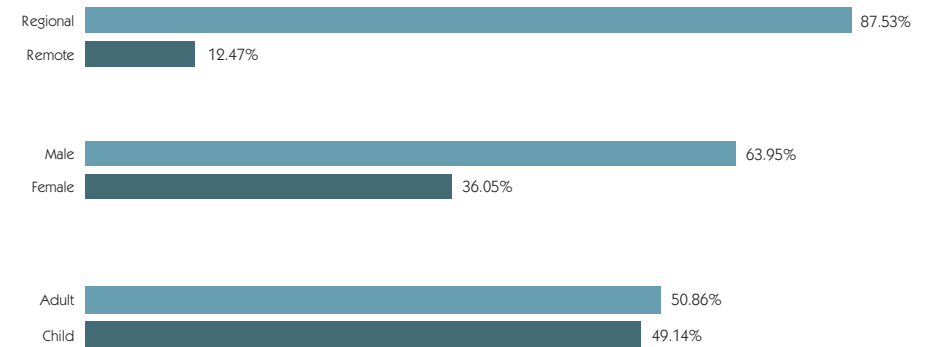
## Mount Isa and North West

The Mount Isa and North West region continued on a rapid growth trajectory in all areas of service provision with an increase of support hours provided of more than 30 percent, requiring a large increase in the number of support staff. Two particular highlights were: the employment of a Normanton based support coordinator, in response to community requests for a locally based person rather than support coordinators based in Mount Isa or on the coast; and the establishment of a Residential Care Service for three young people with significant disabilities who are in the care of Child Safety. The pace of growth and the move into Child Safety service provision has been both exciting and challenging, but our staff has embraced the challenges as customers achieve their goals and live the life they choose. The coming year will see a focus on consolidation and skill development for customers and staff.

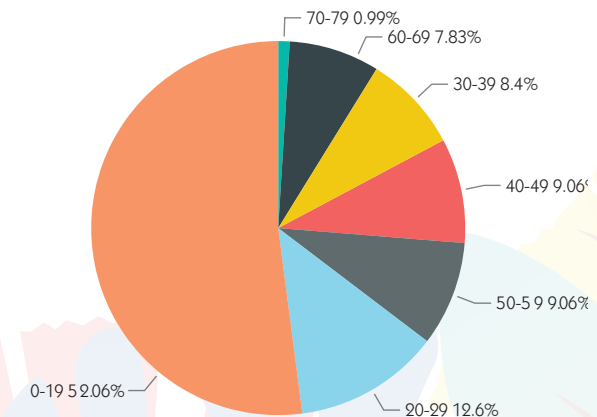
## NUMBER OF PEOPLE WITH DISABILITY WE SUPPORTED



## OUR CUSTOMERS' DEMOGRAPHICS 2019-20



## OUR CUSTOMERS' AGE 2019-20



# Capacity Building - Allied Health Service

Capacity Building, as a distinct service offering of Cootharinga North Queensland, consists of three services: the Allied Health Service; Equipment Solutions; and Skills and Transition (inclusive of School Holiday Programs).

## Allied Health Service

Due to investments in staff, systems and quality in the previous year, demand for services grew significantly during the first half of the financial year. This resulted in growing wait lists in both Mackay and Townsville. A decision was taken to expand the therapy team at the end of 2019 to cater for the growing demand. Account management was moved into the Allied Health Team in March to ensure a more direct connection with customers and more responsive service. While the impact of the COVID-19 outbreak was significant in March and April, the service recovered well.

## Notable achievements:

- Nett gain of six therapists across the year; one in Mackay and five in Townsville. This included employment of seven graduates from James Cook University, and three experienced staff with significant experience (between 3 and 10+ years).
- Introduction of a rigorous and supportive induction and clinical mentoring program to ensure new staff, especially graduates, were well supported and equipped to provide a quality service to all customers.
- Rapid adoption of telehealth to provide continued support to customers when coronavirus restrictions came into effect. This is now a regular and effective tool to support customers, and has broken down geographic boundaries.
- Addition of Speech Pathology to the Allied Health Service in Mackay. Referrals have been strong, and the service is productive.
- Strong flow of referrals in both Townville and Mackay.

## Challenges:

- Recruitment of therapy staff in Mackay remains challenging.
- Capacity constraints have meant that customer wait lists remain a constant feature.
- The impact of coronavirus restrictions impacted cashflow strongly at the end of March, through April, with recovery commencing in May. This made achieving budgets a challenge, however, the service ended the year in the positive, with an increase in turnover on the previous year.

