



Gold Coast Hospital Foundation

Annual Report 2019-2020

Acknowledgement to Traditional Owners

Gold Coast Hospital Foundation would like to acknowledge the traditional custodians of the Gold Coast, the Yugambeh speaking people, whose land, winds and waters we all now share; and pay tribute to their unique values, and their ancient and enduring cultures, which deepen and enrich the life of our community.

We pay our respects to Elders past, present and emerging, and recognise those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders and leaders.

Public availability

Feedback is important for improving the value of our future annual reports. We welcome your comments, which can be made by contacting us at:

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Public availability statement

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Interpreter Service Statement

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Contents

Letter of compliance	4
Chair's Report	5
Chief Executive Officer's report	6
Highlights.....	7
About us	8
Vision, purpose, values	9
Support programs and services	10
Queensland Government objectives for the community	12
Opportunities and challenges.....	15
Governance.....	16
Executive management.....	19
Strategic workforce planning and performance	20
Queensland public service values	21
Risk management and accountability	23
Information systems and recordkeeping	24
Financial performance summary.....	25
Appendices	
Appendix 1- glossary and compliance checklist	26
Appendix 2- financial statements 2019-2020.....	28
Treasurer's report.....	29
Financial statements and Independent Auditor's Report.....	31

Letter of compliance

2 September 2020

The Honourable Steven Miles MP
Deputy Premier, Minister for Health and Minister for Ambulance Services
GPO Box 48
Brisbane Qld 4000

Dear Deputy Premier

I am pleased to submit for presentation to the Parliament the Annual Report 2019–2020 and financial statements for Gold Coast Hospital Foundation.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*, and
- the detailed requirements set out in the *Annual report* requirements for *Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be found on pages 26 - 27 of this Annual Report.

Yours sincerely



Anna Carroll
Chair
Gold Coast Hospital Foundation Board

Chair's report

Gold Coast Hospital Foundation has again experienced a year of change, some of our own making and some unexpected in COVID-19. Regardless of why these changes visited us, we rose to the occasion.

We embraced the opportunity to review our strategic plan. The Board, Chief Executive Officer (CEO) and staff came together and reflected on our past, challenged our perceptions and assumptions of the Foundation and arrived at an agreed and refreshed purpose: to aid our community in times of need.

The Foundation's balance sheet has been strong, and this has allowed us to operate through the restrictions of the COVID-19 pandemic. Like all businesses, we revised our financial targets and tightened our belt during this time. While we have not met our targets this year, and have contained the impacts where we can, we are confident we will benefit from the many new connections made with the community and corporate sector in the years ahead.

The impacts of COVID-19 demonstrated the Gold Coast community's generosity in giving money, food, and equipment to assist the hospital staff was overwhelming. There are far too many people and companies to acknowledge but a heartfelt thank you is extended to all of those who donated and supported the Foundation and the Gold Coast Hospital and Health Service (GCHHS). This generosity showed us that while we are part of an economy, most importantly, we live in a community.

This year we farewelled two long serving Board members: John Fradgley and Colette McCool. John is a notable Gold Coast citizen who serves his community. John's legal background and experience saw him provide the Foundation with sound advice, diplomacy and calmness during his many years on the Board. Colette has served on the Board as the representative of the Chair of the Gold Coast Hospital and Health Board and was the bridge between our two organisations. Colette's leadership and strong governance background has been invaluable to the Foundation as it has grown and matured. The Chair, Mr Ian Langdon, has since appointed a new representative. We thank both John and Colette for their service over many years.

Tim Elliott and Jeff Frazer joined the Board and have made an immediate impact with their backgrounds in legal and finance and connections in the Gold Coast community.

Ben Cox's first year as CEO saw him lead the strategic planning process and our successful response to the COVID-19 pandemic. Ben and his team took up all opportunities, calmed apprehensions and led our response through our values.

The work of the Foundation has been made possible by the commitment of the Board members to whom I extend my thanks and appreciation. The support from the Chair of the Hospital and Health Services Board Mr Ian Langdon and his Board, Mr Ron Calvert, CEO and his Executive team is greatly appreciated and contributes to our achievements.



Anna Carroll
Chair

Chief Executive Officer's report

As a local not-for-profit organisation focusing on helping patients and families receive the best care possible during times of medical hardship 2019-2020 presented the community and Gold Coast Hospital Foundation a year of both great opportunity and great challenges.

As an organisation we have spent this period working to put in place the strategies, plans, relationships and culture to best ensure we can continue to deliver our powerful impact on the sickest and most vulnerable in our community through our partnership with the GCHHS.

This year we have been able to build on 25 years of service to the community and construct a new path forward. This has included new and additional:

- Organisational purpose
- Organisation values
- Strategic Plan
- Operational Plan
- Staffing structures including KPIs
- Grants Funding Model
- Review and implementation of all policies and procedures

In addition to our internal focus for the future of the Foundation and our viability, we have continued to deliver significant outcomes for our community through the delivery of meaningful programs, cutting edge equipment, education for staff, facilities improvement and exciting research. We have also been able to deliver an improved Cancer Patient Transport Service as well as scoping other services for future years. A more extensive highlight of the impact of our work is included further in this report.

It would be remiss not to mention the impact of COVID-19 on our community and the Foundation. Like all organisations we have been significantly impacted by COVID-19. As an organisation that does not receive commercial revenue from carparks or cafes and also does not receive government funding, we deliver our commitment to the community through philanthropy. As such our revenue through events, campaigns and other sources has been reduced by 79 per cent. Whilst this has impacted our ability to grow temporarily, we have created a strong strategy and plan to help us recover and continue our work.

COVID-19 has also seen us adjust and support the GCHHS in new ways. As the conduit of community donations of goods and services we supported our frontline health workers with more than 73,000 donated goods worth more than \$245,000. This included hot food, snacks, beverages, pamper kits and more.

Whilst the future will present new challenges for the Foundation, we have the right plans, culture, values, Board and relevant commitment to the community to continue our important mission. Through our donors, our team and our partners, the Foundation will continue building on our 25-year history to help the people of the Gold Coast.



Ben Cox
Chief Executive Officer

Highlights

Highlights of our impact in 2019-2020 include:

Research

- The GCHHS and Gold Coast Hospital Foundation Collaborative Research Program was expanded to include Griffith University, Bond University and Southern Cross University as partners of the program. In its third consecutive year, more than 45 grants have been provided for research based on the Gold Coast.

Equipment

- Thirty four vital pieces of medical equipment funded from the children's and general medical equipment wish lists including a portable lung function testing machine for the women, newborn and children's services and cooling vests for Intensive Care Unit (ICU) staff.

Emergency accommodation

- The Emergency Accommodation Service provided 680 nights of emergency accommodation to the families of patients being treated in several hospital units.

Cancer Patient Transport Service

- The Cancer Patient Transport Service continued providing critical travel assistance for Gold Coast cancer patients making more than 5320 journeys to help people affected by cancer get to and from hospital for vital treatment.

Child life therapy program

- Continued to support the Child Life Therapy program, a first in Queensland.

Scholarships

- Funded nine scholarships to grow the skill and talent base of nursing staff on the Gold Coast.

Appeals

- Scrub Up September exceeded expectations delivering a \$43,000 result, up \$32,000 from the previous year.

Workplace giving

- A generous 529 GCHHS staff helped make a difference to patients in the hospital by giving regular donations from their pay, up from 280 the previous year.

About us

Gold Coast Hospital Foundation is the official charity for the GCHHS. As a locally-based community organisation, we raise funds to support patients and their families by delivering local health programs and projects. Our purpose is to relieve medical hardship caused by illness, injury or disability while supporting the incredible patient care provided by GCHHS medical professionals.

Together with this wonderful support, the Foundation is committed to raising much-needed funds to benefit the health and well-being of children and adults across the Gold Coast region. The Foundation delivers a range of vital support programs that would not otherwise be available to patients and their families at local public hospitals and community health facilities.

The Foundation funds and delivers the vital extras to improve patient care and comfort including:

- Cancer Patient Transport Service
- Emergency Accommodation Service
- Purchasing medical equipment and aids
- Funding hospital-led health research
- Improving hospital facilities and patient spaces
- Providing scholarships for GCHHS staff

Funding

The Foundation relies on the generosity of its valued supporters, sponsors, corporate partners, community groups and individuals who raise crucial funds through donations, events, appeals, bequests, regular giving and other fundraising activities.

History

The Foundation was established in 1994 and has raised more than \$20 million for Gold Coast public hospitals and health care during this time.

