



Queensland Council of Social Service Ltd

Annual Report 2018 - 2019



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Our story

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

We are the Queensland Council of Social Service (QCOSS), Queensland's peak body for the social service sector.

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.

For 60 years, QCOSS has been the champion for people experiencing poverty and disadvantage in communities across the breadth of Queensland – from Torres Strait to the Tweed, from Burketown to Burleigh – in metropolitan, regional and remote areas.

We create positive social change through our work in advocacy, policy development, engaging and empowering the social service sector and communities.

We're committed to self determination and opportunity for Aboriginal and Torres Strait Islander peoples.

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

We're driven by an aspiration for a better future for every person in every Queensland community.



Our strategic direction

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.



Leading together

Inviting and motivating people and organisations to walk with us, because we are stronger together.



Being in service

Supporting a service system that reflects the community in which it operates.



Joining forces

Galvanising a force for equality, opportunity and wellbeing.



Starting a revolution

Building hope and optimism across Queensland through engaged, inclusive and thriving communities.



Walking the talk

Being a strong, sustainable, relevant, leader to achieve excellence.

1960s

Representatives of 29 organisations ratify a Constitution and elect office bearers at the first QCOSS meeting on 1 September 1959.



Chair's report

In the last 12 months we have reflected on our vision of a Queensland free of poverty and disadvantage. We believe recognising the strengths of communities and working alongside people is the key to social change. To achieve this new direction our vision has become - equality, opportunity and wellbeing for every person in every community in Queensland.

We needed to do this because we have continually talked about needing to change the narrative to one of hope and you have told us that is what is needed.

We need to be bold in our statements about what we want to achieve to see change, so that everyone has the type of life they aspire for. It's so important that we have a strong vision that underpins everything we do - a vision of a better society. This is reflected in our new strategic plan.

We are challenging and changing the systems and structures that perpetuate inequality - rebooting the system. We know the systems and structures that have been established over decades are what fail people.

At the same time our communities need responsive services that reflect the needs of each community - being in service.

To do this we will mobilise the social service sector around a shared social justice mission.

We have purposely brought people together to work towards creating inclusive and thriving communities with the strength that exists already across the state - starting a revolution.

We're committed to supporting self-determination for Aboriginal and Torres Strait Islander people.

How we go about our business as an organisation is also crucial, ensuring we are a strong, sustainable and relevant leader focussing on excellence in all that we do.

We cannot do this work alone. It will be supported by our members, our supporters and a thriving organisation.

I would like to acknowledge the work of our members and the great work that happens day in, day out in each and every community.

QCOSS' members are critical in our advocacy and community connection. The social capital created by our members and partners is invaluable in strengthening our voice as one social service sector.

QCOSS Chair Matt Gardiner



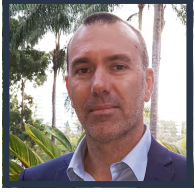
**QCOSS Chair
Matt Gardiner**

1970s

In 1973, housing emerged as a priority for QCOSS. This continues to be a priority for us, with the release of *QCOSS Housing Position Statement*.



Board of Directors



Matt Gardiner - Chair

As a sector we know that good intentions are not enough. We are seeing unprecedented change and threats to the diversity in our service system. Perhaps as a result of all of this, we are losing the language and emphasis on social justice and the fight for equality. We need to be intentional about keeping it at the core of our sector. It is after all why we exist. I joined the QCOSS Board to serve our membership doing the work in the community. During this time of change, more than ever we need to work together and our common ground is social justice. With over 500 members, QCOSS is our 'social justice meeting place'.



Anita Veivers

As a strong believer that collaboration and partnership are key to making a lasting impact in our community, I believe QCOSS is uniquely positioned to unite the broader social services sector, and solve the big social issues. QCOSS is a highly regarded organisation, with not only values, but robust action, underpinned by social justice. I believe my contribution as an experienced executive and board member can assist maintain focus on both community and the commercial requirements of operating a successful organisation.



Faiza El-Higzi

As a peak body QCOSS exists to strengthen and amplify the voice of the social services sector. As a board member passionate about social justice, I seek to contribute to the voices that reflect Queensland's diversity so we can appropriately respond to the big social issues of our time.



Nadia Curry

Seeking transformational and social narrative change needs to be realistic and to ensure that Aboriginal and Torres Strait Islander community control is the go to in expertise in the community. We cannot continue to manage the funds and goals of Aboriginal and Torres Strait Islander communities, while trying to spark conversation around changing the narrative. Self-determination is what is needed and we should only be a tool to get there not the answer.

1980s

In 1983, Bob Hawke's election as Prime Minister creates opportunities for QCOSS to participate in housing and employment reform.





Linda McClelland

While many of us espouse the principles of social justice, we are often disempowered when it comes to contributing to societal change. I am fully committed to supporting QCOSS in its efforts as a beacon of societal justice and reform for all to follow. In the words of the eighth Secretary-General of the United Nations, Ban Ki-moon: “As we seek to build the world we want, let us intensify our efforts to achieve a more inclusive, equitable and sustainable development path built on dialogue, transparency and social justice.”



Richard Johnson

I believe the worst and most insidious form of injustice is when our social systems and institutions perpetuate a belief that it is acceptable for some people to live in poverty and disadvantage. I am passionate about serving on the board because QCOSS and its members are resolved never to be deceived by such a false narrative. No other organisation is better placed to challenge and change our society for the betterment of everyone.