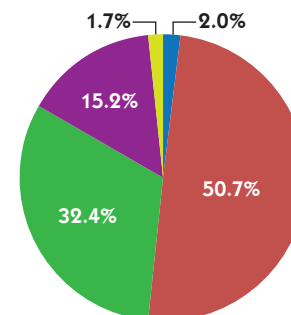
Overall, 2019-20 was a challenging year and a time of significant change both planned and reactive. The Allied Health Team (therapists, support staff, and administration) have united to deliver quality service and support to our customers to meet their goals, despite these challenges, and have laid a solid foundation for continued success and growth.

“ All the team were very welcoming. No questions were too small and always answered in detail. Eye opening experience. (student on placement) ”



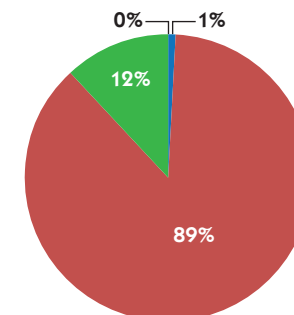
## ALLIED HEALTH SERVICE DATA SUMMARY

PROPORTION OF HOURS (%) PER DISCIPLINE



- Occupational Therapy
- Speech & Language Pathology
- Physiotherapy
- Continence Nursing
- General (intake etc)

PROPORTION OF HOURS (%) DELIVERED IN EACH REGION



- Townsville & Surrounds
- Mackay & Whitsundays
- Cairns & Far North
- Mount Isa & North West



# Capacity Building - Skills and Transition

## Skills and Transition

Skills and Transition primarily works with younger persons with disability to build their skills and support them to transition into independence in the community, which may include finding work, volunteer roles, training, and living more independently.

The 2019-20 year was a time of growth for Skills and Transition. The programs were run over blocks of 24 weeks. Each new block saw significant increase in demand and customers joining programs. Customers were also able to identify and purchase more programs that were aligned to their goals. This built on the investment and efforts from the previous year to remodel the program to reflect the NDIS domains, with focus on literacy and numeracy, both as a distinct program, and embedded across all programs. It also reflected ongoing efforts to market the program.



John in Mount Isa

## Notable achievements:

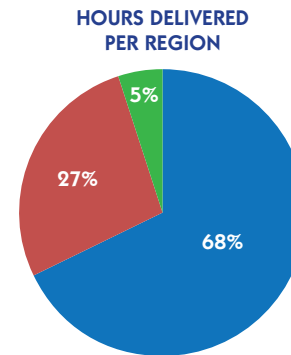
- Launch of a television advertising campaign in early 2019/20, which raised the profile of Skills and Transition and increased enquiries and customers.
- Launch of Skills and Transition in the Cairns region.
- Approximately 53% growth in active customers across Cairns, Mount Isa and Townsville.
- Strong rebound from coronavirus restrictions.

## Challenges:

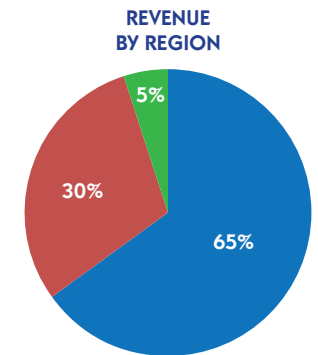
- Impact of coronavirus restrictions – a decision was made in March to close down group programming due to difficulties meeting government requirements under coronavirus restrictions. Group programming didn't resume until 25 May. Some limited programming was conducted on a one-to-one basis or online in some instances. This reduction in activity had a strong impact on cashflow, however, the service recovered strongly in June.
- Strong growth has put pressure on venues and other resources, including transport and staffing.
- Coronavirus restrictions meant that venues were not available or suitable to run the School Holiday Program during April and June/July school holidays.

“ My son is doing great!! He has grown socially and confidently so much in the last month since starting Skills & Transition and has far surpassed everybody's expectations ”

## SKILLS AND TRANSITION DATA SUMMARY

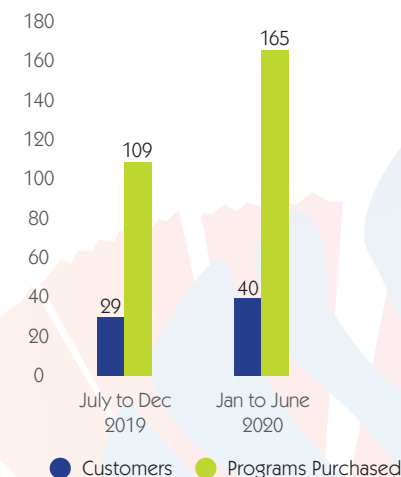


● Townsville & Surrounds  
● Mount Isa & North West  
● Cairns & Far North



● Townsville & Surrounds  
● Mount Isa & North West  
● Cairns & Far North

## NUMBER OF PROGRAMS PURCHASED



Nick assisting Evan during woodworking at The Hub

# Capacity Building - Equipment Solutions

Equipment Solutions is part of Capacity Building within Cootharinga North Queensland. It provides bespoke solutions to people's mobility needs, particularly for those with more complex seating needs. It does this for customers right across our footprint, from Cairns in the north, down to Mackay, out to Mount Isa in the west, and at many other communities in between.