Legislation

Gold Coast Hospital Foundation operates according to:

- *The Hospital Foundations Act 2018*
- *Financial Accountability Act 2009*
- *Charities Act 2013 (Cth)*
- *Australian Charities and Not-For-Profit Commission Act 2012 (Cth)*
- Public Ancillary Fund Guidelines 2011
- An independent annual financial and operational audit

Tax status

On 29 May 1995, the Australian Taxation Office approved our status as a Public Ancillary Fund. In December 2015, our status changed to being endorsed as a Deductible Gift Recipient Type 1 as a Public Benevolent Institution.

The Foundation is:

- GST Concession effective from 1 July 2005
- Income Tax Exempt effective from 1 July 2000
- Endorsed as a Deductible Gift Recipient effective from 1 July 2000

Area of operation

The Foundation operates in the GCHHS region.

Vision, purpose, values

Our vision

No one in our community experiences hardship caused by illness or disability.

Our mission

Raise funds to relieve the distress of illness, promote wellbeing and further medical advancements.

Our purpose

The purpose of the Foundation is to relieve hardship caused by illness or disability.

Our priorities

- Supporting patients facing financial and emotional hardship caused by being unwell or injured.
- Improving treatment, equipment and the patient experience to reduce distress and discomfort.
- Increasing medical knowledge and specialist skills through research and education.

Guiding values

Passionate

We enthusiastically raise funds to help our community overcome hardship caused by illness and disability.

Dynamic

We are enthusiastic, creative and forward-thinking in our approach.

Accountable

We take pride in what we do and are responsible for all actions. We achieve targets and deadlines.

Quality

We are helpful and friendly, providing quality service to all stakeholders. We use good systems and appropriate processes.

Support programs and services

Research

A collaborative research grant scheme was developed in partnership with the GCHHS and university partners to support research that can help improve the Gold Coast Community and the delivery of health care services. Research projects supported by the scheme included:

- Identifying knowledge translation strategies for implementing best practice in the management of acute alcohol intoxication in the emergency care environment
- Incontinence in peripartum women - prevalence, predictors and prevention
- Comparison of intravenous amoxycillin\clavulanate to piperacillin\tazobactam for the treatment of diabetic foot infections in adults - a pragmatic, non-inferiority, randomised trial
- Developing a tool on treatment burden for the patient-physician encounter - towards a patient-centred approach in chronic disease care
- Achieving value-based care - development of a value framework for evaluating extended scope of practice models of care

Equipment and facilities

Gold Coast Hospital Foundation funds the purchase of equipment that enables GCHHS clinicians to provide patients with world-class care, swifter diagnosis and the best possible treatment.

Generous community donations enabled the Foundation to purchase 34 vital pieces of medical equipment from the wish list of GCHHS clinical professionals.

Some recent examples of equipment that has been funded include:

- Portable Tympanometer
- Three Blood Gas Sampling Machines
- Two Dental X-Ray apparatus
- Vyntus Spiro TP Spirometer and Vivatmo Pro FeNO
- Three VIP (Computerized Ambulatory Drug Delivery)

To promote patient relaxation, respite and comfort, Gold Coast Hospital Foundation provides tranquil, private and family-friendly environments by improving hospital facilities and patient spaces.

A generous donation from Queensland Theatre of Puppetry funded equipment for the Children's Hospital In The Home program, enabling health staff to see these young patients at home rather than in paediatrics outpatients or for some, a short stay in hospital. The Child and Youth Mental Health Unit located at Robina Hospital was provided specialised sensory tools and art items through a very generous grant from the Coca Cola Foundation.

Scholarships

Each year, Gold Coast Hospital Foundation provides GCHHS staff with the opportunity to be awarded nursing and midwifery scholarships to further their education and training. The fields of study were:

- Master of Advanced Practice Nursing
- Master of Nursing
- Graduate Certificate in Palliative Care
- Graduate Certificate Cardiovascular Nursing
- Master Health Care Leadership
- Masters in Mental Health Nursing
- Graduate Certificate in Nursing (Intensive Care Nursing)
- Graduate Certificate in Nursing
- Graduate Certificate in Critical Care Nursing

The Emergency Accommodation Service

This program helps families, who are struggling financially, stay close to loved ones who are being treated in the trauma and intensive care units of Gold Coast University Hospital. We recognise it can be distressing for families who suddenly find themselves displaced by unexpected medical hardship. Not having the financial means to afford accommodation escalates an already critical situation that impacts health staff and the patient.

The Foundation's vital service provided 680 nights of emergency accommodation close to the hospital, helping 213 families who could focus on the recovery of their loved ones in hospital. The percentage of stays per family were longer than the previous year. The Foundation is supported by an amazing workforce of GCHHS social workers who refer families and work so hard to ensure positive outcomes are achieved.

The service supports patient families in the following hospital units:

- Trauma
- Intensive care
- Neonatal intensive care
- Children's critical care
- Postnatal mental health units

Cancer Patient Transport Service

The Foundation's transport service provides an invaluable lifeline for local cancer patients needing urgent treatment in hospital.

Gold Coast Hospital Foundation funds and administers the Cancer Patient Transport Service for local cancer patients to help take the worry out of getting to and from hospital for chemotherapy, radiation therapy, tests and appointments. This vital service made 5320 important journeys to hospital, helping 968 cancer patients across the Gold Coast who are too ill to drive or unable to afford transport.

Queensland Government objectives for the community

Gold Coast Hospital Foundation contributes to the Queensland Government's *Future State – Advancing Queensland's Priorities*. We do so in the following ways:

Create jobs in a strong economy – The Foundation employed an additional staff member in 2019 and has undertaken two, in partnership with Griffith University and Bond University, to train future marketing and communications professionals.

Give all our children a great start – The Foundation has funded research, equipment, programs and facility improvements to help our sickest and most vulnerable kids on the Gold Coast have a fighting chance at good health.

Keep Queenslanders healthy – Through our funding of research, programs, equipment, education for health professionals and facility improvements we are empowering the Gold Coast community to achieve better health through the GCHHS.

Keep communities safe – The Foundation's educative Prevention Alcohol Trauma in Youth (P.A.R.T.Y) Program helps prevent alcohol and risk-related trauma in Gold Coast youth.

Protect the Great Barrier Reef – The Foundation utilises environmentally friendly goods and services to support and protect our environment.

Strategic direction

Gold Coast Hospital Foundation's Strategic Plan for 2017-2021 had one central goal – to significantly increase the positive impact that the Foundation has on public health care in our region.

During the intended five years of this iteration of our strategic plan for 2017-2021, our goal was to deliver under the following three strategic themes:

1. Relieve distress and hardship caused by illness or disability
2. Sustainable future
3. Excellent governance

To achieve this, the Foundation focused on the following key strategic objectives:

1. Improve impact
2. Secure public support
3. Revenue growth
4. Cost management
5. Recruit and retain talented staff
6. Experienced Board of Directors

Faced with significant change in development and the impact of COVID-19 during 2019-2020, the Foundation focused on delivering impact growth for the community through funded projects.

The Foundation has just completed a new four-year Strategic Plan 2020-2024 and operational plan and the key strategic priorities for 2020-2021 include:

- Maintain existing impact and identify new community needs that can be delivered through our programs and services e.g. establish a renal patient transport service
- Sustain fundraising income and attrition by growing workplace giving, commercial and major donor programs
- Invest in structures and staff that deliver efficient cost-effective operational performance
- Develop a strong philanthropic and best practice of culture within policies and procedures to support fundraising teams and stewardship of donors
- Build the engagement framework to encourage our current community to become ambassadors and committed supporters of the Foundation

- Build trust in the community by enhancing transparency, communication and stewardship programs

Our performance against our strategic plan 2017-2021 is outlined below:

Strategic Objective	Goal	Performance Measure	Result
1. Improve impact	Help a growing number of people in our community overcome distress and hardship caused by illness and disability.	1. Increase impact and benefits delivered into the community through funded projects.	1. More than 200,000 people in the community helped because of projects funded, an increase of 20,000 people.
2. Secure public support	GCHF recognised and supported as the 'Gold Coast's number one charity of choice'.	1. Grow conversion rate for people aware of GCHF from 20% (1 in 5). 2. Grow engagement with a younger demographic of givers over 18 years. 3. GCHF mascot Betty Get Better promoted in the community regularly to increase awareness.	1. Due to financial impact of COVID-19 a market survey of awareness was not able to be undertaken. 2. This was difficult to achieve as the activity included significant community activations. 3. Betty Get Better appeared at an average of three events a month.
3. Revenue growth	Continually grow traditional income from philanthropy, fundraising and signature events.	1. Traditional fundraising income channels (appeals, individual giving, grants and partnerships) maintained to help deliver budget. 2. Grow signature event income by 50%. 3. Grow gift in wills and major donors to help deliver a \$2.1m full year fundraising income budget.	1. At the peak of COVID-19, we saw donations and philanthropic support decline by up to 79%.
4. Cost management	Fundraising and administration costs reduced to achieve maximum distribution of net surplus.	1. Operational costs meet organisational structure and is cost efficient.	1. Reduction in income was relevant to a decrease in operational spend, therefore the Foundation was able to maintain cost efficiency.
5. Recruit and retain talented staff	GCHF has a professional and committed team with the appropriate skills and support to deliver the strategic goals.	1. Provide staff training and development opportunities, implement and monitor development progress and mentor results. 2. Develop and administer annual staff satisfaction survey as per our HR. strategy – 80% staff satisfaction rating.	1. Staff attended various Fundraising Institute Australia training modules. One-on-one development and continued support were provided to the database and corporate fundraising team. 2. Staff survey not updated.
6. Experienced Board of Directors	GCHF Board is highly skilled and diverse with a balanced focus on	1. Have engaged board members who bring skills in all areas of business and community service.	1. New board members have been recruited to support our areas of legal and financial knowledge.