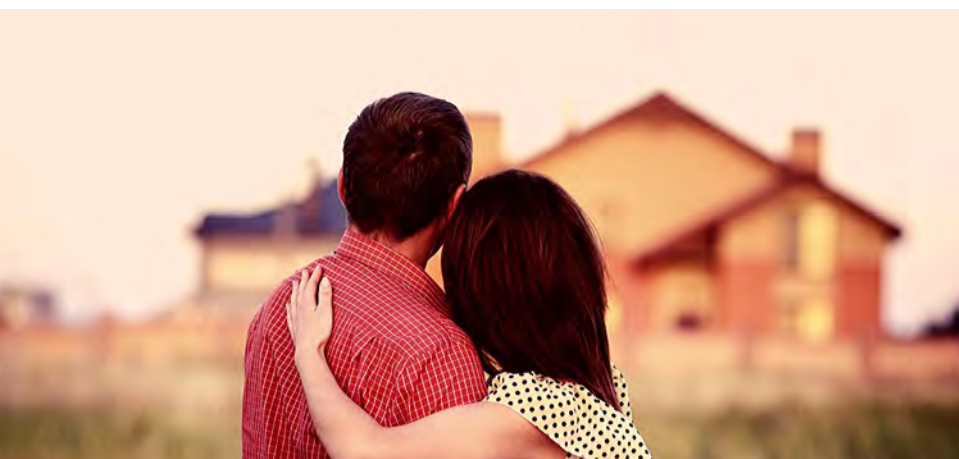
Colleen Tribe

As a Board Director, my key intent is to help ensure the organisation's prosperity, by working collaboratively with the other directors and CEO. I want to help guarantee that the appropriate interest of clients, staff, members and stakeholders, particularly regional, are maintained. I enjoy the business and financial issues as well as dealing with challenges and issues relating to corporate governance, social responsibility and ethics, aligning these to how QCOSS delivers on its strategic plan. I am proud to align myself with QCOSS' vision of achieving equality, opportunity and wellbeing for every person in every community. This is my purpose as a Board Director.



Kevin Mercer

QCOSS is a well regarded and critical representative body for the many agencies in the social services sector. It enables us all to speak with one voice on critical social issues. I joined the board to ensure QCOSS remains as that voice and is sustained both financially and through its membership for the benefit of all those people who serve today and into the future.



1990s

In 1995, *Drawing the Line on Poverty* report is released.

60 years

Our year in numbers

#people@events



Nearly
4,000
from more than 500
different communities
attended a QCOSS event.

#kilometres travelled



More than
450,000 kms
In the course of our work
we travelled the length
and breadth of
Queensland.

#events held



134
We hosted events all over
the state and online.

#media mentions



More than
900
media outlets across
Queensland and Australia
quoted QCOSS.

#publications



In
44
QCOSS publications and
submissions we advocated
for equality, opportunity and
wellbeing for every person.

2000s

The Indigenous Children's Services Unit (now the Indigenous Professional Support Unit) moves to QCOSS in 1998.



Message from the CEO

This year, QCOSS celebrates 60 years of service to the community. With the support of the community, community sector, government and many other stakeholders, for 60 years we have led, and continue to lead, the charge for societal change to help shape a better Queensland for all people. 2019 has been no different.

Our new vision – equality, opportunity and wellbeing for every person in every community - provides us the foundation, inspiration and energy to make societal change a reality.

With the support of our board, QCOSS has heavily invested in our policy and community engagement work. Our engagement work has been pivotal in creating and developing a stronger supporter base to influence our advocacy, policy development and place-based community-led work. It has been inspiring and motivating to experience the goodwill and desire to see positive community change.

We know from our work, whether it be our *Living Affordability in Queensland* report, financial inclusion, housing and energy and water reform work, community

engagement, or the work we have done in rural and remote communities with early years educators, people living in regional Queensland are often doing it the toughest and not reaping the full benefits of government or community investments.

This report touches on our highlights and achievements and is really only the tip of the iceberg as it is impossible to report on everything.

It has been a huge 12 months for QCOSS. I'd like to thank our board, staff, members and other stakeholders we have had the privilege to work with. I applaud them all for their commitment and contribution throughout the year. Our new vision is bold - we need partners committed to our vision. Our stakeholders continue to provide invaluable support, collaboration and input into our initiatives and advocacy to help us to deliver equality, opportunity and wellbeing for every person in every community in Queensland.

QCOSS CEO Mark Henley

QCOSS sets the direction for the next 60 years ...

...equality, opportunity and wellbeing for every person in every community.



QCOSS CEO
Mark Henley





Living affordability

Everyone in Queensland deserves to live a good life but the *Living Affordability in Queensland* report, released in April 2019, showed that many people don't have enough money to afford the basics.

We need to overturn the systems and structures that create and perpetuate inequality. To do this successfully, our policy development work remains strongly evidence-based and focussed on subject areas that can significantly reduce inequality, like the *Living Affordability in Queensland* report.

With Queensland the most decentralised state in Australia, and notable population growth in some regional areas, the differences in each region were found to be significant.

The report showed cost-of-living pressures increasing, with affordability concerns cited as the leading issue for many households.

Following on from our *Regional Cost of Living* report, five locations were selected - Cairns, Mount Isa, Rockhampton, Toowoomba and Brisbane - to compare the cost of maintaining a basic standard of living.

Based on the key findings QCOSS recommends that our elected representatives urgently undertake the following actions:

- raise the rate of Newstart and Youth Allowance by at least \$75 per week
- make renting affordable by capping rental increases
- introduce minimum energy efficiency standards and improve uptake of energy concessions
- make public transport accessible and affordable in regional Queensland
- pass the National Consumer Credit Protection Amendment (Small Amount Credit and Consumer Lease Reforms) Bill 2018 and invest in place-based community support services.



