

Caloundra City Community Support Services Limited

ABN 76 122 651 969

2018 Annual Report

Caloundra **Community Bank**[®] Branch



Table of contents

Bendigo and Adelaide Bank Report	2
Chairmans Report	3
Branch Manager Report	4
Financial Statements	5
Independence Declaration	10
Independent Audit Report	35

Bendigo and Adelaide Bank Report For year ending 30 June 2018

It's been 20 years since the doors to the first **Community Bank**[®] branch opened. And it has only been a few months since the latest, the 321st, **Community Bank**[®] branch opened its doors.

In the last 20 years, much has changed. A staggering 92 per cent of our customers do their banking online and we pay for goods and services on a range of mobile phones, our watches and even our fitness devices. Many are embracing this online world with a sense of excitement and confidence. Our model will be even more accessible to people right across Australia.

Despite the change many things have also remained constant through the last two decades. Commitment within communities remains as strong today as it has ever been; from our first **Community Bank**[®] branch to the most recent one, and the 319 in between.

This year, five of our **Community Bank**[®] branches are celebrating 20 years in business. Bendigo Bank has celebrated 160 years in business. We farewelled Managing Director Mike Hirst and welcomed into the MD role long-time Bendigo employee Marnie Baker.

Our **Be the change** online marketing campaign has been the most successful online marketing campaign ever run by our organisation. The premise behind **Be the change** is simple – it thanks individual customers for banking with their **Community Bank**[®] branch.

But it's not the Bank thanking the customers. It's not the staff, volunteer directors or shareholders thanking the customers. It's the kids from the local little athletics and netball clubs, it's the man whose life was saved by a **Community Bank**[®] funded defib unit, it's members of the local community choir and the animal rescue shelter. These people whose clubs and organisations have received a share of over \$200 million in **Community Bank**[®] contributions, all because of people banking with their local **Community Bank**[®] branch.

Be the change has further highlighted the power of the model. For others, customers are important. For our **Community Bank**[®] network, customer support ensures our point of difference. It's the reason we can share in the revenue generated by their banking business. Without this point of difference, we would be just another bank.

But we're not, we're Bendigo Bank and we're Australia's only 'community bank', recently named by Roy Morgan Research as Australia's third most trusted brand and most trusted bank. As one of 70,000-plus **Community Bank**[®] company shareholders across Australia, these are outcomes we hope you too are proud of.

I'd like to thank you for your decision to support your local **Community Bank**[®] company as a shareholder. Your support has been vitally important to enhancing the prospects and outcomes within your community.

Without you, there would be no **Community Bank**[®] branch network in Australia.

We value your initial contribution and your ongoing support of your **Community Bank**[®] branch and your community.

Thank you for continuing to play a role in helping your community **Be the change**.



Robert Musgrove
Bendigo and Adelaide Bank

Chairman's Report 2018

Reflecting on these past eleven years, it is worth noting in our 2008 report we saw the sub-prime housing collapse in the United States and rising interest rates which gave the local and global economies a shakeup. Fortunately for our Caloundra **Community Bank**[®] branch, our partner, Bendigo Bank was well placed to weather these storms.

In 2009, we reported over \$25,000 had been returned to our Caloundra community through sponsorship of numerous community, sporting and charity organisations. Despite our growing profile, we still needed people to see what was different about Community Bank[®] branches of Bendigo Bank to other banks.

In 2010 and 2011, we reported good recovery after the Global Financial Crisis with an encouraging achievement of \$55M in footings. It was welcome news as our branch was nearing a profitable position after a few tough years.

Years 2012 and 2013 saw steady growth and we were able to increase our support of local community groups and sporting clubs – bringing our total contribution to \$89,000 since opening in May 2007.

In the following couple of years we experienced a few staff changes. Pip Fawcett stepped up to the role of Branch Manager in 2015, after serving at our branch since 2011. Pip diligently seeks to grow our business and enjoys converting individuals and businesses to new customers – many of whom did not realise Bendigo Bank is a full service bank. Our former Branch Manager, Rohan Quirey, has continued his employment with Bendigo & Adelaide Bank and was recently appointed to the position of Regional Manager. It would be fair to say our Caloundra team are highly trained and respected by our partner, Bendigo Bank, who have in recent months, promoted another of our staff members, Stephen Knust, to a changed role within the Bank.

This past year has seen us operating under the revised model of community banking and in recent months, responding to the effects of the Royal Commission into banking in Australia. Bendigo Bank has fared very well, and for us in Caloundra, we remain hopeful our growing population will choose us for their banking needs. These are exciting times for our Caloundra branch, not only with the growing number of families and individuals moving into the area, but also because our **Community Bank**[®] Cluster on the Sunshine Coast was selected to pioneer a new Make the Change campaign which would set a benchmark for the rest of the Network. As part of a collaborative marketing approach, our Sunshine Coast Cluster pooled funds to produce 31 vignettes and two TV commercials which were broadcast on Channel 7; shown on the big screen across five cinemas in the region and shared on digital and social media. The results have shown a significant increase in the number of branch leads with a new campaign phase being planned in the coming months.

We continue to grow our customer numbers year-on-year however I strongly encourage you, our shareholders, to continue supporting our company with your personal and business banking. I also urge you to discuss our bank services with family and friends who may be considering a bank that will provide them with personalised service who can meet their needs. Please encourage them to come in and experience that special service which is always available.

My sincere thanks to our staff, Pip Fawcett, Sheena Bartlett, Roxanne Faulkner and Maria Jary. I would also like to thank our volunteer directors Amanda Zinn, Donna Savill, Karolyn Keogh (our recently appointed secretary), Bill Eykman, Bruce Eldridge, Henk Reinking, John Hall and Robert Campbell. These folk have a keen interest to see our community supported by Caloundra Community Bank[®] branch.