	performance and compliance.		
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Opportunities and challenges

Prior to the impact of COVID-19, Gold Coast Hospital Foundation was on a growth trajectory as we looked to diversify our fundraising activities, refine our purpose and capitalise on our strong standing with the Gold Coast community. Due to our prior strategy commencing before the introduction of the *Hospital Foundations Act 2018*, and to align with our statutory obligations, our five-year strategy will now conclude in 2019-2020. As a result, the Foundation has developed a new four-year strategic plan 2020-2024 focused on recovery and growth into the future.

Opportunities for the future success of the Foundation include:

- Diversification of revenue through digital and virtual events
- Partnerships with new state and interstate partners
- Refinement of our programs including our services
- Exploration of long-term commercial opportunities
- Refinement of our brand and messaging

Whilst we have developed a strong strategic and operational plan to assist us in capitalising on these opportunities, we still face challenges in our future including:

- COVID-19's impact on philanthropy
- Gold Coast economic recovery
- Maintaining an agile and effective workforce in a COVID-19 environment

We are confident that with the support of donors, partners, staff and government, our ability to recover from the impacts of COVID-19 and achieve a continued service to the community will be achievable.

Governance

Our Board

Our Board is responsible for the overall corporate governance of the Foundation, including determining its strategic direction and financial wellbeing, as well as guiding and monitoring business and activities on behalf of the stakeholders to whom it is accountable. Importantly, it is our Board's role to ensure the sanctity of the mission, vision and values of the Foundation, as well as ensuring its financial viability.

To ensure we serve with transparency and integrity, our Board commissions auditors to provide independent checks and assurance, as well as advice on financial policy and procedures.

Anna Carroll was appointed Foundation Board Chair provided for in the *Hospital Foundations Act 2018*. As at 30 June 2020 the following persons have been approved as current members of the Board by the Governor-in-Council, acting by and with the advice of the Executive Council, and under the provision of the *Hospital Foundations Act 2018*.

Ms Anna Carroll – Board Chair

Originally appointed: 19 August 2016. Current term: 13 December 2018 to 30 September 2022

Anna has held leadership roles in sport, public infrastructure, health and human resources in both the government and not-for-profit sectors. In January 2015, Anna commenced as Director, Cultural Precinct at Home of the Arts on the Gold Coast – the \$100 million redevelopment of the Gold Coast's Cultural Precinct including an international standard art gallery and outdoor stage. Anna is leading a program of organisational expansion and institutional strengthening for this emerging precinct.

Anna has received an Australia Day Award for her services to the Department of Transport and Main Roads and was named a finalist in the Telstra Business Women's Awards during her tenure as CEO of Netball Queensland. In addition, she has served with the United Nations in New York and was an Australian representative at the United Nations World Conference on Women in China. Anna is the Honorary Secretary of the Palm Beach Surf Life Club and is a former Board member of QSport.

Ms Samantha Wakerley

Originally appointed: 11 December 2018. Current term: 11 December 2018 to 30 September 2020

Samantha is a senior corporate finance professional with more than 15 years' commercial experience in listed multinationals such as John Wiley & Sons, Pacific Dunlop and News Corp, as well as large privately-owned Queensland businesses, The Neumann Group and The CMC Group. In August 2017, she started her own consulting business, providing a range of finance and corporate services to not-for-profits and small businesses, from Townsville to Tweed Heads.

During her career, she has led finance teams through transformation and periods of significant change, restructures, system implementations, transitions into shared service centres and process outsourcing. Samantha is a Member of the Institute of Professional Accountants and the Institute of Financial Accountants (United Kingdom). Samantha holds post-graduate qualifications in Business Administration from Griffith University, plus a Master of Commerce from the University of New England. Samantha also serves on the Executive Committee for the Pine Rivers Koala Care Association and was previously on the committee for the Courier Mail Children's Fund. She also runs the annual Triple Zero Charity Ball, which is attended by emergency services and hospital staff, and has raised in excess of \$162,000 for charity since it began in 2012.

Ms Canice Brown

Originally appointed: 19 September 2014. Current term: 20 October 2017 to 30 September 2020

Canice (Candy) qualified as a registered nurse in the Australian Capital Territory in 1978 working predominately in critical care in the United Kingdom and Australia, before completing her Bachelor of Nursing Post Registration and Graduate Certificate in Critical Care at Griffith University in 2000.

Following completion of her Masters in Nursing (Advanced Clinical Education) in 2005, Candy accepted a position at GCHHS. The development and support of nursing students and graduate nurses was the major focus of her role as the Nurse Educator for the Entry to Practice Team. More

recently, this support has extended to all nurses as the coordinator of the Nursing and Midwifery Professional Recognition program.

Highlights of her nursing career include a joint appointment to Griffith University as a member of the critical care teaching team, a presentation to the International Nurse Education in Practice Conference in Cambridge, reviewer for Nurse Education in Practice based in the United Kingdom and publication of her research 'Enrolled Nurse 2 Registered Nurse, transitioning to a new scope of practice' published in the Australian Contemporary Nursing Journal.

Dr Shirley Wee

Originally appointed: 18 November 2010. Current term: 27 January 2017 to 30 September 2021

Shirley is a Clinical Research Fellow with Menzies Health Institute Queensland, Griffith University and possesses more than a decade of experience in clinical research.

Following a career in advertising, marketing and promotions in Singapore and Japan, she settled in Australia where she achieved a First-Class Honours in Biomedical Science, a Graduate Certificate in Research Management and PhD in Cardiovascular Science. A member of the Hunter Cancer Biobank Scientific Advisory Committee, Shirley has been Griffith University's Biobank Manager since 2014 and has served as a Board member of the Foundation since 2007.

Dr Sonu Haikerwal

Originally appointed: 11 December 2018. Current term: 13 December 2018 to 30 September 2020

Dr Sonu Haikerwal is the co-owner and Principal General Practitioner at the Haan Health Medical Centre. She brings a wealth of experience in health and general practice and is comfortable dealing with complex health problems.

Sonu graduated from the prestigious All India Institute of Medical Sciences College in New Delhi, India and has worked in both Australia and the United Kingdom before completing her Physicians training in London and obtaining her magnetic resonance cholangiopancreatography. Sonu completed training and further qualifications in obstetrics and gynaecology gaining her Diplomate of the Royal College of Obstetricians and Gynaecologists and has also completed training in family planning. With a passion for all aspects of healthcare, Sonu decided to train as a General Practitioner, completing her Membership of the Royal College of General Practitioners from London and gaining her Fellowship of the Royal Australian College of General Practitioners in Australia.

Ms Colette Gallagher

Originally appointed: 28 April 2017. Current term: 12 December 2019 to 30 September 2022

Colette Gallagher is the General Manager of Torque Media Communications. With more than 20 years' experience building and maintaining high performance sales and marketing teams across most media platforms, Colette has previously worked for some of Australia's leading media organisations including Seven West Media, Pacific Magazines, Bauer Media and more recently, News Corp Australia.

Throughout her career, Colette has sat at the negotiation table with most major fast-moving consumer goods, fashion, beauty and automotive brands. Colette's rich history in sales and marketing has given her an innate ability to amplify an organisation's marketing spend. She has built a reputation on strong negotiation, strategic decision making and on maximising relationships.

Mr Jeffrey Frazer

Originally appointed: 12 December 2019. Current term: 12 December 2019 to 30 September 2022

Jeff Frazer is a Partner at KPMG, one of the big four consulting firms in Australia. He is a Chartered Accountant, Registered Company Auditor, Certified Internal Auditor and member of the Australian Institute of Company Directors.

Specialising in working with not-for-profit organisations, Jeff has more than 20 years' experience working with private and public companies in Australia. Prior to working for KPMG, Jeff worked at Macquarie Bank. Jeff works to provide solutions to accounting and financial problems that organisations encounter. He also has a broader skill set in project management, information technology solution analysis and general business advisory services.