Financial inclusion

Throughout 2018-19, QCOSS has continued to provide policy makers with input into policy decisions related to financial inclusion. We have also helped to educate people on issues and policy changes, particularly through our continued membership and support of the Logan Financial Literacy Action Group (FLAG).

QCOSS made a submission to the Senate Economics References Committee inquiry into credit and financial services targeted at Australians at risk of financial hardship in 2018. In this submission, we used FLAG's credit map to illustrate how payday lenders and other high-interest credit providers target low-income areas.

#housing policy



8

policy asks in our Position Statement on Housing. These asks are where our elected representatives need to make different choices so every person in Queensland has a place to call home.

#essential services



27

Number of organisations participating in the Essential Services Consultative Group.

Income support

The federal government's reforms, including the Cashless Debit Card Trial and RoboDebt, unfairly target people experiencing vulnerability. QCOSS continues to call on the federal government to reboot the system and suspend these reforms in their current form as they continue to create and perpetuate inequality. We will continue our work in this area, researching and consulting with people most affected by the reforms.

Additionally, as part of our advocacy alongside ACOSS and the COSS network on the Raise the Rate campaign, we continue to call for the federal government to raise the single rate of Newstart and Youth Allowance by a minimum of \$75 per week.

Energy and water

QCOSS provides policy makers with input into policy decisions and regulations related to energy and water. We help to educate people on issues and policy changes.

Throughout 2018-19 our work in this area has included a strong focus on calling for stronger energy consumer protections, ensuring that protections for energy customers in financial hardship are strengthened, while providing a voice for residential consumers in the tariff reform process, particularly those experiencing disadvantage.

#renting



One of

14

organisations who are part of the Make Renting Fair in Queensland alliance.



Place-based tool kit

Place-based approaches are an emerging method for social change.

QCOSS supports place-based approaches because they provide an opportunity to generate better ways of working: cross-community, cross-sector and cross-government; they promote devolved decision making and innovation; and they empower people to be involved in their future and their communities.

For several years now, we have been working on place-based approaches and have used that experience to pull together QCOSS' Guide and Toolkit for Community Change. The resource brings together a wealth of information and tools to assist anyone interested in place-based approaches, exploring in some detail the many and varied parts of approaching social change in this way.

The toolkit provides a framework around the practice of place-based conversations and build shared understandings.

In developing the guide and toolkit, we drew on our own learnings and evidence from around Australia and the world. We tested ideas with our partners and colleagues, including members of the Queensland Place-based Community of Practice.



Human Services Quality Framework (HSQF)

Since 2013, QCOSS has partnered with the state government to provide a range of supports to assist the sector in implementing the HSQF. This support ensures people delivering services have access to consistent, synthesised and relevant information.

Our support includes one-on-one or small group support to assist organisations with the implementation and preparation of the HSQF, as well as a suite of HSQF-specific resources available on the Community Door website.

The one-on-one or small group support is beneficial for us as an organisation as we can better understand the challenges the sector is facing and provide this feedback to government.

#Quality Collaboration Network



10

Number of times the Quality Collaboration Network met in the last financial year

#HSQF



431

How many contacts QCOSS had with services to provide HSQF support

#Community Door



1,347,195

Number of sessions across the Community Door suite* of websites over the financial year.

*The suite includes the Community Door, QCOSS Community Door eTraining, Network Spaces and StudioQ websites.

#Skilling Queenslanders for Work (SQW)



482

people who attended a SQW workshop or webinar during the financial year.

Rural and Remote Workforce Initiative

The Rural and Remote Workforce Initiative provided additional study support to early childhood and care educators in priority rural and remote areas of Queensland to gain approved qualifications. This program formed part of QCOSS' commitment to ensure we support a service system that reflects the community in which it operates by ensuring local communities are resourced to respond to the unique needs of their community, no matter where they are located in the state.

The program was far reaching, from as far north as the Torres Strait Islands, to as far west as Mount Isa.

This program was a wonderful opportunity to support educators in remote areas of Queensland to obtain the qualifications they require to continue the crucial work with children in early childhood education. Investment in rural and remote communities ensures our children and educators are well supported.

QCOSS' involvement in the program finished in June 2019. It is important that investment continues as the need still exists.



Changing Lives, Changing Communities

Changing Lives, Changing Communities are 12, two-day events across Queensland creating new ways for people – citizens, community organisations, the private sector and government representatives – to come together, envision and ask, “What will it take to create communities where everyone contributes, matters and belongs?”

This work is already changing lives. Lives like Cody Skinner, who was active in the Changing Lives, Changing Communities event in Caboolture. Cody was part of the local organising team, was a speaker, an active participant, as well as being part of the Changing Lives, Changing Communities Local Champions program.

During the two-day event in Caboolture in December 2018, Cody shared his story of inclusion with his community. On the second day he decided to further his work by starting his own project to create a more inclusive community by teaching free Auslan classes to people in Caboolture.

Cody is a proud Bidjara man and a local disability advocate within the Caboolture community. He runs his own advocacy business and works with a local disability service provider. He has lived experience of disability as he has autism and is deaf, with Auslan being his first language.

Cody says the Changing Lives, Changing Communities experience was rewarding.

“I had an amazing time and it has helped me set up a great network to make this happen,” Cody says.



Place-based Community of Practice

QCOSS heard from people supporting place-based approaches around Queensland that they were looking for more opportunities to meet, build a shared understanding of place-based approaches, share information, skills and learnings, and identify opportunities for collaboration.

Thus, QCOSS established a Queensland Place-based Community of Practice in November 2018. The group is open to anyone interested in, or working on place-based approaches in Queensland.

