



**CHINCHILLA  
COMMUNITY  
CENTRE**

ANNUAL REPORT 2019 - 20

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# President's Report

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What a strange year! It started well with a full complement of Board Members, staff all present and working well as a team and individually. Christmas brought a well-earned rest for all. After a busy 2019, I found a job in Brisbane and was continuing as President online. This was a sign of things to come.

Covid 19 reared its ugly head and everything became a week to week, then day to day change in the way the Centre, customers, tenants and the staff were managed.

Congratulations to the team and particularly Louise (manager extraordinaire) for the way in which they all conducted themselves and worked well in a challenging environment. All learned to work from home and the reports from each have that each assured the board that each customer in need was treated with the best one on one service anywhere. The numbers and results speak for themselves.

Unfortunately we lost Bruce Chapman from the Board and Suzanne Kerr has since resigned as she is overcommitted. Thank you to both of these lovely people for giving up their time and energy. We all struggle to meet our commitments to this volunteer board and I must congratulate Colin, Maria, Sally and Kaye for their unerring loyalty and carrying on the good work while I have been absent. Thank you to Kaye for her commitment to the role of Treasurer for the past 3 years. She and I will be stepping down from these roles.

I have had such a rewarding three years, assisting where I can and relying on my experiences working with CFSC. It truly is amazing how much more I've learned.

Thank you to all of the team for making this time such a pleasurable experience and best wishes for the coming year.

Doreen Goldsmid

President

# Manager's Report

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And so ends another year filled with activity and change at Chinchilla Community Centre. Who could have predicted what the past year would bring!

Our year commenced with an amazing NAIDOC Family Day filled with activities and food featuring native ingredients was catered by our talented trainees. The shed construction was completed and the vegetable garden planted. A regular morning tea group started. Cyberbullying education was delivered to Year 6 students, and many community members scavenged through our yard on Halloween. We explored "I can ..." on International Day for People with a Disability with Anglicare. School holiday activities have been lots of fun! In March, International Women's Day was celebrated with a presentation by Julia Telford, who addressed *Turn your Creative Hobby into a Thriving Business*. And then the world changed and covid started to dominate our lives at home, at work, and everywhere ....

In March we closed for a while and learnt to work from home, mostly successfully. We changed how we could be contacted. We explored different ways of delivering services, by phone and email and facebook and online. We were very pleased to return to our Centre in May, and we continue to adjust with every rule change.

Throughout the year, we have provided food and other assistance to community members in need, collaborated with the combined Chinchilla churches to provide Christmas hampers, and partnered with Tara Neighbourhood Centre to provide back to school support. Base camp has been donating meals to assist us with emergency relief and the local pharmacies have been very supportive by providing special discounts.

We have enjoyed wonderful support this year from a variety of local individuals and businesses, and have been successful obtaining funding additional to our core funding from the Queensland and Australian Governments for specific projects. We thank all those who have supported us, financially and in many other ways, and take this opportunity to acknowledge funding received from FRRR, Western Downs Regional Council, Ecstra and Darling Downs West Moreton Primary Health Network.

Generous donations of money and goods have been received from CS Energy, Good 360/Big W, Base Camp and Origin Energy, and we have enjoyed productive partnerships with Murilla Community Centre and Tara Neighbourhood Centre.

For the first time Queensland Families and Communities Association surveyed all community centres in Queensland to determine the social value of the work undertaken by each centre. This value refers only to the work completed in our direct role as a community centre. The Social Value Report for Chinchilla Community Centre is included in full within this Annual Report to provide an overview of the incidental value of the work undertaken here, and will provide us, our funders and the community with a deeper understanding of the value of the services provided by each community centre.

The future of Chinchilla Community Centre looks bright. We continue to adapt and work with ever-changing Covid requirements. We have been successful securing partial funding to construct three new offices, and this work will commence in early 2021. Our second cohort of SQW trainees are nearing completion. Our groups continue to meet, and ideas and plans and funding submissions are underway for future activities. We work with talented staff and services in a great community.

All of this work is made possible with the dedicated and enthusiastic efforts of our wonderful staff, and is underpinned by the governance and guidance provided by the Board. Thank you all. Here's to a different and equally successful year ahead!