Colin Rose
Chairman

Branch Manager's Report

After such a successful last year, the restrictions and policies across banking with lending has proven to be challenging with loan approvals down and a higher than usual number of people selling their investment properties. Despite these challenging circumstances we now face in banking, our Caloundra **Community Bank** Branch of Bendigo Bank has played to our strengths and we've achieved some fantastic results.

The success of our staff's ability to meet our customer's needs, and the connection they have with our customers, are assisting them with all their financial requirements. This has resulted in significant income back to our local **Community Bank** Branch where we were the highest in the region for financial planning income. With our customer numbers more than 2,800, it is always top-of-mind for our staff as we strive to find ways to be more connected.

Small business visits have been a large focus over the past year and as a result of our activities, we have welcomed many new customers and told our story to a lot of others whom we hope will bring their banking to us soon. Throughout the year we have held coffee mornings with the business community – both on the beach and in the industrial areas of Caloundra – which have proven very successful.

Our ongoing support with our partnered groups has seen us out and about attending countless events throughout the year. We've sponsored the Currimundi Lights on the Lake; Caloundra Chamber of Commerce and Steve Baxter's visit to the Coast; Jessie's Party in the Park; the Bendigo Bank Caloundra Just Tri It Series; the Caloundra Community Electorate Awards; Pa & Ma Bendall Memorial Surf Contest, Japanese Happy Community Festival; Moffat Beach Netball Club; Caloundra City Soccer Club; Caloundra Rugby Union Club; Dicky Beach Surf Life Saving Club, Currimundi Netball Club; Quocka Reading Program, Caloundra State School, Golden Beach School and newly starting Currimundi State School – all of whom have all provided our Caloundra **Community Bank** Branch with great exposure and engagement opportunities.

In June this year our Customer Relationship Manager, Stephen Knust, was successful in securing a position with Bendigo Bank's Lending Education and Capability team. It's a great opportunity for him, and while he's sadly missed at our Branch, he's only a phone call away. We are about to have another team member start very soon.

I would like to sincerely thank my team of Roxanne, Maria and Sheena for their consistent contribution during the year and the way they have stepped up to the plate in the last few months. They continue to live and demonstrate Bendigo Values each day, ensuring our Caloundra **Community Bank** Branch is the bank of choice – *we are here for good and we are good at what we do.*

I thank our Shareholders for your ongoing support and again invite those of you that don't currently bank with us to please come in and say hello. Experience the difference in banking with us where we give personalised attention and great customer service. You'll also see the difference you can make to your community by banking with us – we encourage you to make the change today.

Lastly, I would like to thank the Caloundra **Community Bank** Board for all your ongoing support. Our new Directors have fitted in well and I hope are enjoying the process of strategically shaping the future direction of our Caloundra **Community Bank** Branch.

I am proud of our Branch, our brand and our team and I am always passionately seeking new ideas, new opportunities and new challenges. I am part of a Team that makes the Dream.

Pip Fawcett
Branch Manager

Caloundra City Community Support Services Limited

Directors' Report

Your directors submit the financial statements of the company for the financial year ended 30 June 2018.

Directors

The names and details of the company's directors who held office during or since the end of the financial year:

John Colin Rose

Chairman

Occupation: Retired

Qualifications, experience and expertise: 22 years service in the Royal Australian Air Force. Operations Manager large flower & bulb farming business in Victoria for 10 years. Leadership roles in community organisation. Retired for 10 years.

Special responsibilities: Chairman

Interest in shares: 7,801

Donna Lee Savill

Deputy Chair

Occupation: Consultant

Qualifications, experience and expertise: Donna served on the Council of Churches of Christ in Queensland for two years prior to becoming a staff member. Donna's current role with Churches of Christ includes networking with key stakeholders and understanding the needs of those they represent in communities in order to look for collaborative solutions. Donna is Deputy Chair of Caloundra Community Bank® branch of Bendigo Bank and is a member of the Governance Committee. Donna was previously a bookkeeper for 13 years with experience across corporate and not-for profit sectors, including the day to day running of a business, reconciliations, BAS, payroll, grant applications and reporting. She has also volunteered her time giving to Rosie's Mission, the Red Shield Appeal and the Women's Lifestyle Expo.

Special responsibilities: Deputy Chair, Member Governance Committee

Interest in shares: Nil

Karolyn Ann Keogh

Secretary (*Appointed 12 March 2018*)

Occupation: Personal Assistant

Qualifications, experience and expertise: Karolyn has twenty- four years experience in office administration, reception and personal assistance. Her current role is Personal Assistant to Robyn Hills at Robyn Hills Photography, where her many duties include liaising with clients, managing accounts and banking, processing orders, research and development, and assisting on projects. Karolyn is Company Secretary Caloundra Community Bank® Branch of Bendigo Bank and is a member of Governance Committee. Karolyn also runs her own small business (beekeeping & garden maintenance) & has recently completed her Real Estate certificate, to better manage her own investment properties.

Special responsibilities: Company Secretary, Governance Committee

Interest in shares: Nil

Bruce Martin Eldridge

Treasurer

Occupation: Accountant

Qualifications, experience and expertise: Bruce has held executive roles in commercial (as Finance Director) and Not For Profit (as CFO) organisations. He is a member of the Executive Leadership Team at STEPS Group Australia (since 2012). Bruce is driven by creating efficiency through implementation and improvement of systems and enjoys the challenges of strategic planning to manage organisational growth. Bruce holds a CPA (2015); Bachelor of Commerce (1987 - South Africa) and Diploma in Management (2013). He enjoys surfing, kite surfing, surf ski paddling and thinks Caloundra is the best place in the world.