The group, which includes people from both government and non-government organisations, is already working collaboratively for the most impact.

#North West communities



10

communities QCOSS is working with in North West Queensland.

#Community Action for a Multicultural Society



Queensland Accessing Interpreters Working Group (QAIWG) celebrating

10 years

of improving access to interpreters for Queenslanders.

#key partners

QDN

QUEENSLANDERS WITH DISABILITY NETWORK
NOTHING ABOUT US WITHOUT US

12

communities supported by key partners in Changing Lives, Changing Communities events



Queensland
Human Rights
Commission

#Changing Lives, Changing Communities



103

number of projects that have come out of the first round of the Changing Lives, Changing Communities events.

Changing Lives, Changing Communities Local Champions

Changing Lives, Changing Communities brings together all parts of the community to co-create solutions to ensure everyone is included and can access what they need, like a place to call home, good health, transport, education and meaningful employment.

This work is part of QCOSS' commitment to build hope and optimism across Queensland through engaged, inclusive and thriving communities.

While Queenslanders with Disability Network (QDN), QCOSS and Anti Discrimination Commission Queensland (now Queensland Human Rights Commission) are delivering Changing Lives, Changing Communities, we inspired local champions to help drive change in their community. The Changing Lives, Changing Communities Local Champions program supports participants to develop skills, knowledge and experience in community-led change, being a voice to influence and inform key policy reforms, collective problem solving, and generating community-based ideas and action.

The Local Champions program brings together a range of local leaders and emerging leaders to assist in shaping the paths of change. In March 2019, we brought more than 60 people together from all across Queensland to explore the question, "What will it take for us to be champions of social change in our communities?"



Leading together

It takes more than one person in a community to lead change.

Leading change is a collective venture.

The only way QCOSS can reach its aspirational vision is to work with others and in 2018-19 we have had the pleasure to work with many people and organisations with a shared purpose to make the world a better place. Queenslanders with Disability Network and the Anti-Discrimination Commission (now Queensland Human Rights Commission) have walked alongside us with local councils, corporate organisations and not-for-profits in hosting more than 750 people to think about how to make their community one where everyone contributes matters and belongs. This mammoth task would not have been possible alone.

Our partnership with community service peaks in Queensland has seen us progress conversations and strengthen our voices collectively on: The Family Matters campaign, the Human Rights Act, the National Disability Insurance Scheme, and accessible and affordable housing. While tackling these system issues we have also come together to influence government procurement processes and the potential introduction of portable long-service leave.

We have also built ongoing partnerships outside the community sector. This is critical in influencing policy and programs that impact most significantly on people experiencing vulnerability. Our relationships in the energy sector mean we are credible in making real change in energy pricing and regulation.



#engagement

12



Changing Lives, Changing Communities events would not have been possible without the support of our partners.

The National COSS Network

The state, territory and national Councils of Social Service are an independent, non-partisan and well-respected voice that advocate for individual and community need to all levels of government, supporting the community sector and facilitating a just and equitable Australia.

With more than 4,000 organisational and individual members, we work as a catalyst for change in every state and territory of Australia, amplifying voices to improve the lives of Australians.

We are nine independent organisations – one for each state and territory in Australia and a national body – who work passionately and tirelessly together with each other and our communities to reduce poverty and promote social justice.

In 2018–19 we worked individually and collectively to address some of the most pressing social issues across Australia.

As a group we:

- advocated for continued investment in the National Partnership for Indigenous Remote Housing
- pushed the Raise the Rate campaign and stop the cashless debit card
- developed a shared position and advocacy platform on climate change
- began a process to develop a lived experience framework.

Sunshine Coast Council Partnership

A partnership set up to challenge each other to do our best work, and develop a process or mechanism for driving and operationalising a social strategy.

#peak power



15

community service peaks have joined, making our voices stronger together.

national COSS network



9 strong

Strength of the national COSS network grew as we joined the Raise the Rate campaign!

neighbourhood centres



Nearly

150

neighbourhood centres across Queensland were impacted by the collaboration between the Queensland Families and Communities Association and QCOSS.



Leadership and our staff

QCROSS is committed to the appointment of board members and employees who demonstrate our values - integrity, inclusivity, collaboration, connection, courage and tenacity.

We are committed to being a strong, sustainable, relevant leader to achieve excellence. To do this, we partner with and work alongside community to disrupt 'business as usual' and advocate for government policy and service reforms.

We are committed to effective leadership and management that:

- maximises the use of available resources and is committed to continuous improvement to enhance our operations to meet changing needs
- provides timely and transparent communication internally and externally through a range of digital and print media, in addition to active engagement through a range of events, workshops, forums and training
- supports professional development and learning for the board and all employees including management and leadership skills
- promotes a positive organisational culture
- provides a workplace that is safe, which values and promotes good health and wellbeing.



Governance

QCOSS is a not-for-profit company limited by guarantee and a registered charity with public benevolent institution (PBI) and deductible gift recipient (DGR) status. QCOSS' board and leadership is committed to maintaining and enhancing good practice corporate governance. It must contribute to maintaining integrity and accountability, good decision making, maintaining legislative compliance, and qualitative and quantitative performance management, including management and mitigation of risks, both strategic and operational.

#policy



21

submissions funded by QCOSS to support achieving our vision.

#RAP



5

key actions for reconciliation included in the new strategic plan.

#investment



12

QCOSS invested in 12 Queensland communities through Changing Lives, Changing Communities.

#partnerships



12

staff, and others from ECCQ, CLCQ, QFCA, and ADCQ join together for brokering better partnerships training.