The financial year is a story of two parts, growth and increased service in 2019, and a difficult trading environment in 2020, mainly due to the impact of the coronavirus globally. Work for customers increased across the first half of the financial year compared to the previous year, and budget targets were met consistently. 2020 started the same way, until staffing pressures and coronavirus disrupted normal proceedings. Staff pressures resolved in March 2020, but then coronavirus started impacting.

## Notable achievements:

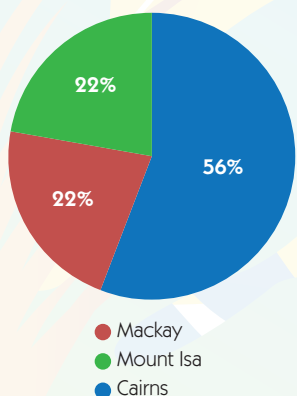
- Team Leader Jeff Parsons was nominated for, and won, a Pride of Workmanship Award from Rotary Port of Townsville in Oct 2019.
- 20% increase in revenue year-on-year in Sept and Dec quarters.
- Extra outreach trip to Cairns region in November 2019 due to customer demand.

## Challenges:

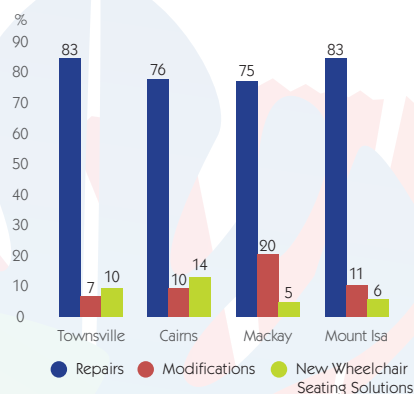
- Staffing availability in January and February caused some disruption in production, and required recruitment of extra staff.
- NDIA approvals for quoted work slowed down significantly from January to April, but rebounded rapidly, with above average approvals in May and June.
- Coronavirus restrictions globally have caused delays in supply chains, with delivery times doubling and tripling. Wheelchairs are drawn from the USA, Ireland, and other locations, and it is taking three to four months for delivery, further compounding the issues caused by delays in approvals.
- Travel restrictions and staffing availability also impacted outreach to Cairns and Mackay, with all planned outreaches between January and May cancelled. Outreach resumed in June 2020. Outreach has continued to be supported by innovative use of technology, particularly videoconferencing, and working closely with prescribing therapists.

The Equipment Solutions team have worked hard across the year to expand the range and responsiveness of services, and improve turnover. While the recovery from the downturn in approvals and activity, compounded by delays in supply chains, is still not complete, the service was slowly coming back to normal activity levels by the end of June.

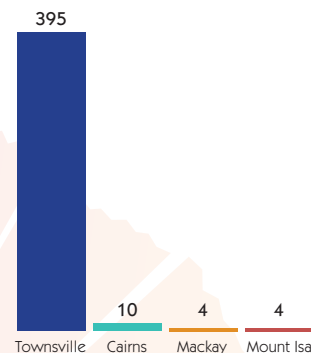
PROPORTION OF OUTREACH CUSTOMERS BY LOCATION



PROPORTION OF WORK TYPES FOR EACH REGION



NUMBER OF CUSTOMERS





# Our Staff

As at the 30 June 2020, Cootharinga North Queensland employed 498 staff across the geographical region, with 80% of those staff in frontline direct support worker positions.

Cootharinga North Queensland has continued to deliver supports and services in addition to ongoing recruitment of frontline direct support worker positions during the financial year. Whilst business continuity plans had to be activated in order to appropriately respond to the COVID-19 pandemic and the State and Federal Governments' health directives, our staff have demonstrated their continued resilience and their commitment to the organisation and our customers by continuing to support our customers throughout this unprecedented time. As an essential service provider, our safety and due diligence measures have constantly been reviewed in order to adequately respond to the COVID-19 pandemic to ensure the health and wellbeing of our staff and customers was not at risk.

With continued recruitment and training being pivotal to new staff onboarding success, Cootharinga North Queensland commenced reviewing its current learning management systems and mapping out learning pathways for the organisation's roles. This is expected to be completed in the first half of the 2020/21 financial year.

As Cootharinga North Queensland continues to expand in its services areas with new service lines, this has resulted in a full review of quality and compliance, specifically around our policies, procedures and forms. Work commenced in December 2019 to review all quality controlled documents, to ensure the organisation follows best practice and adheres to legislative changes and guidelines. In March 2020, the organisation undertook its HSQF maintenance audit and an NDIS accreditation audit, with both deemed compliant, certifying our continued compliance within certified standards.