Mr Timothy Elliott

Originally appointed: 12 December 2019. Current term: 12 December 2019 to 30 September 2022

Tim Elliott was admitted as a solicitor in Queensland in 2008 and is now an owner of Bell Legal Group. Tim is a Gold Coast local having been born here and completed schooling at All Saints Anglican School.

Tim is a partner in Bell Legal Group's Litigation and Dispute Resolution Department. His expertise covers a wide range of matters including shareholder, director and other company disputes as well as property and contractual disputes. He has a particular interest in insolvency law and is a respected practitioner in all aspects of corporate and personal insolvency.

Gold Coast Hospital and Health Board (GCHHB) Chair nominated representative

The nominated representative of the GCHHB Chair, has been Ms Colette McCool this year. Colette is an experienced company director and strategic, influential and highly respected senior executive with proven experience in leading and developing high performing, multi-disciplinary teams in complex political environments. She has a reputation for being an inspirational, led by example collaborative leader.

In addition to working in executive leadership roles in economic, social and environmental portfolios, Colette has extensive experience in Board directorship and community and task force leadership roles. Colette was the 2007 Telstra Business Woman of the Year (Queensland) for the Government and Community Category and a national finalist. Her solid record of achievement was recognised by the award of public Service Medal in the 2018 Australia Day Honours. She is a Fellow of the Australian Institute of Company Directors.

Board meeting dates

30 July 2019

24 September 2019

26 November 2019

11 February 2020

24 March 2020

21 April 2020

26 May 2020

23 June 2020

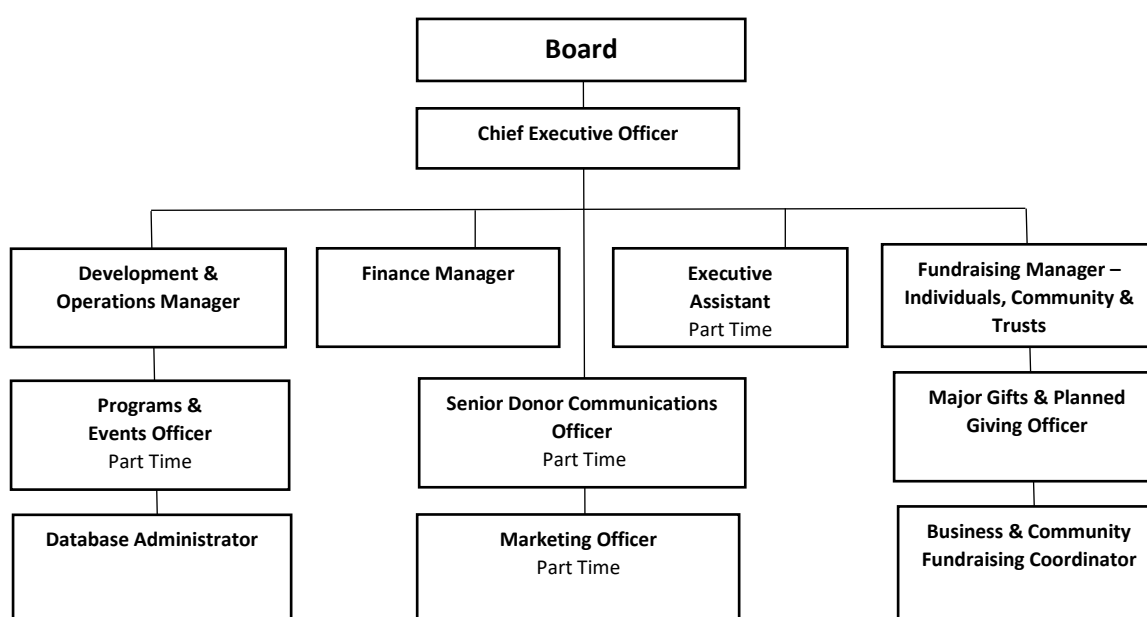
Position	Name	Meetings attendance
Chair	Anna Carroll	8
Member	Samantha Wakerley	8
Member	John Fradgley	3
GCHHB Chair Nominee	Colette McCool	7
Member	Canice Brown	7
Member	Shirley Wee	6
Member	Sonu Haikerwal	6
Member	Colette Gallagher	5
Member	Jeffrey Frazer	5
Member	Timothy Elliott	5
No. scheduled meetings	8	

Executive management

The Foundation team welcomed the new Chief Executive Officer, Ben Cox, in July 2019. The executive management team consists of:

- Chief Executive Officer – Ben Cox
- Development and Operations Manager – Joe Hanlon
- Finance Manager – Michelle Patmore
- Fundraising Manager – Vicki James

Organisational structure



Roles and responsibilities

Chief Executive Officer – Responsible for the operational delivery of strategic key performance indicators, achieving the budget needs of the Foundation, lead generation of major gifts, providing human resources leadership to the Foundation's team members, as well as satisfying the legislative requirements.

Development and Operations Manager – Identifies and develops the Foundation's business and commercial fundraising income base through corporate sponsorships and partnerships. Leads day-to-day operations including service delivery of the Cancer Patient Transport Service and Emergency Accommodation Service.

Fundraising Manager – Leads the fundraising direction for individual giving, community fundraising, and trusts and foundations to secure much-needed funding. This role also liaises with GCHHS staff to grow workplace giving contributions as well as build positive relationships to support fundraising activities.

Finance Manager – Responsible for the Foundation's financial needs including income reconciliation, accounts payable, accounts receivable, monthly financial reporting and providing support for the annual financial audit.

Strategic workforce planning and performance

Recruitment and retainment

The Foundation aims to uphold a safe, healthy and harmonious working environment that promotes physical and mental wellbeing, while also being a nurturing workplace that attracts and retains staff and volunteers. Our Human Resources (HR) focus during the past strategic planning period was to deliver on our strategic objective of recruit and retain talented staff.

We have a comprehensive recruitment, retention and performance management system in place and our strategic objective of recruit and retain talented staff reflects our commitment to this. Our current HR strategy maps out our recruitment, retention and workplace planning objectives until the end of this financial year. The Foundation advertises directly for new positions and uses agencies from time to time to assist recruitment of specialist positions. A detailed selection process is adhered to, ensuring an excellent match between the candidate and the needs of the Foundation. Once appointed, new employees are inducted to orientate them in their new role and familiarise them with the Foundation's policies and procedures.

In 2019-2020, the Foundation appointed a Major Gift and Planned Giving Officer. As at 30 June 2020, the Foundation team consisted of nine full-time equivalent staff.

Workforce planning

The Foundation's team is comprised of employees with a diverse range of qualifications, skills and experience in the areas of finance, database management, events, major gift, marketing and communications, community fundraising, sponsorships and corporate partnerships. The Foundation is focused on having a stable workforce, enhancing engagement levels and retaining staff members.

Performance planning and development

The Foundation is committed to the ongoing development of performance, behaviour and accountability. There is a robust performance planning and review process in place, along with training and information sessions for all staff.

Performance planning and development is undertaken quarterly by all staff with their managers to monitor and review key performance indicators. Individual and team performance plans are aligned with the Foundation's strategy and team operational plans. All new employees go through the Foundation's induction process, which includes a six-month probationary period.

Professional development

The Foundation is committed to providing ongoing development opportunities for all employees to ensure a skilled and engaged workforce. A learning and development framework has been implemented based largely upon on-the-job training, combined with mentoring and formal training. In addition, all staff are provided access to professional development opportunities. In 2019-2020, three staff attended the Fundraising Institute Australia (FIA) Conference in Brisbane. Staff also undertook training in the Salesforce CRM system. There are a wide variety of activities, programs and events throughout the year, providing staff with opportunities to build their leadership capability.

Staff recognition

Staff at the Foundation are recognised both informally and formally for their performance and tenure during the year.

Flexible work arrangements

The Foundation is committed to staff having a healthy work and personal life balance. All staff are made aware during induction that all reasonable requests for flexible work requirements will be reviewed. This may involve adapting start and finish times to suit circumstances, leave for special circumstances and working remotely in particular circumstances. Requests are managed sensitively on a case-by-case basis. With the impact of COVID-19, working from home has been implemented successfully.

Industrial and employment relations framework

The Foundation employs staff under the *Fair Work Act 2009*.

Employee relations issues are managed promptly and in accordance with the legislation and internal policies and procedures. The Foundation regularly reviews its HR policies and procedures to ensure organisational best practice and legal compliance. Any updated or new policies are implemented with employees through training sessions and team meetings.

Early retirement, redundancy and retrenchment

During the period, one employee received a redundancy package during the restructure of our finance roles.