Special responsibilities: Treasurer

Interest in shares: Nil

Caloundra City Community Support Services Limited

Directors' Report

Directors (*continued*)

Hendrik Willem Reinking

Director

Occupation: Retired

Qualifications, experience and expertise: Company Director, licenced customs broker, property developer and entrepreneur. Ran multiple international freight forwarding companies until commencing my own business in 1986 until 2008. Owned real estate franchise 2005 - 2008 and which did subdivision and building projects. Retired in 2008.

Special responsibilities: Nil

Interest in shares: 27,500

Edward John Hall

Director

Occupation: Non-executive Director

Qualifications, experience and expertise: John has lived at Golden Beach with his wife Helen since 2003. On his retirement in 2013, John had been a chief executive in both the public and private sectors for over 25 years (Queensland Treasury, a major Queensland law firm and Queensland's economic regulator). John has also been a company director for over 25 years, in listed public companies, unlisted public companies, government business enterprises, government public authorities and private businesses (in sand mining, tourism and events, superannuation, investment and funds management and overseas and domestic debt raising and management). John has degrees in Economics and Commerce and a Masters degree in Business Administration. John now works part time as a company director. In addition to his role with the Caloundra Community Bank, he is on the board of Visit Sunshine Coast (the regional tourism body for the Sunshine Coast) and is an independent member of the Sunshine Coast Grammar School Council. John is a Fellow of the Australian Institute of Company Directors.

Other current directorships: Sunshine Coast Destination Limited (trading as Visit Sunshine Coast)

Special responsibilities: Chair of Finance Committee

Interest in shares: 2,000

William Eykman

Director

Occupation: Retired

Qualifications, experience and expertise: Prior to currently being a consultant, Bill was employed in a number of roles including Real Estate Manager for the Victorian Gov't, General Manager Port of Melbourne, Property Director for and international subsidiary of General Motors and the Real Estate Director on start up of Optus. Qualifications include diplomas in Project Management, Real Estate, Valuation, Business Management and a Masters in Corporate Real Estate. Skills relate to Business, Finance, People Management and Business Development. Bill is also a volunteer driver for Comlink, a supplier of transport services to the community - mainly infirm and disability aged.

Special responsibilities: Marketing Committee

Interest in shares: Nil

Robert Bruce Campbell

Director

Occupation: Commercial Director

Qualifications, experience and expertise: Robert is responsible for the management of the Australian and New Zealand operations of a large multi-national engineering company. He was previously involved in management positions of engineering companies servicing Oil & Gas, Mining, and major Infrastructure Projects both domestically and internationally. Formal qualifications in management, project management, marketing, materials science and key business responsibilities in the areas of Occupational Health and Safety and Risk Management. Current member of the Dicky Beach Surf Life Saving Club- Constitution Committee and Fund raising Committee. Surf Life Saving Queensland Sunshine Coast Branch Deputy President and member of Branch Executive, Surf Life Saving Queensland - State Membership Services Officer and Chair of Meritorious Awards and Lifesaving Panel. (all volunteer positions)

Special responsibilities: Marketing Committee

Interest in shares: Nil

Caloundra City Community Support Services Limited

Directors' Report

Directors (continued)

Amanda Louise Zinn

Director

Occupation: Manager's Assistant

Qualifications, experience and expertise: Vice President of Caloundra Chorale & Theatre Company. Certificate IV in Government (Statutory Compliance). Secretary Caloundra State High School P & C. Committee member of the Eisteddfod Council of Queensland.

Special responsibilities: Chair of Governance Committee

Interest in shares: Nil

Directors were in office for this entire year unless otherwise stated.

No directors have material interests in contracts or proposed contracts with the company.

Company Secretary

The company secretary is Karolyn Ann Keogh. Karolyn was appointed as secretary on 12 March 2018 after John Colin Rose resigned from the position.

Karolyn has twenty- four years experience in office administration, reception and personal assistance. Her current role is Personal Assistant to Robyn Hills at Robyn Hills Photography, where her many duties include liaising with clients, managing accounts and banking, processing orders, research and development, and assisting on projects. Karolyn is Company Secretary Caloundra Community Bank[®] Branch of Bendigo Bank and is a member of Governance Committee. Karolyn also runs her own small business (beekeeping & garden maintenance) & has recently completed her Real Estate certificate, to better manage her own investment properties.

Principal Activities

The principal activities of the company during the financial year were facilitating **Community Bank[®]** services under management rights to operate a franchised branch of Bendigo and Adelaide Bank Limited.

There have been no significant changes in the nature of these activities during the year.

Operating results

Operations have continued to perform in line with expectations. The profit of the company for the financial year after provision for income tax was:

	Year ended 30 June 2018	Year ended 30 June 2017
	\$	\$
	55,689	45,815

Dividends

	Year ended 30 June 2018	
	Cents	\$
Dividends paid in the year	3.5	27,376

Significant changes in the state of affairs

In the opinion of the directors there were no significant changes in the state of affairs of the company that occurred during the financial year under review not otherwise disclosed in this report or the financial statements.

Caloundra City Community Support Services Limited

Directors' Report

Events since the end of the financial year

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly affect the operations of the company the results of those operations or the state of affairs of the company, in future years.

Likely developments

The company will continue its policy of facilitating banking services to the community.

Environmental regulation

The company is not subject to any significant environmental regulation.

Directors' benefits

No director has received or become entitled to receive, during or since the financial year, a benefit because of a contract made by the company, controlled entity or related body corporate with a director, a firm which a director is a member or an entity in which a director has a substantial financial interest.

Indemnification and insurance of directors and officers

The company has indemnified all directors and the manager in respect of liabilities to other persons (other than the company or related body corporate) that may arise from their position as directors or manager of the company except where the liability arises out of conduct involving the lack of good faith.