Louise Judge

Manager



*Leave people more loved than you found them* — Lauren Fortenberry



Handwritten notes on a piece of paper, including the name 'Sally' and some illegible text.

## Staff 2019-20

NAMES	POSITION
Louise Judge	Manager
Leanne Richters	Financial Officer
Krystal Stiller	Client Support Officer
Cathy Young	Community Connect Worker
Injilay Hassan	Youth Connect Worker
Marie Shield	SQW Supervisor
Anum Afzal	Administration Asst.
Kristopher Brooker	SQW Trainee
Reece Doyle	SQW Trainee
Khaleb Kemp	SQW Trainee
Tatum Kite	SQW Trainee
Georgia MccKenzie	SQW Trainee
Mikela Parker	SQW Trainee
Debbie Saunders	SQW Trainee
Chantel Sharpley	SQW Trainee

## Past Staff

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NAMES	POSITION
Roslyn Robinson	Youth Connect Worker
Billie Jean Taylor	Client Support Officer
Tanya Broom	SQW Trainee
Bree Coleman	SQW Trainee
Darren Jackson	SQW Trainee
Jamie Morgan	SQW Trainee
Rhys Prictor	SQW Trainee
Sophia Raymond	SQW Trainee
Mekerra Robson	SQW Trainee
Gertrude Walker	SQW Trainee

*A Special Thanks To:*

## KATE BRADLEY

*Through*



Kate Bradley is the Community Grants Writer, a position funded by **Shell's QGC** business and delivered by the Murilla Community Centre.

Kate is based across Western Down's community centres, helping to research, identify and access funding opportunities. She has made a significant contribution towards the success of a number of grant applications for the Chinchilla Community Centre. We are so appreciative of this assistance.



## List of Successful Grant– 2019 – 20

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- Cyberbullying (QLD Govt.)
- NAIDOC (Qld Govt.)
- Water Tanks (FRRR)
- Governance Training (WDRC)
- Skilling Queenslanders for Work (Our Community Cooks)
- Equipment Setup for Working from Home (Ecstra)
- Wellness Hampers (DDWMPHN)
- Successful partnership grants with Murilla and Tara Neighbourhood Centres
- International Women's day 2020 (Qld Govt. & DCDSS)
- Back to School (FRRR)

## Donations

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- CS Energy
- Origin – Water tanks, planters, office furniture
- Generous Community Members and Local Businesses
- Good 360/ Big W – Clothing
- Base Camp – Meals
- Drought Angels - Hampers



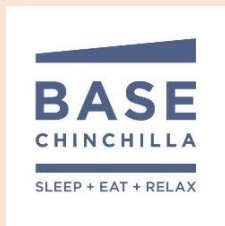


## CHINCHILLA COMMUNITY CENTRE

# A Warm Thanks To Our Supporters

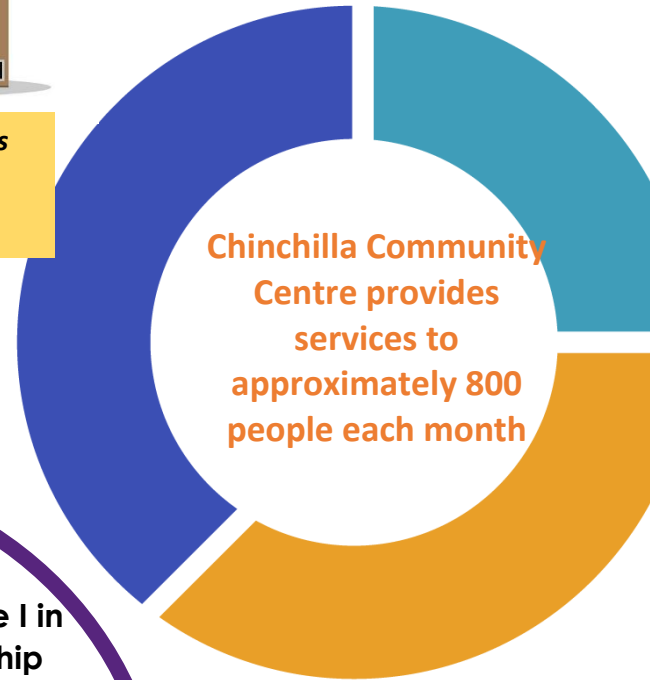


**QGC**





*Our KINDNESS CORNER helps hundreds of community members every year*



*Around 10 services visit the Centre every month*



# Chinchilla Community Centre

Real Impact. Real Value.