Public Sector Ethics Act 1994

Gold Coast Hospital Foundation is committed to, and puts in practice, the Code of Conduct outlined for the Queensland public service agencies. The Foundation aligns with and supports the values and principles of this code and all Foundation staff members are obligated to comply with the code.

The Foundation's own Code of Conduct delivers trust, accountability, and commitment to the community.

The Foundation implements an induction program for all employees who accept their responsibilities to embrace and practice the Code of Conduct on completion of the induction.

Human Rights Act 2019

During the 2019-2020 period, the Foundation implemented the following *Human Rights Act 2019* policies; the Child Protection Policy, Sexual Harassment and Bullying Policy, and Harassment and Discrimination Policy. The Employee Assistance Program, delivered by GCHHS, is also available for Foundation staff to access these services.

No recorded *Human Rights Act 2019* complaints were received during the 2019-2020 period.

A review of the *Human Rights Act 2019* policies will be undertaken during the 2020-2021 period with training and policy additions made where required.

Queensland public service values

Customers first

- Know your customer
- Deliver what matters
- Make decisions with empathy

Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries

Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback

Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency

Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

The Foundation is committed to providing ongoing development opportunities for all employees to ensure a skilled and engaged workforce.

Risk management and accountability

The Board, through the Finance, Audit and Risk Committee, monitors and addresses the key risks for the Foundation. Operationally, the committee discusses financial budgeting; performance and controls; as well as reviewing and identifying actions required to manage risks in areas including reputation, investment, security and information technology. The Foundation's risk management philosophy is to identify, assess and control those risks that may prevent the Foundation from achieving its strategic objectives. The Foundation's risk management system incorporates a business continuity plan and risk register.

Finance, Audit and Risk Committee

The Finance, Audit and Risk Committee is led by the Foundation Treasurer.

The committee provides assurance and assistance to the Board and Chief Executive Officer on:

- Risk, control and compliance frameworks
- Effectiveness of audit and compliance with laws, regulations and internal policies
- External accountability responsibilities as prescribed in the *Financial Accountability Act 2009*, *Auditor-General Act 2009*, *Financial Accountability Regulation 2019* and *Financial and Performance Management Standard 2019*

Members

Samantha Wakerley (Chair and Treasurer), Timothy Elliott, Jeffrey Frazer, Ben Cox (Chief Executive Officer)

The Finance, Audit and Risk Committee, met on the following dates in the reporting period:

26 July 2019

13 September 2019

15 November 2019

31 January 2020

13 March 2020

17 April 2020

22 May 2020

The committee has observed the terms of the charter and has due regard to the Queensland Treasury's *Audit Committee Guidelines*.

Internal audit

This has not been carried out due to the Foundation's operations and team being small, and the risks deemed too small to warrant this activity. The Finance, Audit and Risk Committee reduce and monitor the risks for the Foundation.

External audit

An external audit was conducted by a designate of the Queensland Audit Office. A qualified audit opinion was issued on the 2019-2020 financial statements.

Information systems and recordkeeping

The Foundation's information systems effectively and efficiently record data, procedures and practices, they also drive marketing and communications activity to execute campaigns. These systems include our CRM database Salesforce, Xero accounting software, Microsoft Project, Smarty Grants, MailChimp, Raisely and Autopilot.

These information systems help the Foundation to:

- Improve accuracy of information made accessible to all team members
- Improve efficiencies in operations, processes, reporting, donor management and data integrity
- Record all interactions with donors, supporters and prospects such as phone calls, emails, direct mail and more
- Provide scope for future growth operationally and financially

The following activities contribute to achieving the Foundation's fundraising goals:

- Implemented Autopilot for annual fundraising campaigns that efficiently manages donor communications and the donor journey
- Deployed Raisely to target specific fundraising campaigns driven through social media
- Designed and deployed a significantly improved new website May 2020

The Foundation's Development and Operations Manager is responsible for operating and trouble-shooting information systems and technologies so that Foundation staff members have access to the information needed to support the Foundation's activities.

The Development and Operations Manager ensures:

- Reliable access to the Foundation's major information systems
- Guidance in identifying and resolving information and technology implications of changes in the Foundation's functions to match industry standards
- Guidance in developing and implementing information management and information and communications technology strategies and policies
- SOMA IT is an external company contracted to provide information technology support and expertise, including monitoring of security and back-up processes
- Deliver systems that best align the Foundation's operational strategy with scope for growth
- Monitor costs to operate systems and identify opportunities that represent best value and product quality for the Foundation

Record-keeping

The Foundation's record-keeping practices comply with the *Public Records Act 2002*, Information Standard 40: Record keeping and Information Standard 31: Retention and Disposal of Public Records.

A Record-keeping Policy is endorsed by Board and fully implemented. Adherence to this policy in business activities and record-keeping is implemented through record-keeping procedures. The record-keeping policy applies to all digital and paper records.

The Foundation communicates roles and responsibilities for records management across the organisation via position descriptions, performance reviews, training and awareness activities. Reliability and security of the Foundation's record-keeping systems is implemented via a number of mechanisms including installed firewall software, monthly information technology security reports from SOMA IT, secure paper storage and secure destruction bins.

Financial performance summary

Income performance 2019-2020

The Foundation generated \$1,515,184 in total revenue for the 2019-2020 financial year. Whilst the Foundation maintained significant community impact during the reporting period, total revenue was 17 per cent below 2018-2019 total revenue of \$1,820,938.

The 2019-2020 result reflected fundraising challenges brought about by the impact of COVID-19, particularly during March 2020 through to June 2020.

The Foundation disbursed \$882,861 in 2019-2020 to deliver projects, compared to \$1,062,979 for 2018-2019, also a drop of 17 per cent.

Financial year	2018-2019	2019-2020	%
Total revenue	1,820,938	1,515,184	(17)
Funds disbursed	1,062,979	882,861	(17)

Income channels

Fundraising from the community remains strong and reflects the majority of our income. This is largely generated through community fundraising and appeals.

Corporate support, sponsorships, commercial revenue and events supplemented this income with sponsorships and commercial revenue performing strongest in this category.

Income from grants continued to show strong performance also.

Mission delivery investment 2019-2020

The total amount disbursed to deliver the Foundation's mission through education and staff support, purchasing medical equipment and enhancing facilities and program delivery was \$882,861.

Medical equipment and program delivery combined to make up 69 per cent of funds disbursed.

Despite the impact of COVID-19 during the reporting period, the Foundation was able to maintain services for family and other support programs with 35 per cent of funds dedicated to this area.

Financial year	2019-2020	% of disbursement
Education and staff support	120,511	14
Medical equipment	300,523	34
Program delivery	311,826	35
Research	150,000	17
Total disbursed	\$882,860	

Open data

Additional annual report disclosures relating to expenditure on consultancies are published on the Queensland Government's open data website at www.data.qld.gov.au

Appendices

Appendix 1 – glossary and compliance checklist

Glossary

CRM – Customer Relationship Management
FIA – Fundraising Institute Australia
Foundation – Gold Coast Hospital Foundation
GCHF – Gold Coast Hospital Foundation
GCHHB - Gold Coast Hospital and Health Board
GCHHS – Gold Coast Hospital and Health Service

GCUH – Gold Coast University Hospital
GST – Goods and Services Tax
HR – Human Resources
ICU – Intensive Care Unit
KPI – Key Performance Indicators
P.A.R.T.Y – Prevention Alcohol Trauma in Youth

Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7	4
Accessibility	<ul style="list-style-type: none"> Table of contents Glossary 	ARRs – section 9.1	3 Appendix 1
	<ul style="list-style-type: none"> Public availability 	ARRs – section 9.2	2
	<ul style="list-style-type: none"> Interpreter service statement 	Queensland Government Language Services Policy ARRs – section 9.3	2
	<ul style="list-style-type: none"> Copyright notice 	Copyright Act 1968 ARRs – section 9.4	2
	<ul style="list-style-type: none"> Information Licensing 	QGEA – Information Licensing ARRs – section 9.5	2
General information	<ul style="list-style-type: none"> Introductory Information 	ARRs – section 10.1	8
	<ul style="list-style-type: none"> Machinery of Government changes 	ARRs – section 10.2, 31 and 32	N/A
	<ul style="list-style-type: none"> Agency role and main functions 	ARRs – section 10.2	9-11
	<ul style="list-style-type: none"> Operating environment 	ARRs – section 10.3	15
Non-financial performance	<ul style="list-style-type: none"> Government's objectives for the community 	ARRs – section 11.1	12
	<ul style="list-style-type: none"> Other whole-of-government plans / specific initiatives 	ARRs – section 11.2	N/A
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs – section 11.3	12-14
	<ul style="list-style-type: none"> Agency service areas and service standards 	ARRs – section 11.4	N/A
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 12.1	25
Governance – management and structure	<ul style="list-style-type: none"> Organisational structure 	ARRs – section 13.1	19
	<ul style="list-style-type: none"> Executive management 	ARRs – section 13.2	19