The organisation is actively preparing for its response to the Royal Commission into Disability. Cootharinga North Queensland remains in support of the Royal Commission and the participation of our customers.

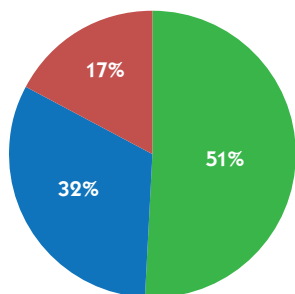
To continue with organisational efficiency, a new human resource management system was implemented in June 2020. This system will assist our staff with working towards more electronic workflows and ability to readily access appropriate documentation and urgent news as required, through the platform's employee self service system. As many of our employees work remotely in the community, this cloud based platform ensures our staff do not miss critical new policies and procedures or announcements.



The Team at the Support Worker Conference

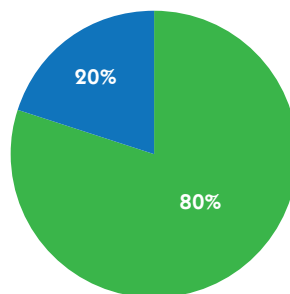
## EMPLOYEE COUNTS

### BY CATEGORY



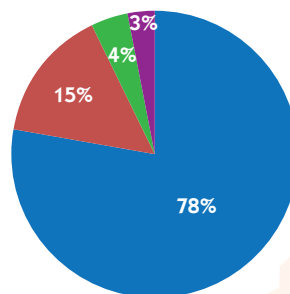
● Part Time: 255  
● Casual: 158  
● Full Time: 85

### BY GENDER



● Female: 397  
● Male: 101

### YEARS OF SERVICE



● Less than 5 years: 386  
● 5 to 10 years: 77  
● 10 to 15 years: 20  
● Above 15 years: 15



Marjan Loncar and Colin McPherson



CEO with some of the staff who were recognised for Years of Service

# The Cootharinga Society Of North Queensland

## Report on Operations for the Financial Year Ended 2020

### REVIEW OF OPERATIONS AND RESULTS OF OPERATIONS

Cootharinga North Queensland's overall financial result for the year ended 30 June 2020 was a surplus of \$3,394,889. This represents a \$2,927,412 increase in profit from the year ended 30 June 2019 after restatement.

### SIGNIFICANT AFTER BALANCE DATE EVENTS

Other than the following, the directors are not aware of any significant events since the end of the reporting period.

Effective from the 1st of July 2020, CPL – Choice, Passion, Life became the sole member of Cootharinga North Queensland. This change in membership will provide greater opportunities for people living with a disability in the North and Far North Queensland.

### LIKELY FUTURE DEVELOPMENTS AND EXPECTED RESULTS

Major developments which may affect the operations of the company in subsequent financial years are referred to in the CEO and President's Report.

### THE COOTHARINGA SOCIETY OF NORTH QUEENSLAND DIRECTORS' DECLARATION

In accordance with a resolution of the Directors of Cootharinga North Queensland, the directors of the registered entity declare that, in the directors' opinion:

1. The financial statements and notes, satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and:
  - a. comply with Australian Accounting Standards – Reduced Disclosure Requirements applicable to the entity; and
  - b. give a true and fair view of the financial position of the registered entity as at 30 June 2020 and of its performance for the year ended on that date.
2. There are reasonable grounds to believe that the registered entity will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.



Mr Rob Grant  
PRESIDENT



Mr Ian Featherstone  
TREASURER

22nd day of September, 2020



## PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 30 JUNE 2020

|  | Note | 2020<br>\$       | 2019<br>\$   |
|--|------|------------------|--------------|
| Revenue  | 2    | 33,860,586       | 25,139,536   |
| Other income   | 2    | 1,847,856        | 1,505,283    |
| Employee benefits expense  | 3    | (26,236,563)     | (21,725,902) |
| Depreciation and amortisation expense  | 3    | (874,816)        | (517,913)    |
| Interest expense   | 3    | (101,806)        | (96,027)     |
| Tech one write-off   |      | --               | (266,106)    |
| Repairs, maintenance and vehicle running expense   |      | (704,294)        | (309,466)    |
| Utilities expense  |      | (197,935)        | (179,353)    |
| Rental expense   | 3    | (269,310)        | (242,896)    |
| Staff training and development expenses  |      | (176,796)        | (143,267)    |
| Audit, legal and consultancy expense   |      | (399,340)        | (186,233)    |
| Fundraising expense  |      | (10,635)         | (12,447)     |
| Other expenses   |      | (3,342,057)      | (2,497,732)  |
| <b>Current year surplus before income tax</b>  |      | <b>3,394,889</b> | 467,477      |
| Income tax expense   | 1(j) | --               | --           |
| <b>Net current year surplus</b>  |      | <b>3,394,889</b> | 467,477      |
| <b>Other comprehensive income</b>  |      |                  |              |
| <b>Items that will not be reclassified subsequently to profit or loss:</b>                     |      |                  |              |
| Fair value gains/(losses) on financial assets at fair value through other comprehensive income |      | (164,453)        | (19,059)     |
| <b>Total other comprehensive income/(loss) for the year</b>                                    |      | <b>(164,453)</b> | (19,059)     |
| <b>Total comprehensive income for the year</b>   |      | <b>3,230,436</b> | 448,418      |
| Total comprehensive income attributable to owners of the entity                                |      | 3,230,436        | 448,418      |