## NEIGHBOURHOOD CENTRE FUNDING

\$119,116

### Emergency relief value includes:

- Food and groceries: **\$43,308**
  - Food vouchers: **\$11,800**
- Cash/prepaid or gift card: **\$0**
  - Bill payments: **\$8,000**
  - Fuel Vouchers: **\$3000**

### Services value includes:

- Computer/internet usage: **\$576**
- Résumé assistance: **\$1,080**

### Employment value

20.17 FTE jobs  
including 13.8 direct and 6.4 indirect  
Full Time Equivalent positions



## VALUE

\$385,455

### This figure includes the value of:

Improved quality of life through social connection: **\$306,514**

Volunteer contributions: **\$11,177**

Emergency relief provided: **\$66,108**

Services provided: **\$1,656**

### This community value equates to:

**\$3.24** for every \$1 of Neighbourhood Centre funding

Over **\$202.87** for every hour the Neighbourhood Centre is in use

These calculations were conducted by Queensland Families and Communities Association in partnership with Neighbourhood Centres Victoria and only values activities where an independently determined valuation method exists.



Supporting our members to build Community  
Queensland Families & Communities Association

# Value to communities from selected Neighbourhood Centre activities

## Basis of calculation

The Chinchilla Community Centre provided in excess of \$385,455 of value to the community for 2019. This is based on data provided through the Neighbourhood Centre Survey 2019.

This figure includes the value of:

- Improved quality of life through social connection: based on **350** participants in various activities per week
- Volunteer contributions: based on **5** volunteer hrs per week
- Food and groceries: based on **180 kgs** of food relief provided per month
- Food vouchers: based on an average of **\$1,100** of vouchers provided per month
- Cash/prepaid or gift card: based on **\$200** cash/card value provided per month
- Bill payments: based on **\$400** of participant bills paid for per month
- Fuel Vouchers: based on an average of **\$200** of vouchers provided per month
- Public transport cards: based on average **\$0** of travel cards value per month
- Internet usage: based on **16 hrs** of individual computer/internet use per month
- Resume assistance: based on assisting with **3** resume's/ month
- Auspicing other organisations: based on auspicing **0** organisations or groups in 2019
- Community lunch, frozen or other meals: based on providing **0** meals/ month
- School aged breakfast programs: based on providing **0** breakfasts/month

This equates to:

- Community value for every \$1 of Neighbourhood Centre Program funding based on **\$119,116** of Neighbourhood Centre Program funding
- Community value for every hour the Neighbourhood Centre is in use based on Neighbourhood Centre buildings in use for **38** hrs per week

Direct and indirect full-time equivalent employment positions created based on **525** hrs total weekly paid hours of employment.

## Notes

We use the term 'community value' because the valuations above incorporate a range of methods depending on the available evidence. These include methods such as social return on investment (SROI), return on investment (ROI) and replacement cost.

All valuations are conservative and based on existing research by reputable organisations using widely used and/or well documented methods as well as benchmarked market values for replacement cost valuations.

The report does not include many community benefits that are not within the scope of the Neighbourhood Centre Annual Survey to reasonably value including:

- all services and activities not listed above or their flow on economic or social benefits (except social connection) including hobby courses, exercise classes, referral, counselling or social support, community transport etc
- agencies or brokered in services such as Centrelink, maternal child and health etc.
- social enterprises or the economic multipliers from indirect or induced economic activity

- intangible benefits such as community pride and sense of belonging, leadership development, community voice through advocacy, increased personal independence etc.

The total community benefit is significantly greater than what has been valued here.

These valuations are based on volume of activity, so the outcomes are affected by income and population size with Neighbourhood Centres in localities with smaller populations generally expected to generate lower total community value. Variations in organisations and communities make these measures unsuitable for comparisons between Neighbourhood Centres.