Summary of requirement		Basis for requirement	Annual report reference
	<ul style="list-style-type: none"> Government bodies (statutory bodies and other entities) 	ARRs – section 13.3	16-18
	<ul style="list-style-type: none"> Public Sector Ethics 	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	21
	<ul style="list-style-type: none"> Human Rights 	<i>Human Rights Act 2019</i> ARRs – section 13.5	21
	<ul style="list-style-type: none"> Queensland public service values 	ARRs – section 13.6	21-22
Governance – risk management and accountability	<ul style="list-style-type: none"> Risk management 	ARRs – section 14.1	23
	<ul style="list-style-type: none"> Audit committee 	ARRs – section 14.2	23
	<ul style="list-style-type: none"> Internal audit 	ARRs – section 14.3	23
	<ul style="list-style-type: none"> External scrutiny 	ARRs – section 14.4	23
	<ul style="list-style-type: none"> Information systems and recordkeeping 	ARRs – section 14.5	24
Governance – human resources	<ul style="list-style-type: none"> Strategic workforce planning and performance 	ARRs – section 15.1	20-21
	<ul style="list-style-type: none"> Early retirement, redundancy and retrenchment 	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	21
Open Data	<ul style="list-style-type: none"> Statement advising publication of information 	ARRs – section 16	25
	<ul style="list-style-type: none"> Consultancies 	ARRs – section 33.1	https://data.qld.gov.au
	<ul style="list-style-type: none"> Overseas travel 	ARRs – section 33.2	Nil
	<ul style="list-style-type: none"> Queensland Language Services Policy 	ARRs – section 33.3	Nil
Financial statements	<ul style="list-style-type: none"> Certification of financial statements 	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	Appendix 2
	<ul style="list-style-type: none"> Independent Auditor's Report 	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Appendix 2

FAA

Financial Accountability Act 2009

FPMS

Financial and Performance Management Standard 2019

ARRs

Annual report requirements for Queensland Government agencies

Appendix 2 – financial statements 2019-2020

Within this section:

Treasurer's report	29
Annual financial statements and independent auditor's report.....	31

Appendix 2 - Treasurer's report

Results from operations

The Foundation's operating results allowed us to distribute **\$611,378** in grants during the year compared to **\$718,929** for the previous year. The end result was a post distribution deficit of **\$461,445**. The revenue from interest income from invested funds is below historical levels as a result of declining investment return on secure deposits.

Revenue

Total revenue for the year of **\$1,515,184** compared with **\$1,820,938** for the previous year.

Operating expenditure

The Foundation separates the costs of operations into four categories:

1. Cost directly associated with fundraising activities such as prizes, advertising, marketing, distribution and administration
2. Employment Expenses
3. Non-Cash Charges for Depreciation and Amortisation
4. Other General Expenses

Fundraising costs for the current year amounted to **\$170,972** compared with **\$316,447** for the previous year.

Employment Expenses for the current year amounted to **\$770,668** compared with **\$790,868** for the previous year.

Disbursements, grants and donations

During the year an amount of **\$882,861** was disbursed for the purpose of delivering patient support services such as the Cancer Patient Transport Service and Emergency Accommodation Service; medical equipment and aids; education workshops and scholarships for health staff; and health promotion activities. This compares with an amount of **\$1,062,979** in the previous year.

Balance sheet

The Foundation continues to maintain a strong Balance Sheet.

As of balance date Cash and Cash Reserves were **\$2,844,621** decreased from **\$2,987,863** at the end of the previous year.

Trade and Other Payables amounting to **\$308,900** as at balance date consisted primarily of Trade Payables, Grants and Disbursements approved but not disbursed and Employment Related Accruals.

Fiduciary duties, governance and financial management

The finance team prepares detailed financial information to present to each meeting of the Finance, Audit and Risk Committee. The Treasurer's Report presented to each meeting of the Finance, Audit and Risk Committee contains detailed information on expenditure, receipts, grants and disbursements, bank reconciliations, asset balances, liability balances and expenses tabled for approval. After approval by the Finance, Audit and Risk Committee a summary is presented to each subsequent Board meeting for approval.

Financial stability

The Foundation continues to maintain its strong Balance Sheet with the significant proportion of its assets held in lower risk term deposit investments spread across a number of highly rated Australian Banking Institutions.

The Foundation will continue to benefit significantly from association with the Gold Coast Hospital and Health Service and anticipates having the capacity to invest further into the Gold Coast Health system by way of disbursements, grants and donations in the future.

A handwritten signature in black ink, appearing to read 'S. Wakerley', is displayed on a light gray background with a subtle grid pattern.

Samantha Wakerley
Treasurer
Gold Coast Hospital Foundation

Appendix 2 - Financial statements

GOLD COAST HOSPITAL FOUNDATION ABN 95 387 912 125

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2020

TABLE OF CONTENTS	Page
Statement of Comprehensive Income	2
Balance Sheet	3
Statement of Changes in Equity	4
Statement of Cash Flows	5
Notes to the Financial Statements	6-15
Management Certificate	16

STATEMENT OF COMPREHENSIVE INCOME
GOLD COAST HOSPITAL FOUNDATION
FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020	2019
Income from Continuing Operations		\$	\$
User charges and fees	2	117,080	203,718
Grants and other contributions	3	1,276,993	1,536,297
Interest		47,385	80,392
Other revenue		73,726	530
Total Income from Continuing Operations		1,515,184	1,820,938
Expenses from Continuing Operations			
Employee expenses	4	770,668	790,868
Supplies and services	5	559,065	751,313
Grants and subsidies	6	611,378	718,929
Depreciation	9	29,245	27,397
Other expenses		6,273	70
Total Expenses from Continuing Operations		1,976,629	2,288,577
Operating result from Continuous Operations		-461,445	-467,639
Other Comprehensive Income			-
Total Comprehensive Income		-461,445	-467,639

The accompanying notes form part of these statements

Grants and subsidies have been restated for 2019 due to a prior year error, for details refer to Note 20.

BALANCE SHEET
GOLD COAST HOSPITAL FOUNDATION
As at 30 June 2020

	Notes	30 Jun 2020 \$	30 Jun 2019 \$
Assets			
Current Assets			
Cash and cash equivalents	7	2,844,621	2,987,863
Receivables	8	24,867	56,346
Inventory		5,971	6,302
Other current assets		1,469	35,076
Total Current Assets		2,876,929	3,085,587
Non-Current Assets			
Plant and equipment	9	65,541	93,666
Total Non-Current Assets		65,541	93,666
Total Assets		2,942,471	3,179,252
Liabilities			
Current Liabilities			
Payables	10	308,900	107,320
Accrued employee benefits	11	53,205	30,121
Total Current Liabilities		362,105	137,441
Total Liabilities		362,105	137,441
Net Assets		2,580,366	3,041,811
Equity			
Accumulated Surplus		2,580,366	3,041,811
Total Equity		2,580,366	3,041,811

The accompanying notes form part of these statements

Payables have been restated for 2019 to a prior year error, for details refer to Note 19.

**STATEMENT OF CHANGES IN EQUITY
GOLD COAST HOSPITAL FOUNDATION
FOR THE YEAR ENDED 30 JUNE 2020**

	Accumulated Surplus
	\$
Balance as at 1 July 2018	3,509,451
Operating result from continuing operations	- 467,639
Balance as at 30 June 2019	<u>3,041,812</u>
Balance as at 1 July 2019	3,041,812
Operating result from continuing operations	- 461,445
Balance as at 30 June 2020	<u>2,580,367</u>

The accompanying notes form part of these statements

**STATEMENT OF CASH FLOWS
GOLD COAST HOSPITAL FOUNDATION
FOR THE YEAR ENDED 30 JUNE 2020**

	Note	2020 \$	2019 \$
Cash Flows from Operating Activities:			
Inflows:			
User charges and fees		139,285	190,658
Grants and the other contributions		1,272,182	1,527,223
Interest received		47,385	80,392
GST input tax from ATO		1,215	13,639
Receipts from other income		73,726	530
		1,533,793	1,812,442
Outflows:			
Employee expenses		743,092	801,007
Supplier and services		315,170	840,735
Grants and subsidies		611,379	712,071
Other expenses		6,273	70
		1,675,914	2,353,883
Net Cash (Utilised)/Provided by Operating Activities		-142,121	-541,441
Cash Flows from Investing Activities:			
Less Payments for Plant and Equipment		1,121	30,513
Net cash flows from investing activities		1,121	30,513
Net increase/decrease in cash held		- 143,242	- 571,954
Cash at the beginning of the financial year	7	2,987,863	3,559,817
Cash at the end of the financial year	7	2,844,621	2,987,863