Disclosure of the nature of the liability and the amount of the premium is prohibited by the confidentiality clause of the contract of insurance. The company has not provided any insurance for an auditor of the company or a related body corporate.

Directors' meetings

The number of directors' meetings attended by each of the directors of the company during the year were:

	Board Meetings Attended		Sub Committee	
	Eligible	Attended	Corporate Governance	
	Eligible	Attended	Eligible	Attended
John Colin Rose	11	11	2	2
Donna Lee Savill	11	9	-	-
Karolyn Keogh (<i>Appointed 12 March 2018</i>)	4	3	2	1
Bruce Martin Eldridge	11	8	-	-
Hendrik Willem Reinking	11	10	2	2
Edward John Hall	11	9	-	-
William Eykman	11	6	-	-
Robert Bruce Campbell	11	5	-	-
Amanda Louise Zinn	11	9	2	2

The Sponsorship and Marketing Committee collaborate online throughout the month. Once decisions and actions have been agreed on minutes are documented and distributed to the board. Minutes are re-tabled as an attachment at the following board meeting. Caloundra City CSSL board members on the Sponsorship and Marketing Committee are:

John Colin Rose
William Eykman
Robert Bruce Campbell

Caloundra City Community Support Services Limited

Directors' Report

Proceedings on behalf of the company

No person has applied to the Court under section 237 of the *Corporations Act 2001* for leave to bring proceedings on behalf of the company, or to intervene in any proceedings to which the company is a party, for the purpose of taking responsibility on behalf of the company for all or part of those proceedings.

No proceedings have been brought or intervened in on behalf of the company with leave of the Court under section 237 of the *Corporations Act 2001*.

Non audit services

The company may decide to employ the auditor on assignments additional to their statutory duties where the auditor's expertise and experience with the company are important. Details of the amounts paid or payable to the auditor (Andrew Frewin Stewart) for audit and non audit services provided during the year are set out in the notes to the accounts.

The board of directors has considered the position and is satisfied that the provision of the non-audit services is compatible with the general standard of independence for auditors imposed by the *Corporations Act 2001*.

The directors are satisfied that the provision of non-audit services by the auditor, as set out in the notes did not compromise the auditor independence requirements of the *Corporations Act 2001* for the following reasons:

- all non-audit services have been reviewed by the board to ensure they do not impact on the impartiality and objectivity of the auditor
- none of the services undermine the general principles relating to auditor independence as set out in APES 110 Code of Ethics for Professional Accountants, including reviewing or auditing the auditor's own work, acting in a management or a decision-making capacity for the company, acting as advocate for the company or jointly sharing economic risk and rewards.

Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 307C of the *Corporations Act 2001* is set out on page 10.

Signed in accordance with a resolution of the board of directors at Caloundra, Queensland on 7 September 2018.



John Colin Rose, Chairman

Lead auditor's independence declaration under section 307C of the *Corporations Act 2001* to the directors of Caloundra City Community Support Services Limited

As lead auditor for the audit of Caloundra City Community Support Services Limited for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief, there have been:

- i) no contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- ii) no contraventions of any applicable code of professional conduct in relation to the audit.



Andrew Frewin Stewart
61 Bull Street, Bendigo Vic 3550
Dated: 7 September 2018



David Hutchings
Lead Auditor

Caloundra City Community Support Services Limited
Statement of Profit or Loss and Other
Comprehensive Income
for the year ended 30 June 2018

	Notes	2018 \$	2017 \$
Revenue from ordinary activities	4	695,649	684,715
Employee benefits expense		(370,129)	(324,744)
Charitable donations, sponsorship, advertising and promotion		(45,174)	(89,791)
Occupancy and associated costs		(87,563)	(88,343)
Systems costs		(19,087)	(19,015)
Depreciation and amortisation expense	5	(20,618)	(22,319)
Finance costs	5	(1,511)	(1,201)
General administration expenses		(74,632)	(76,079)
Profit before income tax expense		76,935	63,223
Income tax expense	6	(21,246)	(17,408)
Profit after income tax expense		55,689	45,815
Total comprehensive income for the year attributable to the ordinary shareholders of the company:		55,689	45,815
Earnings per share		¢	¢
Basic earnings per share	22	7.12	5.86

The accompanying notes form part of these financial statements

Caloundra City Community Support Services Limited

Balance Sheet

as at 30 June 2018

	Notes	2018 \$	2017 \$
ASSETS			
Current assets			
Cash and cash equivalents	7	120,531	56,805
Trade and other receivables	8	34,135	41,251
Total current assets		154,666	98,056
Non-current assets			
Property, plant and equipment	9	92,692	96,171
Intangible assets	10	51,484	64,915
Deferred tax asset	11	101,897	123,143
Total non-current assets		246,073	284,229
Total assets		400,739	382,285
LIABILITIES			
Current liabilities			
Trade and other payables	12	36,664	25,202
Borrowings	13	6,837	6,447
Total current liabilities		43,501	31,649
Non-current liabilities			
Trade and other payables	12	29,749	44,623
Borrowings	13	17,467	24,304
Total non-current liabilities		47,216	68,927
Total liabilities		90,717	100,576
Net assets		310,022	281,709
EQUITY			
Issued capital	14	751,177	751,177
Accumulated losses	15	(441,155)	(469,468)
Total equity		310,022	281,709