## Calculation methods

### Social Connection

In 2018, Deloitte Access Economics produced a report<sup>1</sup> that determined a monetary value for the community connection work of Morwell Neighbourhood House. The method, detailed in the report, uses existing research to calculate the contribution of community connection to a Quality-Adjusted-Life-Years (QALYs)<sup>2</sup>. Quality-Adjusted-Life-Years is the most widely used approach for estimating quality of life benefits in economic evaluations<sup>3</sup>.

The report assumed that 50% of the annual unique visitors to the Neighbourhood House were one off or infrequent for the purpose of their calculations. Appendix C of their report outlines the detail on their method.

Because programmed activities are group activities run over a period of time and therefore not attended in a one-off or infrequent way, using the number of participants per week in different activity types from the Neighbourhood Centre survey allows for a conservative calculation of the numbers of visitors potentially obtaining social connection benefits.

A survey<sup>4</sup> of over 47,700 Neighbourhood House participants conducted by Neighbourhood Houses Victoria for the Victorian Department of Health and Human Services established benchmark percentages of participants identifying a social connection type benefit for each of the following types of activity:

- Social group
- Exercise/health class
- Support group
- Advice/help
- Childcare/playgroup
- Course or class
- Volunteering/placement
- Job training/ job support

The number of weekly participants in each activity type is multiplied by the relevant percentage of participants that identified "meeting new people/making friends" and/or "spending time with others" as benefits of attending their Neighbourhood Centre in the Victorian research. These two reported benefits are used in the Deloitte calculations and are most strongly associated with

<sup>1</sup> [http://www.morwellnh.org.au/wp-content/uploads/2018/05/MNH\\_Social-Impact-Analysis\\_May-2018\\_.pdf](http://www.morwellnh.org.au/wp-content/uploads/2018/05/MNH_Social-Impact-Analysis_May-2018_.pdf)

<sup>2</sup> [https://www.pmc.gov.au/sites/default/files/publications/Value\\_of\\_Statistical\\_Life\\_guidance\\_note.pdf](https://www.pmc.gov.au/sites/default/files/publications/Value_of_Statistical_Life_guidance_note.pdf)

<sup>3</sup> <https://www1.health.gov.au/internet/publications/publishing.nsf/Content/illicit-pubs-needle-return-1-rep-toc~illicit-pubs-needle-return-1-rep-5~illicit-pubs-needle-return-1-rep-5-2>

<sup>4</sup> <https://www.nhvic.org.au/Handlers/Download.ashx?IDMF=e3d8162c-9605-4d31-afce-594aa64a14c7>

participants who identified attending for various programmed activities including, social and support groups, job training and support and other courses and classes.

The \$ Values are expressed in 2019 equivalents i.e. CPI adjusted Quality Adjusted Life Year value of \$195,177, which is consistent with Deloitte's method.

The value of your Neighbourhood Centres increased social connection is calculated by adding together the totals using this formula:

**Number of participants in each activity type X 1 QALY (\$195,177) X percentage of people identifying a social connection benefit for that activity type X contribution of social connection to a QALY (3.84%) X the extent to which contribution of social connection to a QALY can be attributed to attending the Neighbourhood Centre (28.57%).**

The use of the participants in programmed activities as the basis for the calculation is conservative as it uses a typical weekly attendance figure. The actual total number of participants in programmed activities over a year will be greater as new people participate in activities over the course of a year. In addition, it does not include regular informal attendance i.e. drop ins where relationships are also built and maintained.

Deloitte further calculate the value of increased connection through increased participation in the broader community due to participation at the Neighbourhood Centre for 10% of the participants.

## Volunteering

Volunteering value is based on the replacement cost of volunteers' labour. This is valued at \$42.99 per hour. This is based on the method recommended by Our Community<sup>5</sup> which uses the ABS average weekly earnings per hour as of May 2019<sup>6</sup>.

The formula for calculating the community value of volunteering is:

**Number of volunteer hours per week X weeks open per year X volunteer hourly replacement rate**

This is a conservative valuation. For example, it does not include the value of the services provided as a result of volunteering or the contribution to the economy and taxation from participating in volunteering, e.g. cost of travel to the place of volunteering.