The accompanying notes form part of these statements

NOTE 1: BASIS OF FINANCIAL STATEMENT PREPARATION

a) General information about the reporting entity

These financial statements cover the Gold Coast Hospital Foundation (the Foundation). The Foundation is a Statutory Body established under the Hospitals Foundations Act 2018. The Foundation does not control other entities. The financial statements include the value of all income, expenses, assets, liabilities and equity for the Foundation as an individual entity.

b) Authorisation of financial statements for issue

The financial statements are authorised for issue by the Chief Executive Officer and Chair of the Board at the date of signing the Management Certificate.

c) Compliance with prescribed requirements

The financial statements have been prepared in compliance with the Financial Accountability Act 2009 and the Financial and Performance Management Standard 2019, and the Australian Charities and Not-for-Profits Commission Act 2012 and Regulation 2013. The Foundation is a not-for-profit entity and these general purpose financial statements are prepared in compliance with the requirements of Australian Accounting Standards – Reduced Disclosure Requirements and Interpretations applicable to not-for-profit entities. The financial statements are prepared on an accrual basis (with the exception of the statement of cash flows which is prepared on a cash basis).

d) Underlying measurement basis

The historical cost convention is used as the measurement basis.

e) Presentation matters

Currency and Rounding

Amounts included in the financial statements are in Australian dollars. Amounts are rounded to the nearest dollar.

Comparatives

Comparative information reflects the audited 2018-2019 financial statements.

Current/Non-Current Classification

Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the Foundation does not have an unconditional right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non-current.

f) Taxation

The Foundation is exempted from income tax under the Income Tax Assessment Act 1936 and is exempted from other forms of Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). Receivables and payables in the Balance Sheet are shown inclusive of GST.

g) Key accounting estimates and judgments

The most significant estimates and assumptions made in the preparation of the financial statements related to employee benefits and depreciation. Refer to note 11 and 9 for further details.

h) New and revised accounting standards

Three new accounting standards were applied for the first time in 2019-2020:

- AASB 15 Revenue from Contracts with Customers
The Foundation has performed an assessment over the adoption of AASB 15 and concluded that the impact to revenue is not material.
- AASB 1058 Income of Not-for-Profit-Entities
AASB 1058 applies to the Foundation's grants and contributions that are not contracts with customers. Revenue from these grants and contributions will continue to be recognised upon receipt of funds, consistent with prior year accounting.
- AASB 16 Leases
The Foundation has a peppercorn lease for accommodation which has been elected to recognise at cost, consistent with prior year accounting. The details of the lease are as below:

The Foundation has entered into a lease agreement with Gold Coast Hospital and Health Services for the premises located at Shop 3, Gold Coast University Hospital, 1 Hospital Boulevard, Southport. The rental consideration for the life of the lease is \$1.00 plus GST. The lease expires on 3 November 2023.

NOTE 2 - USER CHARGES AND FEES

	2020 \$	2019 \$
Vending machine	54,574	94,703
Tickets	-	68,268
Course bookings	26,420	32,870
Other revenue (Other revenue includes tickets from Gala Event held on 16/11/2019; JobKeeper & Cashflow Boost Payments)	36,086	7,877
Total	117,080	203,718

Accounting Policy

Revenue from conferences, seminars and training is recognised on delivery of the program or session to attendees.

NOTE 3 - GRANTS AND OTHER CONTRIBUTIONS

	2020 \$	2019 \$
Donations - cash	1,106,012	1,381,570
Grants received	170,981	154,727
Other revenue	-	-
Total	1,276,993	1,536,297

Accounting Policy

Donations, fundraising and gifts that are non-reciprocal in nature (i.e. do not require any goods or services to be provided in return) are recognised as revenue in the year in which the Foundation obtains control over them which is normally at the time of receipt.

NOTE 4 - EMPLOYEE EXPENSES

Employee Benefits	2020 \$	2019 \$
Wages and salaries	622,660	620,749
Annual leave expense	69,588	67,200
Employer superannuation contributions	58,588	58,023
	750,836	745,972
Employee Related Benefits		
Other employee related expense	15,501	41,442
Worker's compensation premium	4,331	3,455
	19,832	44,897
Total	770,668	790,869

Number of Employees

9.4

7

The number of employees as at 30 June, including both full-time and part-time employees, is measured on a full-time equivalent basis.

Accounting Policies*Short-term employee benefits – annual leave, wages, salaries and sick leave*

Annual leave and wages and salaries due but unpaid at the reporting date are recognised in the Balance Sheet at the current salary rate(s). As the Foundation expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Superannuation

Superannuation benefits are provided through defined contribution (accumulation) plans, in accordance with employees' conditions of employment and employee instructions as to superannuation plan.

Defined Contribution Plans – employer contributions are based on rates specified under conditions of employment. The Foundation's contributions are expensed when they become payable at each fortnightly pay period.

NOTE 5 - SUPPLIES AND SERVICES

	2020 \$	2019 \$
Events and fundraising	170,972	316,447
Patient transport expenses	221,994	282,863
Emergency accommodation expenses	49,489	61,187
Other expenses	24,373	29,666
Fees and charges	28,069	21,723
Accommodation expenses	13,274	15,949
Merchandise	393	11,162
Education expenses	17,883	9,482
Contractors	32,617	2,834
Total	559,065	751,313

NOTE 6 – GRANTS AND SUBSIDIES

	2020	2019
	\$	\$
Donated plant and equipment	300,524	419,786
Medical research	150,000	150,000
Donations - cash	150,433	133,493
Medical scholarships	10,422	15,651
Total	611,378	718,930

NOTE 7 – CASH AND EQUIVALENTS

	2020	2019
	\$	\$
Cash on hand	350	256
Cash at bank	427,384	287,606
Term deposit	2,416,887	2,700,000
Total	2,844,621	2,987,862

Accounting Policy

Cash and cash equivalents include all cash and cheques receipted at 30 June as well as deposits held at call with financial institutions.

NOTE 8 – RECEIVABLES

	2020	2019
	\$	\$
GST input tax credit receivable	25,109	31,375
Less GST payable	2,884	7,935
	22,225	23,440
Interest revenue accrued		10,751
Fundraising receivable	627	22,155
Prepayment	2,015	
Total	24,867	56,345

Accounting Policy

Trade debtors are recognised at the nominal amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement terms are within 30 days from invoice date.

NOTE 9 – PLANT AND EQUIPMENT

Plant and equipment	2020	2019
	\$	\$
Gross	36,039	34,918
Less accumulated depreciation	32,578	29,999
Total Plant and Equipment	3,461	4,919
Motor Vehicles – at cost	2020	2019
	\$	\$
Gross	112,329	112,329
Less accumulated depreciation	50,249	23,583
Total Motor Vehicles	62,080	88,746
Grand Total	65,541	93,665

Reconciliation of carrying amounts

	Plant & Equipment	Motor Vehicles	Total
Carrying amount as at 1 July 2019	4,919	88,746	93,665
Acquisitions	1,121		3,481
Depreciation	2,580	26,666	29,246
Carrying amount as at 30 June 2019	3,461	62,080	65,541

Accounting Policy

Asset Acquisition

Actual cost is used for the initial recording of all non-current physical asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred assets acquired at no cost or for nominal consideration are recognised fair value at the date of acquisition in accordance with AASB116, Plant and Equipment in getting the assets ready for use, however, any training costs are expensed as incurred.

Recognition of Plant and Equipment

Items of property, plant and equipment with a cost or other value equal to or in excess of the following thresholds are recognised for financial reporting purposes in the year of acquisition: Plant and Equipment and Motor Vehicles: \$500

Items with a lesser value are expensed in the year of acquisition. Expenditure is only capitalised if it increases the service potential or useful life of the existing asset. Maintenance expenditure that merely restores original service potential (arising from ordinary wear and tear etc.) are expensed.

Assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset.

Measurement of Non-Current Physical Assets Using Cost

Plant and equipment is measured at cost in accordance with the Non-Current Asset Policies. The carrying amounts for plant and equipment at cost approximate their fair value.

Impairment

All non-current physical assets (including intangible assets) are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Foundation determines the asset's recoverable amount. The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

An impairment loss is recognised immediately in the Statement of Comprehensive Income. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

Depreciation

Plant and equipment and Motor vehicles are depreciated on a straight-line basis so as to allocate the revalued amount or net cost of each asset (respectively), less its estimated residual value, progressively over its estimated useful life to the Foundation.

The estimation of the useful lives of assets is based on historical experience with similar assets as well as considerations such as manufacturers' warranties, asset turnover practices and the Foundation's strategic asset plan. Reassessments of useful lives are undertaken annually by the Foundation. Any consequential adjustments to remaining useful life estimates are implemented prospectively. Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the Foundation.