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

|                                      | Note | 2020<br>\$        | 2019<br>\$ |
|--------------------------------------|------|-------------------|------------|
| <b>ASSETS</b>                        |      |                   |            |
| <b>CURRENT ASSETS</b>                |      |                   |            |
| Cash and cash equivalents            | 4    | 7,638,324         | 3,799,793  |
| Trade and other receivables          | 5    | 1,526,398         | 775,063    |
| Other assets                         | 6    | 602,096           | 285,508    |
| <b>TOTAL CURRENT ASSETS</b>          |      | <b>9,766,818</b>  | 4,860,364  |
| <b>NON-CURRENT ASSETS</b>            |      |                   |            |
| Financial assets                     | 7    | 324,625           | 467,571    |
| Property, plant and equipment        | 8    | 11,583,285        | 11,019,086 |
| Other Receivable                     |      | --                | 69,375     |
| Intangible assets                    | 9    | 127,673           | 191,509    |
| Right of use assets                  | 10   | 1,191,708         | --         |
| <b>TOTAL NON-CURRENT ASSETS</b>      |      | <b>13,227,292</b> | 11,747,541 |
| <b>TOTAL ASSETS</b>                  |      | <b>22,994,109</b> | 16,607,905 |
| <b>LIABILITIES</b>                   |      |                   |            |
| <b>CURRENT LIABILITIES</b>           |      |                   |            |
| Trade and other payables             | 11   | 1,853,549         | 3,329,773  |
| Lease liabilities                    | 10   | 302,279           | --         |
| Borrowings                           | 12   | 2,639,148         | --         |
| Provisions                           | 13   | 2,576,376         | 1,909,476  |
| <b>TOTAL CURRENT LIABILITIES</b>     |      | <b>7,371,352</b>  | 5,239,249  |
| <b>NON-CURRENT LIABILITIES</b>       |      |                   |            |
| Borrowings                           | 12   | 1,513,447         | 1,500,000  |
| Provisions                           | 13   | 244,252           | 209,532    |
| Lease liabilities                    | 10   | 941,777           | --         |
| <b>TOTAL NON-CURRENT LIABILITIES</b> |      | <b>2,699,476</b>  | 1,709,532  |
| <b>TOTAL LIABILITIES</b>             |      | <b>10,070,828</b> | 1,709,532  |
| <b>NET ASSETS</b>                    |      | <b>12,923,281</b> | 9,659,124  |
| <b>EQUITY</b>                        |      |                   |            |
| Retained surplus                     |      | 12,856,814        | 9,428,204  |
| Reserves                             | 21   | 66,467            | 230,920    |
| <b>TOTAL EQUITY</b>                  |      | <b>12,923,281</b> | 9,659,124  |

# Our Volunteers

Thank you to all of our amazing volunteers who dedicated their time and skills to Cootharinga throughout the 2019-20 financial year. Cootharinga received over 6872 hours from 84 volunteers throughout the regions.

The 2019-20 financial year has seen a significant drop in volunteer in-takes throughout the organisation. A change in focus from organisational volunteers (e.g admin volunteers) to corporate volunteering opportunities was seen to be more beneficial to the organisation.

The 2019 Annual Charity Golf Day would not have been as successful without the support of 11 volunteers from Queensland Country Credit Union. The volunteers from QCCU were wonderful to work with in the lead up to the event and on the day. QCCU has offered their continued support for the Annual Charity Golf Day and we look forward to welcoming the team back next year.

Unfortunately, we have seen a significant drop in volunteer hours in comparison to 2018-19 financial year. This is due to ceasing all volunteer roles throughout the organisation since March due to COVID-19. The Babinda Bargain Centre was closed from 23 March through to 5 May with reduced volunteers in the shop upon re-opening. We look forward to re-assessing volunteer participation within the organisation after Stage 3 of the Queensland Government's Roadmap.

To all of the wonderful volunteers that assist Cootharinga North Queensland in delivering our purpose and vision, thank you. We greatly appreciate the time and dedication you offer to Cootharinga staff, customers and their families and look forward to another successful year ahead.