#exploration



9

community service peaks from the peaks collaboration explore the opportunities and benefits of co-locating.

#staff



30

staff working varying hours across three teams.

QCOSS board

The QCOSS board, elected by our members, functions in accordance with its constitution. The board is accountable to the members to set the strategic direction and operation of QCOSS.

Joining forces

Our members are our partners - they provide invaluable support, collaboration and input into our initiatives and advocacy to help us deliver equality, opportunity and wellbeing for every person, in every community.

With shared values and goals, we're here to represent our collective purpose for achieving social justice.

Together, we lead the charge in the campaign for social change.

When you become a member of QCOSS you're:

- supporting independent advocacy for communities and the community sector
- adding your voice to those of leaders throughout Queensland communities, and;
- joining a diverse group of citizens who stand up for equality, opportunity and wellbeing for every person in every community.

#organisations



Nearly

400

member organisations across Queensland.

#individuals



More than

100

individual members, making it the fastest growing membership group for QCOSS.

#reach



More than

2,500

like-minded people reached fortnightly through the Conduit newsletter.



Life memberships were bestowed on Mark Tucker-Evans and Peter Emery (pictured) at the 2018 QCOSS Annual General Meeting.

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
Department of Education and Training
Department of Employment, Small Business and Training
Department of Housing and Public Works
Department of Justice and Attorney-General
Department of Local Government, Racing and Multicultural Affairs
Department of Natural Resources, Mines and Energy
Energy Consumers Australia
National Disability Insurance Agency
Queensland Family and Child Commission

Sponsorship

Community Management Solutions
Energy Queensland
Hesta Super Fund
Moreton Bay Regional Council



Thank you to His Excellency the Honourable Paul de Jersey AC, Governor of Queensland for his ongoing patronage and hosting an event to commence QCOSS' 60th anniversary celebrations.

qCOSS

Financial Report



Directors' report

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2019.

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:

Kate Tully (Resigned 6 November 2018)
 Faiza El-Higzi
 Richard Johnson
 Linda McClelland (Appointed 6 November 2018)
 Gerry Weatherall (Resigned 2 November 2018)
 Matt Gardiner
 Nadia Currie
 Anita Veivers
 Kevin Mercer (Appointed 27 June 2019)
 Colleen Tribe (Appointed 6 November 2018)

Vision

Equality, opportunity and wellbeing for every person in every community.

Principle activities

QCOSS is the state-wide organisation for individuals and organisations working in the social and community service sector. Key activities during the financial year focussed on providing effective policy advice, and purposely bringing people together to work towards creating inclusive and thriving communities.

Activities also worked to strengthen responsive community services, and encourage 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.



The QCOSS board: (From left to right) Richard Johnson, Faiza El-Higzi, Nadia Curry, Linda McClelland, Matt Gardiner (Chair), Colleen Tribe, Kevin Mercer, Anita Veivers

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.
- 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.

Operating result

The surplus/(deficit) after providing for income tax amounted to (\$302,653) (2018 surplus: \$128,422).

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



Information on directors

Kate Tully

Qualifications and experience

M Bus, Grad Cert Bus (Philanthropy & Nonprofit studies), Cert Gov Prac, BA (Comm).

Gerry Weatherall

Qualifications and experience

Dip Electronics & Communications, MAICD

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.

Anita Veivers

Qualifications and experience

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

Anita is Executive Director of Centacare Far North Qld (FNQ), an organisation highly regarded as a long-standing provider of person-centred community services across the areas of mental health and wellbeing, multicultural services, aged care and disability support. Previously CEO for more than 20 years of ARC Disability Services, a specialist disability services provider, Anita has broad connections across the social service sector.

Passionate about working with people and the community to make a difference, Anita has more than 30 years community sector experience in Australia and the UK, and is a strong advocate for community collaboration and partnership. A highly experienced senior executive and board member Anita has extensive board experience across the health, disability and community sectors.



Information on directors

Colleen Tribe

Qualifications and experience

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

Colleen is the General Manager of Roseberry Qld, delivering programs in housing and tenancy, youth shelters, early intervention mental health, 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 growing Roseberry Qld and ensuring regional areas are serviced adequately.

Having an array of experience on boards, Colleen is currently also serving on the CQUniversity Gladstone Regional Engagement Committee. She enjoys the professional learnings from each and being part of a leadership team.

Colleen's education qualifications have served her well, also within the social service sector, having recently completed a Specialist Graduate Certificate in Leadership (Professional Services) from the University of Melbourne.

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 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.



Information on directors

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 Corporate 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.

Nadia Currie

Qualifications and experience

Bachelor of Law

Nadia has served on several committees and advisory groups including the Aboriginal Suicide and Mental Health Committee at the Hunter Institute for Mental Health, the National Aboriginal Community Controlled Health Organisation Budget Steering Committee and served as Chair of Patient Journey Working Committee for the Aboriginal Health Council of Western Australia. She holds a Bachelor of Law and is due to complete her Master of Law in July 2020.

As the Griffith University Gold Coast Campus - Programs Manager - First Peoples Health Unit, Nadia encourages social change and transformational leadership to the broader workforce and Aboriginal and Torres Strait Islander children, young people and families. This entails ensuring the voices of Aboriginal and Torres Strait Islander children and young people in out-of-home care are heard and further represented to achieve equity and access to services.



Information on directors

Nadia's interest in participating on the QCOSS Board ensures robust discussion pertaining to Aboriginal and Torres Strait Islander social determinants, as she has had previous experience in native title, stolen generation linkage, housing and health, with the ability to broaden the scope and speak generally.