The accompanying notes form part of these financial statements

Caloundra City Community Support Services Limited

Statement of Changes in Equity

for the year ended 30 June 2018

	Notes	Issued capital \$	Accumulated losses \$	Total equity \$
Balance at 1 July 2016		751,177	(491,818)	259,359
Total comprehensive income for the year		-	45,815	45,815
Transactions with owners in their capacity as owners:				
Shares issued during period		-	-	-
Costs of issuing shares		-	-	-
Dividends provided for or paid	20	-	(23,465)	(23,465)
Balance at 30 June 2017		751,177	(469,468)	281,709
Balance at 1 July 2017		751,177	(469,468)	281,709
Total comprehensive income for the year		-	55,689	55,689
Transactions with owners in their capacity as owners:				
Shares issued during period		-	-	-
Costs of issuing shares		-	-	-
Dividends provided for or paid	20	-	(27,376)	(27,376)
Balance at 30 June 2018		751,177	(441,155)	310,022

The accompanying notes form part of these financial statements

Caloundra City Community Support Services Limited

Statement of Cash Flows

for the year ended 30 June 2018

	Notes	2018 \$	2017 \$
Cash flows from operating activities			
Receipts from customers		773,075	746,567
Payments to suppliers and employees		(656,785)	(669,044)
Interest paid		(1,511)	(1,201)
Net cash provided by operating activities	16	114,779	76,322
Cash flows from investing activities			
Payments for property, plant and equipment		(3,708)	-
Payments for intangible assets		(13,522)	(13,522)
Net cash used in investing activities		(17,230)	(13,522)
Cash flows from financing activities			
Proceeds from borrowings		-	35,000
Repayment of borrowings		(6,447)	(4,249)
Dividends paid	20	(27,376)	(23,465)
Net cash provided by/(used in) financing activities		(33,823)	7,286
Net increase in cash held		63,726	70,086
Cash and cash equivalents at the beginning of the financial year		56,805	(13,281)
Cash and cash equivalents at the end of the financial year	7(a)	120,531	56,805

The accompanying notes form part of these financial statements

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 1. Summary of significant accounting policies

a) Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) and the *Corporations Act 2001*. The company is a for-profit entity for the purpose of preparing the financial statements.

Compliance with IFRS

These financial statements and notes comply with International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB).

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. These areas involving a higher degree of judgement or complexities, or areas where assumptions and estimates which are significant to the financial statements are disclosed in note 3.

Historical cost convention

The financial statements have been prepared under the historical cost convention on an accruals basis as modified by the revaluation of financial assets and liabilities at fair value through profit or loss and where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

Comparative figures

Where required by Australian Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

Application of new and amended accounting standards

There are a number of amendments to accounting standards issued by the AASB that became mandatorily effective for accounting periods beginning on or after 1 July 2017, and are therefore relevant for the current financial year.

AASB 9 Financial Instruments sets out requirements for recognising and measuring financial assets, financial liabilities and some contracts to buy or sell non-financial items. This accounting standard is not expected to have a material impact on the financial statements.

AASB 15 Revenue from Contracts with Customers establishes a comprehensive framework for determining whether, how much and when revenue is recognised. This accounting standard is not expected to have a material impact on the financial statements.

There are also a number of accounting standards and interpretations issued by the AASB that become effective in future accounting periods.

The company has elected not to apply any accounting standards or interpretations before their mandatory operative date for the annual reporting period beginning 1 July 2017. These future accounting standards and interpretations therefore have no impact on amounts recognised in the current period or any prior period.

AASB 16 Leases is effective for annual periods beginning on or after 1 January 2019. The standard introduces a single, on-balance sheet lease accounting model for lessees. A lessee recognises a right-of-use asset representing its right to use the underlying asset and a lease liability representing its obligation to make lease payments.

The company has completed an initial assessment of the potential impact on its financial statements but has not yet completed its detailed assessment. The actual impact of applying AASB 16 on the financial statements in the period of initial application will depend on future economic conditions, including the company's borrowing rate at 1 January 2019, the composition of the lease portfolio at that date, the latest assessment of whether the company will exercise any lease renewal options and the extent to which the company chooses to use practical expedients and recognition exemptions.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 1. Summary of significant accounting policies (*continued*)

a) Basis of preparation (*continued*)

Application of new and amended accounting standards (continued)

So far, the most significant impact identified is that the company will recognise new assets and liabilities for its operating lease of its branch. As at 30 June 2018, the company's future minimum lease payment under non-cancellable operating leases amount to \$244,792, on an undiscounted basis (see Note 17).

No significant impact is expected for the company's finance leases.

Economic dependency - Bendigo and Adelaide Bank Limited

The company has entered into a franchise agreement with Bendigo and Adelaide Bank Limited that governs the management of the **Community Bank®** branch at Caloundra, Queensland.

The branch operates as a franchise of Bendigo and Adelaide Bank Limited, using the name "Bendigo Bank" and the logo and system of operations of Bendigo and Adelaide Bank Limited. The company manages the **Community Bank®** branch on behalf of Bendigo and Adelaide Bank Limited, however all transactions with customers conducted through the **Community Bank®** branch are effectively conducted between the customers and Bendigo and Adelaide Bank Limited.

All deposits are made with Bendigo and Adelaide Bank Limited, and all personal and investment products are products of Bendigo and Adelaide Bank Limited, with the company facilitating the provision of those products. All loans, leases or hire purchase transactions, issues of new credit or debit cards, temporary or bridging finance and any other transaction that involves creating a new debt, or increasing or changing the terms of an existing debt owed to Bendigo and Adelaide Bank Limited, must be approved by Bendigo and Adelaide Bank Limited. All credit transactions are made with Bendigo and Adelaide Bank Limited, and all credit products are products of Bendigo and Adelaide Bank Limited.

The company promotes and sells the products and services, but is not a party to the transaction.

The credit risk (i.e. the risk that a customer will not make repayments) is for the relevant Bendigo and Adelaide Bank Limited entity to bear as long as the company has complied with the appropriate procedures and relevant obligations and has not exercised a discretion in granting or extending credit.