## Emergency relief

### Food and groceries

The value to community of emergency food relief is based on work undertaken by Foodbank in Australia<sup>7</sup>. Their social return on investment analysis determined that food relief was valued at an average \$20.05 per kilogram of food in 2014 dollars. This valuation included the value of:

- Improved physical health (children)
- Better performance at school (students)
- Better social relationships
- Increased sense of self-worth
- Improved standard of living
- Improved physical health
- Increased emotional wellbeing

<sup>5</sup> <https://www.fundingcentre.com.au/help/valuing-volunteer-labour>

<sup>6</sup> <https://www.abs.gov.au/ausstats/abs@.nsf/mf/6302.0>

<sup>7</sup> <https://www.foodbank.org.au/wp-content/uploads/2019/06/Foodbank-Hunger-Report-2014.pdf>

- Reduced waste and greenhouse emissions

While the cost of food has increased since 2014, the change in value of the social benefits is unclear. For this reason, we have retained the \$20.05 figure making this a conservative evaluation.

The formula for calculating the community value of food and groceries is:

**Number of Kgs distributed for an average month X 12 (months) X \$20.05**

#### Food vouchers

Based on the dollar value of vouchers given out. This is a conservative valuation as it does not include the benefit derived from accessing food such as improved health and wellbeing, improved school performance for children etc.

The formula for calculating the community value of food vouchers is:

**Total \$ value of food vouchers distributed in an average month X 12 (months)**

#### Cash/prepaid or gift cards

Based on the dollar value of cash or gift cards given out. This is a conservative valuation as it does not include the benefit derived from items purchased such as improved health and wellbeing, improved school performance for children, added value to the economy etc.

The formula used for calculating the community value of cash/prepaid or gift cards is:

**Total \$ value of cash/prepaid or gift cards distributed in an average month X 12 (months)**

#### Fuel Vouchers

Based on the dollar value of vouchers given out. This is a conservative valuation as it does not include the benefit derived from increased access to transport or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc. It also does not include benefits to the local economy.

The formula used for calculating the community value of fuel vouchers is:

**Total \$ value of fuel vouchers distributed in an average month X 12 (months)**

#### Bill payments

Based on the dollar value of bills paid by the Neighbourhood Centre for individuals in need. This is a conservative valuation as it does not include the benefit derived from increased access to services for which bills were paid or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc. It also does not include benefits to the broader economy.

The formula used for calculating the community value of bill payments is:

**Total \$ value of participants' bills paid in an average month X 12 (months)**

#### Public transport cards

Based on the dollar value of public transport cards given out. This is a conservative valuation as it does not include the benefit derived from increased access to transport or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc.

The formula used for calculating the community value of public transport cards is:

**Total \$ value of public transport cards distributed in an average month X 12 (months)**

## Services

Except for school breakfast clubs, service valuations in this section do not include additional benefits from the service such as improved health, job prospects or employment nor the auspiced community groups' outcomes. This is due to the absence of appropriate research that quantifies these benefits.

### Internet/computer usage

Based on the number of hours of internet or computer use by individuals in an average month. This is benchmarked to the cost of a commercially available equivalent i.e. internet kiosk regardless of whether a commercial alternative is available. Note that free wifi is not an equivalent as there is no support or equipment made available. Commercial rates from \$3-\$5<sup>8</sup> have been benchmarked. The lower rate is used to account for the variation in the equipment and software provided. The rate does not include non-market benefits such as family connection, benefits from accessing or managing government services etc.

The formula used for calculating the community value of internet/computer use is:

$$\text{Total number of hours of internet/computer in average month} \times 12 \text{ months} \times \$3$$

### Resume assistance

Based on the cost of a resume service for a fee. The fee was benchmarked at the median price of \$50 on airtasker.com<sup>9</sup>. The value was discounted to \$30 to account for the fact that Neighbourhood Centres may provide a participant with assistance in developing a resume rather than creating a full resume as a service.