Richard Johnson

Qualifications and experience

BSocSci, BCouns, MCouns.

Richard trained as a registered nurse, has degrees in Social Science, Counselling, and Master of Counselling. He has over 30 years' experience working in several community services and non-government organisations including senior executive positions in Lifeline Community Care Qld, UnitingCare Community, and SunCare Community Services.

As a community leader in regional Queensland, Richard was responsible for a wide variety of community, child safety, domestic violence, disability services, aged care, and family services. His leadership roles spanned regions from Central Queensland, Wide Bay, and Sunshine Coast. More recently Richard ventured into private consulting and home care assessment.

Having spent most of his career working in regional Queensland, along with his role in providing senior leadership in community recovery activities, Richard is acutely aware of many of the issues facing individuals, families and communities throughout regional areas of Queensland.

Mark Henley (Chief Executive Officer)

Qualifications and experience

B Bus (Accty) QUT; GAICD

Mark Henley is Chief Executive Officer of QCOSS. Mark's professional background is as an accountant. He commenced his career with a chartered accounting firm then moved into the community services sector with the Spinal Injuries Association, as Chief Accountant in 1989 and then Chief Executive Officer from 1999 to 2011.

Mark has 30 years' of experience in the community service sector and a commitment to creating responsive services, and independence, dignity and good wellbeing for all people across Queensland. He is a graduate member of the Australian Institute of Company Directors, Deputy Chair of the Queensland Plan Ambassadors Council, Board Director at the Brisbane North PHN and is also the chair of the Brisbane North PHN Finance, Audit and Risk Management Committee.

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 2019, and the number of meetings attended by each director were:

Directors	Full Board		Finance and Audit Committee		Governance Committee	
	Attended	Held	Attended	Held	Attended	Held
Matt Gardiner	7	7	1	2	3	4
Nadia Currie	4	7	-	1	2	2
Faiza El-Higzi	6	7	2	2	-	-
Anita Veivers	6	7	1	2	2	2
Richard Johnson	6	7	-	-	4	4
Colleen Tribe	4	4	1	2	-	-
Linda McClelland	4	4	-	-	2	2
Gerry Weatherall	1	3	1	1	-	-
Kate Tully	2	3	-	-	-	-

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

Contributions on winding up

In the event of the company being wound up, ordinary members are required to contribute a maximum of \$10 each. The total amount that members of the company are liable to contribute if the company is wound up is \$5,100 based on [510] current ordinary members.

Subsequent events to reporting period

There are no subsequent events to be noted.

Directors' Report

Auditor's independence declaration

A copy of the auditor's independence declaration as required under *Australian Charities and Not for Profits Commission Act 2012* and the *Corporations Act 2001* is set out page 8.

This report is made in accordance with a resolution of directors, pursuant to section 298(2)(a) of the *Corporations Act 2001*.

On behalf of the directors



.....

Matt Gardiner



.....

Faiza El Higzi

Dated this.....26..... day of.....September..... 2019



Auditor's independence declaration



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GPO Box 457 Brisbane QLD 4001
Australia

DECLARATION OF INDEPENDENCE BY D P WRIGHT TO THE DIRECTORS OF QUEENSLAND COUNCIL OF SOCIAL SERVICE LIMITED

As lead auditor of Queensland Council of Social Service Limited for the year ended 30 June 2019, I declare that, to the best of my knowledge and belief, there have been:

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

A handwritten signature in black ink, appearing to read 'D P Wright', written over a light grey rectangular background.

D P Wright
Director

BDO Audit Pty Ltd

Brisbane, 26 September 2019



Statement of profit or loss and other comprehensive income for the year ended 30 June 2019

	Notes	2019 \$	2018 \$
Revenue	2	4,075,612	4,611,049
Employee benefits expense		(3,066,462)	(3,095,869)
Depreciation expense	3	(9,877)	(5,832)
Computer costs		(25,976)	(12,729)
Conference/seminar costs		(167,825)	(227,925)
Consultancy fees		(214,865)	(195,314)
Travel and accommodation		(200,957)	(252,585)
Printing and stationery		(28,124)	(23,453)
Rent	3	(135,952)	(131,555)
Postage		(3,186)	(3,184)
Telephone		(24,987)	(27,113)
Other expenses		(500,054)	(507,068)
Surplus/(Deficit) before income tax expense		(302,653)	128,422
Income tax expense	1	-	-
Surplus/(Deficit) after income tax expense for the year		(302,653)	128,422
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		(302,653)	128,422

The accompanying notes form part of these financial statements

Statement of financial position as at 30 June 2019

	Notes	2019 \$	2018 \$
CURRENT ASSETS			
Cash and cash equivalents	4	3,208,525	3,729,707
Trade receivables	5	122,992	464,543
Other current assets	6	11,946	19,248
TOTAL CURRENT ASSETS		<u>3,343,463</u>	<u>4,213,498</u>
NONCURRENT ASSETS			
Property, plant and equipment	7	32,199	8,714
TOTAL NONCURRENT ASSETS		<u>32,199</u>	<u>8,714</u>
TOTAL ASSETS		<u>3,375,662</u>	<u>4,222,212</u>
CURRENT LIABILITIES			
Trade and other payables	8	1,215,198	1,704,333
TOTAL CURRENT LIABILITIES		<u>1,215,198</u>	<u>1,704,333</u>
NONCURRENT LIABILITIES			
Long-term provisions	9	12,458	67,220
TOTAL NONCURRENT LIABILITIES		<u>12,458</u>	<u>67,220</u>
TOTAL LIABILITIES		<u>1,227,656</u>	<u>1,771,553</u>
NET ASSETS		<u>2,148,006</u>	<u>2,450,659</u>
EQUITY			
Retained surpluses		<u>2,148,006</u>	<u>2,450,659</u>
TOTAL EQUITY		<u>2,148,006</u>	<u>2,450,659</u>