Bendigo and Adelaide Bank Limited provides significant assistance in establishing and maintaining the **Community Bank®** branch franchise operations. It also continues to provide ongoing management and operational support and other assistance and guidance in relation to all aspects of the franchise operation, including advice in relation to:

- advice and assistance in relation to the design, layout and fit out of the **Community Bank®** branch
- training for the branch manager and other employees in banking, management systems and interface protocol
- methods and procedures for the sale of products and provision of services
- security and cash logistic controls
- calculation of company revenue and payment of many operating and administrative expenses
- the formulation and implementation of advertising and promotional programs
- sales techniques and proper customer relations.

The following is a summary of the material accounting policies adopted by the company in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 1. Summary of significant accounting policies (*continued*)

b) Revenue

Revenue is recognised when the amount of revenue can be reliably measured, it is probable that future economic benefits will flow to the company and any specific criteria have been met. Interest and fee revenue is recognised when earned. The gain or loss on disposal of property, plant and equipment is recognised on a net basis and is classified as income rather than revenue. All revenue is stated net of the amount of Goods and Services Tax (GST).

Revenue calculation

The franchise agreement provides that three forms of revenue may be earned by the company – margin, commission and fee income. Bendigo and Adelaide Bank Limited decides the form of revenue the company earns on different types of products and services.

The revenue earned by the company is dependent on the business that it generates. It may also be affected by other factors, such as economic and local conditions, for example, interest rates.

Core banking products

Bendigo and Adelaide Bank Limited has identified some Bendigo Bank Group products and services as 'core banking products'. It may change the products and services which are identified as core banking products by giving the company at least 30 days notice. Core banking products currently include Bendigo Bank branded home loans, term deposits and at call deposits.

Margin

Margin is arrived at through the following calculation:

- Interest paid by customers on loans less interest paid to customers on deposits
- *plus* any deposit returns i.e. interest return applied by Bendigo and Adelaide Bank Limited for a deposit,
- *minus* any costs of funds i.e. interest applied by Bendigo and Adelaide Bank Limited to fund a loan.

Margin is paid on all core banking products. A funds transfer pricing model is used for the method of calculation of the cost of funds, deposit return and margin.

The company is entitled to a share of the margin earned by Bendigo and Adelaide Bank Limited (i.e. income adjusted for Bendigo and Adelaide Bank Limited's interest expense and interest income return). However, if this reflects a loss, the company incurs a share of that loss.

Commission

Commission is a fee paid for products and services sold. It may be paid on the initial sale or on an ongoing basis. Commission is payable on the sale of an insurance product such as home contents. Examples of products and services on which ongoing commissions are paid include leasing and Sandhurst Trustees Limited products.

Fee income

Fee income is a share of what is commonly referred to as 'bank fees and charges' charged to customers by Bendigo Bank Group entities including fees for loan applications and account transactions.

Discretionary financial contributions

In addition to margin, commission and fee income, and separate from the franchise agreement, Bendigo and Adelaide Bank Limited has also made discretionary financial payments to the company. These are referred to by Bendigo and Adelaide Bank Limited as a "Market Development Fund" (MDF).

The amount has been based on the volume of business attributed to a branch. The purpose of the discretionary payments is to assist with local market development activities, including community sponsorships and donations. It is for the board to decide how to use the MDF.

The payments from Bendigo and Adelaide Bank Limited are discretionary and Bendigo and Adelaide Bank Limited may change the amount or stop making them at any time.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 1. Summary of significant accounting policies (*continued*)

b) Revenue (*continued*)

Ability to change financial return

Under the franchise agreement, Bendigo and Adelaide Bank Limited may change the form and amount of financial return that the company receives. The reasons it may make a change include changes in industry or economic conditions or changes in the way Bendigo and Adelaide Bank Limited earns revenue.

The change may be to the method of calculation of margin, the amount of margin, commission and fee income or a change of a margin to a commission or vice versa. This may affect the amount of revenue the company receives on a particular product or service. The effect of the change on the revenue earned by the company is entirely dependent on the change.

If Bendigo and Adelaide Bank Limited makes a change to the margin or commission on core banking products and services, it must not reduce the margin and commission the company receives on core banking products and services Bendigo and Adelaide Bank Limited attributes to the company to less than 50% (on an aggregate basis) of Bendigo and Adelaide Bank Limited's margin at that time. For other products and services, there is no restriction on the change Bendigo and Adelaide Bank Limited may make.

Bendigo and Adelaide Bank Limited must give the company 30 days notice before it changes the products and services on which margin, commission or fee income is paid, the method of calculation of margin and the amount of margin, commission or fee income.

Monitoring and changing financial return

Bendigo and Adelaide Bank Limited monitors the distribution of financial return between **Community Bank®** companies and Bendigo and Adelaide Bank Limited on an ongoing basis.

Overall, Bendigo and Adelaide Bank Limited has made it clear that the **Community Bank®** model is based on the principle of shared reward for shared effort. In particular, in relation to core banking products and services, the aim is to achieve an equal share of Bendigo and Adelaide Bank Limited's margin.

c) Income tax

Current tax

Current tax is calculated by reference to the amount of income taxes payable or recoverable in respect of the taxable profit or loss for the period. It is calculated using tax rates and tax laws that have been enacted or substantively enacted by reporting date. Current tax for current and prior periods is recognised as a liability (or asset) to the extent that it is payable (or refundable).

Deferred tax

Deferred tax is accounted for using the balance sheet liability method on temporary differences arising from differences between the carrying amount of assets and liabilities in the financial statements and the corresponding tax base of those items.

In principle, deferred tax liabilities are recognised for all taxable temporary differences. Deferred tax assets are recognised to the extent that it is probable that sufficient taxable amounts will be available against which deductible temporary differences or unused tax losses and tax offsets can be utilised. However, deferred tax assets and liabilities are not recognised if the temporary differences giving rise to them arise from the initial recognition of assets and liabilities (other than as a result of a business combination) which affects neither taxable income nor accounting profit. Furthermore, a deferred tax liability is not recognised in relation to taxable temporary differences arising from goodwill.