The formula used for calculating the community value of resume assistance is:

$$\text{Total number of resumes assisted with in an average month} \times 12 \text{ (months)} \times \$30$$

### Auspicing other organisations

Based on the cost of purchasing public liability cover which groups would have to take out if they were not covered by the Neighbourhood Centre under auspicing arrangements. The price is benchmarked at \$637 for annual cover provided by Local Community Insurance Services<sup>10</sup>

The formula used for calculating the community value of auspicing other organisations is:

$$\text{Total number of organisations auspiced in 2019} \times \$637$$

### Community lunch, frozen or other meals

Based on the cost of purchasing a meal commercially, this has been benchmarked at \$10 per meal. This is benchmarked based on the prices quoted by ING, and numbeo.com<sup>11</sup> ranging from \$13 to \$25. It is discounted to \$10 per meal to account for regional price variation.

While many meals provided at community lunches are likely to be a form of emergency relief, participants may attend community lunches for other reasons such as for company or a lack of cooking skills. Because we are unable to distinguish between the two, meals provided are not valued as emergency relief.

The formula used for calculating the community value of community lunches, frozen or other meals is:

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<sup>8</sup> <https://www.facebook.com/dsinternet512/?rf=710935435612179> <https://www.facebook.com/galaxysonicgaming>

<sup>9</sup> <https://www.airtasker.com/writing/resume-writing/>

<sup>10</sup> <https://www.localcommunityinsurance.com.au/>

<sup>11</sup> <https://www.numbeo.com/cost-of-living/in/Melbourne> , <https://blog.ing.com.au/money-matters/saving/dust-off-your-lunch-boxes/#article-1811>,



## **Total number of individual meals served/provided in an average month x 12 months x \$10**

### School aged breakfast clubs

The value to community of food provided through school breakfast clubs is based on work undertaken by Foodbank in Australia<sup>12</sup>. Their social return on investment analysis determined that school breakfast clubs were valued at an average \$110 per kilogram of food in 2014 dollars. This valuation included the value of:

- Improved physical health (children)
- Better performance at school (students)

Based on data from their report, the average breakfast is valued at \$31.40 in 2014 dollars. While the cost of food has increased since 2014, the change in value of the social benefits is unclear. For this reason, we have retained the \$31.40 figure making this a conservative evaluation.

The formula used for calculating the community value of school aged breakfast programs is:

**Total number of individual breakfasts served/provided in an average month x 10 months x \$31.40**

### Community value relative to inputs

#### Community value for every \$1 of Neighbourhood Centre Funding

Shows the total calculable community value from the organisation for each dollar of Neighbourhood Centre funding received. The NHCP provides the platform to develop and attract funding for the various activities the organisation undertakes.

The formula used for calculating the community value for each dollar of NHCP is:

**Total community value/ total Neighbourhood Centre funding for 2019**

#### Community value for every \$1 of income

Shows the total calculable community value from the organisation for each dollar of income received.

The formula used for calculating the community value for each dollar of NHCP is:

**Total community value/ total annual income for the reported year**

#### Community value for every hour the Neighbourhood Centre is in use

Shows the total calculable community value as an average for each hour the Neighbourhood Centre is in use. 'In use' includes any time of the week or day when activities are occurring, regardless of whether the organisation is staffed or open to the broader public. It does not reflect concurrent usage i.e. multiple activities occurring simultaneously for one hour are counted as 1 hour of use, even if these activities occur at different sites operated by the organisation. It is essentially an expression of community value from a building utilisation perspective.

The calculation assumes activities take place over 50 weeks in the year.

The formula used for calculating the community value for every hour the Neighbourhood Centre is in use is:

**Total community value / (hours per week the building/s is in use x 50)**

### Employment

Employment is calculated using the total hours of paid employment response combined with multipliers derived from 2017 analysis by Deloitte ACCESS Economics on the Economic

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<sup>12</sup> <https://www.foodbank.org.au/wp-content/uploads/2019/05/Foodbank-Hunger-in-the-Classroom-Report-May-2015.pdf>

contribution of the Australian charity sector for the Australian Charities and Not-for-profits Commission<sup>13</sup>. The multipliers are based on employment data for the social services sector classification. This classification covers much of the work done by Neighbourhood Centres including community development and training (multiplier = 1.46). This means that for every full-time equivalent employee, a further 0.46 full-time equivalent jobs are supported elsewhere in the economy due to the economic activity created by wage spending.