The accompanying notes form part of these financial statements

Statement of changes in equity for year ended 30 June 2019

	Retained surpluses	Total
	\$	\$
Balance as at 1 July 2017	2,322,237	2,322,237
Surplus after income tax expense for the year	128,422	128,422
Other Comprehensive Income, net of tax	-	-
Total Comprehensive Income	128,422	128,422
Balance as at 30 June 2018	2,450,659	2,450,659
Balance as at 1 July 2018	2,450,659	2,450,659
Surplus/(Defecit) 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

The accompanying notes form part of these financial statements

Statement of cash flows for year ended 30 June 2019

	Notes	2019	2018 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from government grants, members and clients		3,873,032	4,728,275
Payments to suppliers and employees		(4,437,150)	(4,337,821)
Interest received		76,298	85,386
Net cash provided by operating activities	13(b)	(487,820)	475,840
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(33,362)	(8,250)
Net cash used in investing activities		(33,362)	(8,250)
Net increase/(decrease) in cash and cash equivalents		(521,182)	467,590
Cash at beginning of financial year		3,729,707	3,262,117
Cash at end of financial year	13(a)	3,208,525	3,729,707

The accompanying notes form part of these financial statements

Notes to the financial statement for the year ended 30 June 2019

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

General information

The financial statements cover Queensland Council of Social Service Company Ltd by guarantee as an individual entity. The financial statements are presented in Australian dollars, which is the company's functional and presentation currency.

Queensland Council of Social Service Company Ltd is a not-for-profit unlisted public company limited by guarantee, incorporated and domiciled in Australia. 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 26th September 2019. 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.

(a) Revenue

Revenue is recognised when it is probable that the economic benefit will flow to the company and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable.

Sales revenue

Events, fundraising and membership are recognised when received or receivable.

Donations

Donations are recognised at the time the pledge is made.

Grants

Grants are recognised at their fair value where there is a reasonable assurance that the grant will be received and all attached conditions will be complied with.

Deferred Income

Deferred income represents grants received in advance for next financial year or unexpended grants of current year, which under the terms of agreement with the grantors, are refundable.

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.



NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CON'T)**(b) 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.

(c) 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.

(d) 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.

(e) 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

From 1 July 2018, for trade receivables 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.

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.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CON'T)**(f) 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.

(g) 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.

(h) 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.

(i) 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.

(j) 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.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)**(k) Leases**

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Company are classified as finance leases. Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the Company will obtain ownership of the asset, or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Lease incentives received under operating leases are recognised as a liability. Lease payments received reduced the liability.

(l) New Accounting Standards for Application in Future Periods

The AASB has issued several new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods, some of which are relevant to the Company. The directors have decided not to early adopt any of the new and amended pronouncements. Their assessment of the pronouncements that are relevant to the Company but applicable in future reporting periods is set out below:

New/revised pronouncements	Nature of change	Application date to the Company	Impact to the Company
AASB 1058 (issued December 2016) Income of Not-for-Profit Entities	<p>AASB 1058 establishes principles and guidance when accounting for:</p> <ul style="list-style-type: none"> • 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. <p>AASB 1058 supersedes all current income recognition requirements for private sector not-for-profit entities (NFPs), and most of the requirements for public sector NFPs currently contained in AASB 1004 Contributions.</p>	Annual reporting periods beginning on or after 1 July 2019	The Company continues to evaluate the overall impact of AASB 1058 on the financial statements. The key area of impact for the Company will be the recognition of grant revenue.
AASB 16 (issued February 2016)	Under AASB 16 all leases will be recognised on the statement of financial position, as the distinction between operating and finance leases is removed. Under the new standard, an asset (the right to use the leased item) and a financial liability to pay rentals are recognised. The only exceptions are short-term and low-value leases. The accounting for lessors will not significantly change.	Annual reporting periods beginning on or after 1 July 2019.	The entity has not yet made a detailed assessment of the impacts of applying the new leases standard however does not expect material impact as they is only one lease currently.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

New/revised pronouncements	Nature of change	Application date to the Company	Impact to the Company
AASB 15 <i>Revenue from Contracts with Customers</i>	<p>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:</p> <ul style="list-style-type: none"> • 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. 	1 July 2019	The Company continues to evaluate the overall impact of AASB 15 on the financial statements. The key area of impact for the Company will be the recognition of grant revenue.

(m) Critical Accounting Estimates and Judgments

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

Estimation of useful lives of assets

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

NOTE 2: REVENUE

	2019	2018
	\$	\$
Operating activities		
QCOSS project funding	3,741,524	3,739,052
- Other income	257,790	786,611
	<u>3,999,314</u>	<u>4,525,663</u>
Non-operating activities		
Interest	76,298	85,386
	<u>4,075,612</u>	<u>4,611,049</u>

NOTE 3: EXPENSES

	2019	2018
	\$	\$
Surplus before income tax includes the following specific expenses:		
Depreciation of noncurrent assets	9,877	5,832
Rental expense on operating leases		
- Minimum lease payments – property	135,952	131,555

NOTE 4: CASH AND CASH EQUIVALENTS

	2019	2018
	\$	\$
Cash on hand	163	300
Cash at bank	474,892	1,058,378
Deposits at call	2,733,470	2,671,029
	<u>3,208,525</u>	<u>3,729,707</u>