Deferred tax assets and liabilities are measured at the tax rates that are expected to apply to the period(s) when the asset and liability giving rise to them are realised or settled, based on tax rates (and tax laws) that have been enacted or substantively enacted by reporting date. The measurement of deferred tax liabilities reflects the tax consequences that would follow from the manner in which the entity expects, at the reporting date, to recover or settle the carrying amount of its assets and liabilities.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 1. Summary of significant accounting policies (continued)

c) Income tax (continued)

Deferred tax assets and liabilities are offset when there is a legally enforceable right to offset current tax and when the balances relate to taxes levied by the same taxation authority and the entity intends to settle its tax assets and liabilities on a net basis.

Current and deferred tax for the period

Current and deferred tax is recognised as an expense or income in the Statement of Profit or Loss and Other Comprehensive Income, except when it relates to items credited or debited to equity, in which case the deferred tax is also recognised directly in equity, or where it arises from initial accounting for a business combination, in which case it is taken into account in the determination of goodwill or gain from a bargain purchase.

d) Employee entitlements

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

The company contributes to a defined contribution plan. Contributions to employee superannuation funds are charged against income as incurred.

e) Cash and cash equivalents

For the purposes of the Statement of Cash Flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the Balance Sheet.

f) Trade receivables and payables

Receivables are carried at their amounts due. The collectability of debts is assessed at balance date and specific provision is made for any doubtful accounts. Liabilities for trade creditors and other amounts are carried at cost that is the fair value of the consideration to be paid in the future for goods and services received, whether or not billed to the company.

g) Property, plant and equipment

Plant and equipment, leasehold improvements and equipment under finance lease are stated at cost less accumulated depreciation and impairment. Cost includes expenditure that is directly attributable to the acquisition of the item. In the event that settlement of all or part of the purchase consideration is deferred, cost is determined by discounting the amounts payable in the future to their present value as at the date of acquisition.

Depreciation is provided on property, plant and equipment, including freehold buildings but excluding land. Depreciation is calculated on a straight line basis so as to write off the net cost of each asset over its expected useful life to its estimated residual value. Leasehold improvements are depreciated at the rate equivalent to the available building allowance using the straight line method. The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period.

The following estimated useful lives are used in the calculation of depreciation:

- leasehold improvements	5 - 15	years
- plant and equipment	2.5 - 40	years

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 1. Summary of significant accounting policies (continued)

h) Intangibles

The franchise fee paid to Bendigo and Adelaide Bank Limited has been recorded at cost and is amortised on a straight line basis over the life of the franchise agreement.

The renewal processing fee paid to Bendigo and Adelaide Bank Limited when renewing the franchise agreement has also been recorded at cost and is amortised on a straight line basis over the life of the franchise agreement.

i) Payment terms

Receivables and payables are non interest bearing and generally have payment terms of between 30 and 90 days.

j) Borrowings

All loans are initially measured at the principal amount. Interest is recognised as an expense as it accrues.

k) Financial instruments*Recognition and initial measurement*

Financial instruments, incorporating financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the instrument.

Financial instruments are initially measured at fair value plus transaction costs. Financial instruments are classified and measured as set out below.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. A financial liability is derecognised when it is extinguished, discharged, cancelled or expires.

*Classification and subsequent measurement**(i) Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost using the effective interest rate method.

(ii) Financial liabilities

Financial liabilities include borrowings, trade and other payables and non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost using the effective interest rate method.

Impairment

At each reporting date, the entity assesses whether there is objective evidence that a financial instrument has been impaired. Impairment losses are recognised in the Statement of Profit or Loss and Other Comprehensive Income.

l) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership are transferred to the company are classified as finance leases. Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred. Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 1. Summary of significant accounting policies (*continued*)

m) Provisions

Provisions are recognised when the economic entity has a legal, equitable or constructive obligation to make a future sacrifice of economic benefits to other entities as a result of past transactions or other past events, it is probable that a future sacrifice of economic benefits will be required and a reliable estimate can be made of the amount of the obligation.

A provision for dividends is not recognised as a liability unless the dividends are declared, determined or publicly recommended on or before the reporting date.

n) Issued capital

Ordinary shares are recognised at the fair value of the consideration received by the company. Any transaction costs arising on the issue of ordinary shares are recognised directly in equity as a reduction of the share proceeds received.

o) Earnings per share

Basic earnings per share is calculated by dividing the profit attributable to equity holders of the company, excluding any costs of servicing equity other than ordinary shares, by the weighted average number of ordinary shares outstanding during the financial year, adjusted for bonus elements in ordinary shares issued during the year.

p) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of Goods and Services Tax (GST), except where the amount of GST incurred is not recoverable from the taxation authority. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the Balance Sheet. Cash flows are included in the Statement of Cash Flows on a gross basis.

The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the taxation authority are classified as operating cash flows.

Note 2. Financial risk management

The company's activities expose it to a limited variety of financial risks: market risk (including currency risk, fair value interest risk and price risk), credit risk, liquidity risk and cash flow interest rate risk. The company's overall risk management program focuses on the unpredictability of financial markets and seeks to minimise potential adverse effects on the financial performance of the entity. The entity does not use derivative instruments.

Risk management is carried out directly by the board of directors.

(i) Market risk

The company has no exposure to any transactions denominated in a currency other than Australian dollars.

(ii) Price risk

The company is not exposed to equity securities price risk as it does not hold investments for sale or at fair value. The company is not exposed to commodity price risk.