We sincerely thank and appreciate our wonderful North Queensland Volunteers

# Accessible Communities

Cootharinga continues to promote inclusive and accessible communities, whether it be physical or social environment. We do this through: working with investors and builders to secure further housing and short term accommodation options for our customers, our Capacity Building services which includes Equipment Solutions, and promoting cultural awareness throughout our business.

During the 2019-20 financial year we formed some strong partnerships, one being with The Zoo Health & Fitness, where we provided a powered pool hoist to make the pool accessible to a wider range of people in the community. The Zoo Health and Fitness had already invested in wheelchair accessible gym equipment, so it was a natural partnership and alignment. Cootharinga North Queensland made use of our Allied Health therapists to identify a suitably durable and robust pool hoist, then identified a supplier who could provide the hoist, using funds kindly donated by corporate and individual donors. We then commissioned Gedoun Constructions to install the pool hoist. Finding community organisations and businesses that understand the need for access and equity for all members of the community, and being able to partner effectively with them is a joy, and in line with our vision to build a better world with people of all abilities.





# Our Supporters

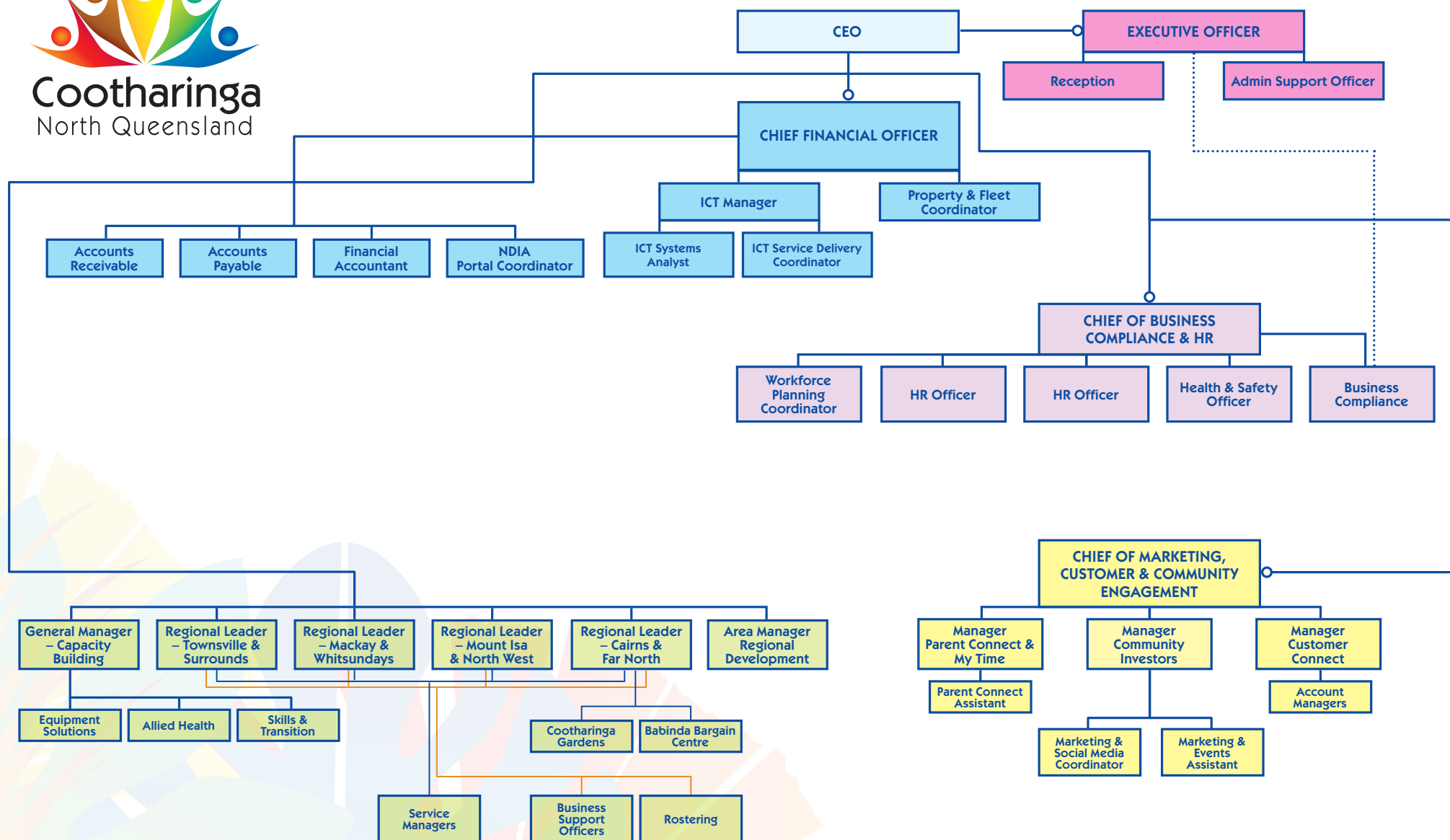


Australian Institute of  
Company Directors



Thank you to all our supporters who generously contribute to help us ensure those we support live the life they want.