NOTE 5: TRADE RECEIVABLES

	2019	2018
	\$	\$
Trade receivables	122,992	464,543

NOTE 6: OTHER CURRENT ASSET

	2019	2018
	\$	\$
Accrued Interest	10,025	11,222
Prepayments and other receivable	1,921	8,026
	<u>11,946</u>	<u>19,651</u>

NOTE 7: PLANT AND EQUIPMENT

	2019	2018
	\$	\$
PROPERTY, PLANT AND EQUIPMENT		
(a) Office equipment		
At cost	120,329	86,967
Less accumulated depreciation	(88,385)	(78,711)
	<u>31,944</u>	<u>8,256</u>
(b) Office furniture and fittings		
At cost	14,229	14,229
Less accumulated depreciation	(13,974)	(13,771)
	<u>255</u>	<u>458</u>
Total property, plant and equipment	<u>32,199</u>	<u>8,714</u>

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
	\$	\$	\$
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	<u>255</u>	<u>31,944</u>	<u>32,199</u>
2018			
Balance at the beginning of the year	699	5,597	6,296
Additions	-	8,249	8,249
Depreciation expense	(241)	(5,590)	(5,832)
Carrying amount at end of year	<u>458</u>	<u>8,256</u>	<u>8,714</u>

NOTE 8: TRADE AND OTHER PAYABLES

	2019	2018
	\$	\$
Trade payables	61,022	58,395
GST Payable	53,096	124,867
Annual leave	197,550	174,536
Accrued expenses	100,182	150,143
Long service and other leave	127,306	52,517
Deferred grant income	473,275	994,627
Memberships received in advanced	112,525	116,618
Other income received in advance	90,242	32,630
	<u>1,215,198</u>	<u>1,704,333</u>

NOTE 9: PROVISIONS

	2019	2018
	\$	\$
NONCURRENT		
Employee entitlements – Long service leave	<u>12,458</u>	<u>67,220</u>

NOTE 10: CAPITAL AND LEASING COMMITMENTS

	2019	2018
	\$	\$
Operating Lease Commitments		
Non-cancellable operating leases contracted for but not capitalised in the financial statements		
Payable — minimum lease payments		
— not later than 12 months	135,390	32,674
— between 12 months and 5 years	33,847	-
	<u>169,237</u>	<u>32,674</u>

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 2019 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

	2019	2018
	\$	\$
(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	163	300
Cash at bank	474,892	1,058,378
At call deposits with financial institutions	2,733,470	2,671,029
	<u>3,208,525</u>	<u>3,729,707</u>
(b) Reconciliation of cash flow from operations with Profit after income tax		
Surplus before income tax expense	(302,653)	128,422
Noncash flows in profit:		
Depreciation	9,877	5,832
Changes in assets and liabilities:		
Decrease/(increase) in receivables	341,551	148,201
Decrease in other current assets	7,300	403
Increase/(decrease) in payables	(96,089)	125,425
Increase/(decrease) in accruals and provisions	20,027	13,146
Increase/ (decrease) in deferred income	(467,833)	54,411
Cash flows from operations	<u>(487,820)</u>	<u>475,840</u>

NOTE 14: FINANCIAL INSTRUMENTS**(a) 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.

NOTE 14: FINANCIAL INSTRUMENTS (CONT'D)**(b) 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	
	2019	2018	2019	2018	2019	2018	2019	2018
Financial Assets:	%	%	\$	\$	\$	\$	\$	\$
Cash	2.44	2.52	474,892	1,058,378	2,733,470	2,671,029	-	-
Total Financial Assets			474,892	1,058,378	2,733,470	2,671,029	-	-

(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.

(d) 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 2019	30 June 2018
	\$	\$
Less than 6 months	1,664,542	1,045,127
6 months to 1 year (50% of annual leave & deferred income not expensed)	436,796	659,206
Total	2,101,338	1,704,333

NOTE 14: FINANCIAL INSTRUMENTS (CONT'D)**(e) 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.

(f) 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 2019, 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 2019	Year Ended 30 June 2018
	\$	\$
Change in profit attributable to members		
-Increase in interest rate by 1%	27,335	26,710
-Decrease in interest rate by 1%	(27,335)	(26,710)

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:

	2019	2018
Short-term employee benefits	616,466	573,241
Long-term benefits	48,216	37,999
Post-employment benefits	61,649	60,190
	726,311	671,430

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	33,000	32,000
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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 events after 30 June 2019.



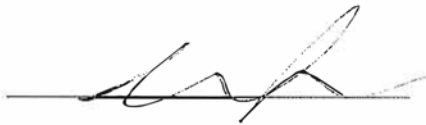
Director's Declaration

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.

Signed in accordance with a resolution of directors made pursuant to subsection 60.15(2) of the *ACNC Regulation 2013*.

On behalf of the directors

A handwritten signature in black ink, appearing to be 'M. H.', written over a horizontal line.

Chair

Brisbane, 26th day of September 2019





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INDEPENDENT AUDITOR'S REPORT

To the members of Queensland Council of Social Service Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Queensland Council of Social Service Limited (the registered entity), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the accompanying financial report of Queensland Council of Social Service Limited, is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the director's report for the year ended 30 June 2019, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.





In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of responsible entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the registered entity's financial reporting process.

Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

BDO Audit Pty Ltd

BDO

A handwritten signature in black ink, appearing to read 'D P Wright', is written over a white rectangular background.

D P Wright

Director

Brisbane, 26 September 2019

Notes



Photo credits:

Stock photos throughout the annual report have been sourced from Unsplash.

Other photos have been taken at QCOSS events.





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.



Queensland Council of Social Service Ltd

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