The formula used for calculating the total employment effect is:

$$\text{Total reported hours of paid employment} / 38 \times 1.46$$

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<sup>13</sup> <https://www.acnc.gov.au/2Ftools%2Freports%2Feconomic-contribution-australian-charity-sector&usg=AOvVaw2R-20vVOybpm8ctvW5xsCY>

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF CHINCHILLA FAMILY SUPPORT CENTRE INC  
ABN: 61 577 570 691**

In preparing the financial report, the directors are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

**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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of our audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis of our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusions, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design and audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the director's.
- Conclude on the appropriateness of the directors' use of going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, modify our audit opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF CHINCHILLA FAMILY SUPPORT CENTRE INC  
ABN: 61 577 570 691**

**Qualified Opinion**

We have audited the financial report of Chinchilla Family Support Centre Inc (the Registered Entity), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements including a summary of significant accounting policies, and the directors' declaration.

In our opinion, except for the effects of the matters described in the Basis for Qualified Opinion paragraph, the financial report of Chinchilla Family Support Centre Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- (ii) complying with the Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

**Basis for Qualified Opinion**

The Registered Entity has determined that it is impracticable to establish control over the collection of revenue, other than grants, interest income, jobkeeper income, boosting cashflow for employers payment, funding, and rents prior to entry into its accounting records. Accordingly, as the evidence available to us regarding revenue was limited, our audit procedures with respect to revenue had to be restricted to the amounts recorded in the accounting records. We therefore are unable to express an opinion whether revenue of the association, other than grants, interest income, jobkeeper income, boosting cashflow for employers payment, funding, and rents, obtained are complete.

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibility for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the ACNC Act, 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 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 qualified opinion.

**Emphasis of Matter – Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibilities of the Directors for the Financial Report**

The directors of the Registered Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.



**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF CHINCHILLA FAMILY SUPPORT CENTRE INC  
ABN: 61 577 570 691**

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Name of Firm:** Queensland Audit Services  
CPA Australia



**Name of Director:** \_\_\_\_\_  
Kent Gripske

**Address:** 27 New Street, DALBY QLD 4405

**Dated this, 1st day of October 2020**

1 October 2020

Chinchilla Family Support Centre Inc  
PO Box 409  
**CHINCHILLA QLD 4413**

Attention: Doreen Goldsmid

Dear Doreen,

We advise that we have completed our audit procedures for Chinchilla Family Support Centre Inc (the Registered Entity) for the year ended 30 June 2020. During this audit, certain observations were made which we would like to bring to your attention.

It should be appreciated that our audit procedures are designed primarily to enable us to form an opinion on the financial statements as a whole, and may therefore not bring to light all the errors or weaknesses that may exist in terms of internal controls, procedures and in the systems. It is the Committee's responsibility to maintain an adequate system of internal control as the principal safeguard against irregularities which an audit examination may not disclose.

### **QUALIFICATION IN AUDIT REPORT**

#### **Accounting controls over income**

##### Observation

The Registered Entity has determined that it is impracticable to establish control over the collection of revenue, other than grants, interest income, jobkeeper income, boosting cashflow for employers payment, funding, and rents prior to entry into its accounting records. Accordingly, as the evidence available to us regarding revenue was limited, our audit procedures with respect to revenue had to be restricted to the amounts recorded in the accounting records. We therefore are unable to express an opinion whether revenue of the association, other than grants, interest income, jobkeeper income, boosting cashflow for employers payment, funding, and rents, obtained are complete.

##### Recommendation

This is a difficult issue to resolve due to the nature of the activities of the Registered Entity. The Committee should continually implement cost effective internal control procedures wherever possible to improve controls over income.

### **MANAGEMENT LETTER ISSUE**

#### **Trade Debtors**

##### Observation

We note that trade debtor's amounts to \$705 (including doubtful debts). However, debts totalling \$645 although deemed recoverable are outstanding for more than 90 days.

##### Recommendation

We recommend that the committee actively pursue recovery of debts once they are due.

We thank you for engaging our audit services. If you have any queries, please do not hesitate to contact our office.

Yours sincerely



Kent Cripske  
Director



Liability limited by a scheme  
approved under Professional  
Standards Legislation.

**Dalby**  
**Toowoomba**  
**Chinchilla**

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