# Organisational Chart June 2020



# Cootharinga Achievements

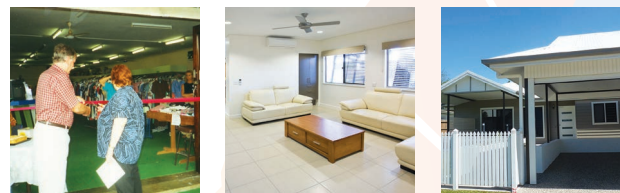
## 1950 - 1999

- Formation of the North Queensland Society for Crippled Children.
- Cootharinga Nursing Home Official Opening May 1957.
- Official Opening of the Matron and Nurses Quarters, May 1961.
- De-institutionalisation Commenced.
- Built Casa Martinez, first purpose-built house in the Community, providing housing for 10 people.
- Special Education and Training Centre opened, later housed Administration and the Library.
- 3 purpose-built accessible houses opened in Townsville, Cairns and Mackay.
- Change of name to The Cootharinga Society of North Queensland (1991).
- Commenced Rehabilitation Technology Service (1992).
- Commenced Family Support Service (1993).
- Built Accessible accommodation in Mount Isa.
- Closure of the Cootharinga Nursing Home.
- Commenced Individual Support Service.
- Closure of Mount Isa accessible accommodation property.



## 2000 - 2018

- Achieved accreditation ISO 9001:2000
- Babinda Bargain Centre opened (2002).
- Became a member of Ability First Australia. Commenced Walk with Me.
- Purchased property at Keane Street for Head Office and RTS.
- Assisted individuals to move from Casa Martinez to Gardenia Ave.
- Affiliation with Easter Seals in the USA.
- Launch of Respite Service in Townsville and Mackay.
- Opening of the Activity and Respite Centre Townsville.
- Building of Leila Ave (Townsville), Little St (Cairns) and Meadow St (Mackay) accessible housing.
- Autism Service expands to children with all types of disabilities.
- Commenced focused Support for School Leavers.
- Built 3 new accessible houses at North Shore, achieving first Platinum Standard Certification in Australia.
- Launch of Parent Connect Service Rockhampton and Townsville.
- Re-established supports in Mount Isa and secured building in Mount Isa for School leavers program.
- Opening of new office in Mackay and office in Cairns.
- Building of house at Kinnardy St (Townsville).
- Launch of Glencore Community Hub in Mount Isa.
- Opening of 1800Cootharinga Centre in Townsville.
- First NDIS Customer starts with Cootharinga (2016).
- Opening of 2 new accessible homes in Cairns & Townsville.
- Approved to provide Aged Care In-Home support.
- Acquisition of Cootharinga Gardens (2018.)



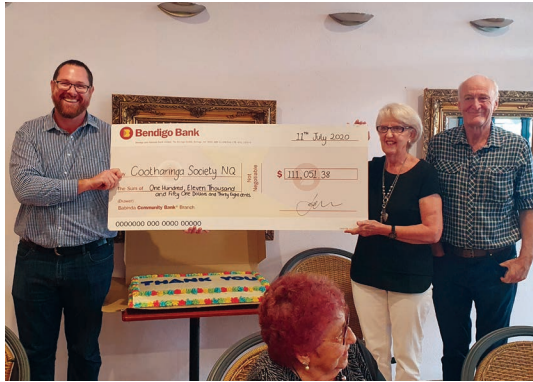
## 2019 - 2020

- Expansion of services – Charters Towers, Normanton, Croydon.
- Commenced SDA housing build in Townsville.
- Opening of The Community and Activity Hub (Townsville).
- Commenced services for Child Safety.
- Skills and Transition commenced in Cairns.