For each class of depreciable asset the following depreciation rates are used:

Plant and Equipment	10 - 33%
Motor Vehicles	25%

NOTE 10 – PAYABLES

Current – unsecured liabilities	2020 \$	2019 \$
Accounts payable	163,021	51,170
Accrued expenses	107,988	34,660
Superannuation	17,735	16,844
PAYG withholding payable	8,248	4,646
Paid Parental Leave - Centrelink	11,908	
Total	308,900	107,320

Accounting Policy

Accounts payable represent trade creditors that are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

NOTE 11 – ACCRUED EMPLOYEE BENEFITS

Current	2020 \$	2019 \$
Provision for annual leave	53,205	30,122
Total	53,205	30,122

Accounting Policy – Refer to Note 4**NOTE 12 – FINANCIAL INSTRUMENTS****Financial Instruments – Accounting Policy on Recognition**

Financial assets and financial liabilities are recognised in the Balance Sheet when the Foundation becomes party to the contractual provisions of the financial instrument.

Financial instruments are classified under Accounting Standard AASB9 as follows:

	Note	2020 \$	2019 \$
Financial Assets			
Cash and cash equivalents	7	2,844,621	2,987,862
Receivables at amortised cost	8	24,867	56,345
Total		2,869,489	3,044,207
Financial Liabilities			
Financial liabilities at amortised cost			
Payables at amortised cost	10	308,900	107,320
Total		308,900	107,320

NOTE 13 – KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

The following details for non-ministerial key management personnel include those Foundation positions that had authority and responsibility for planning, directing and controlling activities of the Foundation during 2019 – 2020 and 2018 – 2019. Further information about these positions can be found in the body of the Foundation's Annual Report under the section relating to Executive Management.

Position	Position Responsibility
Board of Directors	The strategic leadership, guidance and effective oversight of the management of the Foundation, including its operational and financial performance.
Chief Executive Officer	Responsible for the strategic leadership and direction of the Foundation.

KMP Remuneration Policies

No Board Members received or were entitled to receive any fees or other benefits during the year. Remuneration and other terms of employment for the Foundation's other key management personnel are specified in employment contracts. Remuneration expenses for these key management personnel comprises the following components which include:

Short term employee expenses - salaries and allowances earned and expensed for the entire year, or for that part of the year during which the employee occupied the specified position;

Long term employee expenses - long service leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied the specified position;

Post-employment expenses - mainly superannuation contributions.

The following disclosures focus on the expenses incurred by the Foundation during the respective reporting periods that is attributable to key management positions. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Comprehensive Income.

Remuneration Expenses 2019 – 2020

	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employee Expenses	Total Expenses
Position	Monetary Expenses \$	Non-Monetary Benefits \$	\$	\$	\$
Chief Executive Officer (from 1 to 28 July 2019)	10,453.36			993.07	11,446.43
Chief Executive Officer (from 29 July 2019)	134,574.07			12,685.04	147,259.11

Remuneration Expenses 2018 – 2019

Chief Executive Officer (to 21 May 2019)	148,412			13,707	162,119
Chief Executive Officer (from 21 May 2019)	14,242			1,353	15,595

Performance Payments

The Foundation did not incur any performance or bonus payments within remuneration packages of KMP during the financial year.

NOTE 14 – RELATED PARTY TRANSACTIONS

Gold Coast Hospital Foundation provides donated plant and equipment and funds for services and research to the Gold Coast Hospital and Health Service in accordance with the objectives identified in the Hospital Foundations Act 2018 (QLD). The net cost of the arrangement to the Foundation in 2020 was \$560,612.72 (2019: \$680,759). The Foundation also leases space in the foyer of the Gold Coast University Hospital for \$1.

Related party transactions have been restated for 2019 to a prior year error, for details refer to Note 20.

NOTE 15 – CONTINGENCIES

There are no known contingent assets or liabilities as at the reporting date.

NOTE 16 – EVENTS OCCURRING AFTER BALANCE DATE

The Board is not aware of any events that have occurred since the end of the reporting period that require adjustment or disclosure within the financial statements.

NOTE 17 – AGENCY TRANSACTIONS

The Foundation administer P.A.R.T.Y. program arrangements for Gold Coast Hospital and Health Service (GCHHS). As the Foundation acts only in an agency role in respect of the transactions and balance, they are not recognised in the financial statements. Funding under the arrangement is collected by the Foundation and later distributed to the Gold Coast Hospital and Health Service.

P.A.R.T.Y. Program	2020 \$	2019 \$
Receipts	35,645	37,964
Payments to GCHHS	35,645	40,334

NOTE 18 – COVID-19 Impact

The impact of COVID-19 on the GCHF has been immense resulting in a significant decline in revenue. The income from the Federal Government Job Keeper Program has assisted in offsetting this significant decline as has the payroll tax concessions.

NOTE 19 – RESTATEMENT OF PRIOR YEAR COMPARATIVES

The following prior year adjustments have been identified and corrected as follows:

- 1) During the year it was noted that invoices dated and received in the 2018-19 financial year, were not entered into the accounting system. Having identified the error, an adjustment has been made to correctly reflect the expenses for the year ended 30 June 2019. Accordingly, grants and subsidies for 30 June 2019 has increased by \$45,282 and a corresponding increase in payables of \$45,282.
- 2) The 2019 related party disclosure for amounts paid to Gold Coast Hospital Health Service has increased by \$45,282 due to the invoices noted in adjustment 1.

Management Certificate of Gold Coast Hospital Foundation

These general purpose financial statements have been prepared pursuant to s.62 (1)(a) of the Financial Accountability Act 2009 (the Act), s.39 of the Financial and Performance Management Standard 2019, the Australian Charities and Not-for-profits Commission Act 2012 and Regulation 2013 and other prescribed requirements. In accordance with s.62(1)(b) of the Act, and s.60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013 we certify that in our opinion:

- a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, and the Australian Charities and Not-for-profits Commission Act 2012, of the transactions of the Gold Coast Hospital Foundation for the financial year ended 30 June 2020 and of the financial position of the Foundation as at the end of that year; and

We acknowledge responsibility under s.7 and s.11 of the Financial and Performance Management Standard 2019 for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period



Anna Carroll
Chair

Dated this 25th day of August 2020



Benjamin Cox
Chief Executive Officer

INDEPENDENT AUDITOR'S REPORT

To the Board of Gold Coast Hospital Foundation

Report on the audit of the financial report

Qualified Opinion

I have audited the accompanying financial report of Gold Coast Hospital Foundation.

In my opinion, the financial report except for the possible effects of the matters described in the basis for qualified opinion paragraphs below:

- a) gives a true and fair view of the entity's financial position as at 30 June 2020, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019, the *Australian Charities and Not-for-profits Commission Act 2012*, the Australian Charities and Not-for-profits Commission Regulation 2013 and Australian Accounting Standards - Reduced Disclosure Requirements.

The financial report comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for qualified opinion

2018–19 Grants and other contributions of \$1,536,297 as reported on the Statement of Profit or Loss and Other Comprehensive Income are significant sources of fundraising revenue for Gold Coast Hospital Foundation. Due to the inherent nature of these income streams, the Foundation had determined that it is impracticable to establish control over the collection of this income paid in cash prior to entry into the Foundation's financial records. Accordingly, as the evidence available to me regarding revenue from these sources was limited, my audit procedures with respect to these income streams had to be restricted to the amounts recorded in the financial records.

Our opinion on the current period's financial report is unmodified because we have obtained sufficient audit evidence over grants and contributions.

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and with 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 my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

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

Other matter

As part of our audit of the 2020 financial report, we audited the adjustments described in Note 19 that were applied to amend the 2019 financial report. In our opinion, such adjustments are appropriate and have been properly applied.

Responsibilities of the Board for the financial report

The Board is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019, the *Australian Charities and Not-for-profits Commission Act 2012*, the Australian Charities and Not-for-profits Commission Regulation 2013 and Australian Accounting Standards – Reduced Disclosure Requirements, and for such internal control as the Board determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Board is also responsible for assessing the 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 it is intended to abolish the entity or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My 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 my 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 an audit in accordance with the Australian Auditing Standards – Reduced Disclosure Requirements, I exercise professional judgement and maintain professional scepticism throughout the audit. I 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 for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the entity's internal controls, but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the entity.

- Conclude on the appropriateness of the entity's use of the 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 entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the 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.

I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Report on other legal and regulatory requirements

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2020:

- a) I received all the information and explanations I required.
- b) I consider that the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act, and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the entity's transactions and account balances to enable the preparation of a true and fair financial report.



C G Strickland
as delegate of the Auditor-General

26 August 2020

Queensland Audit Office
Brisbane