# Cootharinga Events 2020





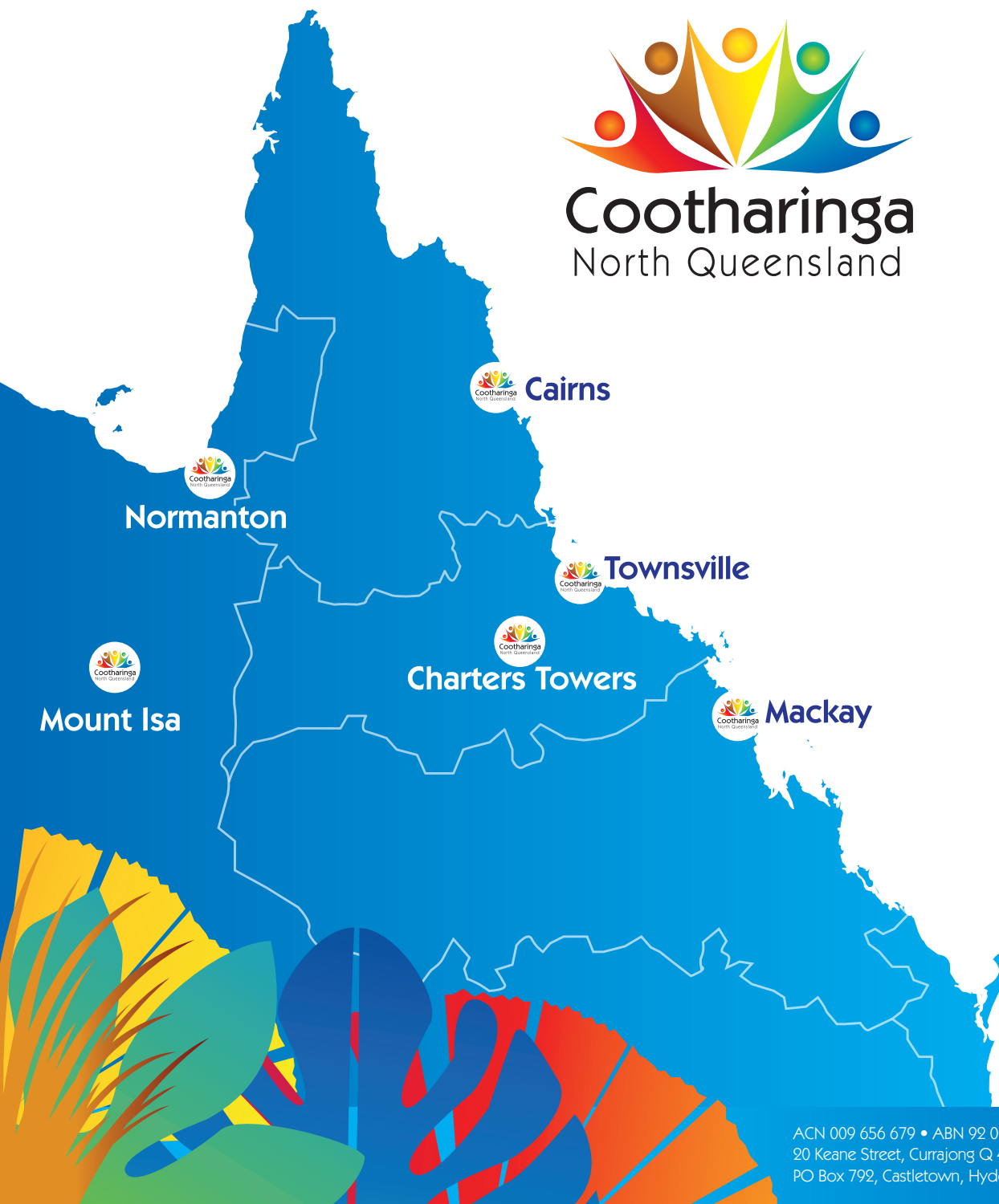






# Cootharinga

## North Queensland



### TOWNSVILLE

#### Head Office

20 Keane Street  
CURRAJONG QLD 4812  
PO Box 792, Castletown  
HYDE PARK QLD 4812  
Phone: 07 4759 2000  
Fax: 07 4779 9443

#### 1800 Cootharinga

#### Allied Health Service

6/264-278 Woolcock Street  
Service Road  
CURRAJONG QLD 4812  
PO Box 792, Castletown  
HYDE PARK QLD 4812  
Phone: 07 4412 5800  
Phone: 1800 266 842  
Fax: 07 4412 5858

### CAIRNS

Unit 3/143 Buchan Street  
CAIRNS QLD 4870  
PO Box 897  
BUNGALOW QLD 4870  
Phone: 07 4036 7900  
Fax: 07 4036 7991

### NORMANTON

77 Landsborough Street  
NORMANTON QLD 4890  
PO Box 420  
NORMANTON QLD 4890  
Phone: 07 4745 1278

### MOUNT ISA

22 Beverly Lane  
MOUNT ISA QLD 4825  
PO Box 2451  
MOUNT ISA DC QLD 4825  
Phone: 07 4437 4800

### MACKAY

Level 2/65 Sydney Street  
MACKAY QLD 4740  
PO Box 317  
MACKAY QLD 4740  
Phone: 07 4944 2100

### CHARTERS TOWERS

Shop 2, 11-15 Church Street  
CHARTERS TOWERS QLD 4820  
Phone: 07 4761 6600

### Our Purpose:

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