(iii) Credit risk

The company has no significant concentrations of credit risk. It has policies in place to ensure that customers have an appropriate credit history. The company's franchise agreement limits the company's credit exposure to one financial institution, being Bendigo and Adelaide Bank Limited.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 2. Financial risk management (continued)

(iv) Liquidity risk

Prudent liquidity management implies maintaining sufficient cash and marketable securities and the availability of funding from credit facilities. The company believes that its sound relationship with Bendigo and Adelaide Bank Limited mitigates this risk significantly.

(v) Cash flow and fair value interest rate risk

Interest-bearing assets are held with Bendigo and Adelaide Bank Limited and subject to movements in market interest. Interest-rate risk could also arise from long-term borrowings. Borrowings issued at variable rates expose the company to cash flow interest-rate risk. The company believes that its sound relationship with Bendigo and Adelaide Bank Limited mitigates this risk

(vi) Capital management

The board's policy is to maintain a strong capital base so as to sustain future development of the company. The board of directors monitor the return on capital and the level of dividends to shareholders. Capital is represented by total equity as recorded in the Balance Sheet.

In accordance with the franchise agreement, in any 12 month period, the funds distributed to shareholders shall not exceed the distribution limit.

The distribution limit is the greater of:

- (a) 20% of the profit or funds of the franchisee otherwise available for distribution to shareholders in that 12 month period;
- (b) subject to the availability of distributable profits, the relevant rate of return multiplied by the average level of share capital of the franchisee over that 12 month period where the relevant rate of return is equal to the weighted average interest rate on 90 day bank bills over that 12 month period plus 5%.

The board is managing the growth of the business in line with this requirement. There are no other externally imposed capital requirements, although the nature of the company is such that amounts will be paid in the form of charitable donations and sponsorship. Charitable donations and sponsorship paid for the year ended 30 June 2018 can be seen in the Statement of Profit or Loss and Other Comprehensive Income.

There were no changes in the company's approach to capital management during the year.

Note 3. Critical accounting estimates and judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that may have a financial impact on the entity and that are believed to be reasonable under the circumstances.

The company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results.

Management has identified the following critical accounting policies for which significant judgements, estimates and assumptions are made. Actual results may differ from these estimates under different assumptions and conditions and may materially affect financial results or the financial position reported in future periods.

Further details of the nature of these assumptions and conditions may be found in the relevant notes to the financial statements.

Taxation

Judgement is required in assessing whether deferred tax assets and certain tax liabilities are recognised on the balance sheet. Deferred tax assets, including those arising from carried forward tax losses, capital losses and temporary differences, are recognised only where it is considered more likely than not that they will be recovered, which is dependent on the generation of sufficient future taxable profits.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 3. Critical accounting estimates and judgements (*continued*)

Taxation (continued)

Assumptions about the generation of future taxable profits depend on management's estimates of future cash flows. These depend on estimates of future sales volumes, operating costs, capital expenditure, dividends and other capital management transactions. Judgements are also required about the application of income tax legislation.

These judgements and assumptions are subject to risk and uncertainty. There is therefore a possibility that changes in circumstances will alter expectations, which may impact the amount of deferred tax assets and deferred tax liabilities recognised on the balance sheet and the amount of other tax losses and temporary differences not yet recognised. In such circumstances, some or all of the carrying amount of recognised deferred tax assets and liabilities may require adjustment, resulting in corresponding credit or charge to the Statement of Profit or Loss and Other Comprehensive Income.

Estimation of useful lives of assets

The estimation of the useful lives of assets has been based on historical experience and the condition of the asset is assessed at least once per year and considered against the remaining useful life. Adjustments to useful lives are made when considered necessary.

Impairment of assets

At each reporting date, the company reviews the carrying amounts of its tangible and intangible assets that have an indefinite useful life to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). Where the asset does not generate cash flows that are independent from other assets, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised in profit or loss immediately, unless the relevant asset is carried at fair value, in which case the impairment loss is treated as a revaluation decrease.

Where an impairment loss subsequently reverses, the carrying amount of the asset (cash-generating unit) is increased to the revised estimate of its recoverable amount, but only to the extent 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 (cash-generating unit) in prior years. A reversal of an impairment loss is recognised in profit or loss immediately, unless the relevant asset is carried at fair value, in which case the reversal of the impairment loss is treated as a revaluation increase.

Note 4. Revenue from ordinary activities	2018	2017
	\$	\$
Operating activities:		
- gross margin	565,843	531,271
- services commissions	56,567	81,463
- fee income	47,390	46,304
- market development fund	25,000	25,000
Total revenue from operating activities	<u>694,800</u>	<u>684,038</u>
Non-operating activities:		
- other revenue	849	677
Total revenue from non-operating activities	<u>849</u>	<u>677</u>
Total revenues from ordinary activities	<u><u>695,649</u></u>	<u><u>684,715</u></u>

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 5. Expenses	2018	2017
	\$	\$
Depreciation of non-current assets:		
- plant and equipment	1,614	1,602
- leasehold improvements	5,573	6,925
Amortisation of non-current assets:		
- franchise agreement	2,238	2,311
- franchise renewal fee	11,193	11,481
	<u>20,618</u>	<u>22,319</u>
Finance costs:		
- interest paid	<u>1,511</u>	<u>1,201</u>
Bad debts	<u>234</u>	<u>566</u>

Note 6. Income tax expense

The components of tax expense comprise:

- Movement in deferred tax	1,347	710
- Recoupment of prior year tax losses	19,899	16,698
	<u>21,246</u>	<u>17,408</u>

The prima facie tax on profit from ordinary activities before income tax is reconciled to the income tax expense as follows

Operating profit	76,935	63,223
Prima facie tax on profit from ordinary activities at 27.5% (2017: 27.5%)	21,157	17,387
Add tax effect of:		
- non-deductible expenses	89	21
- timing difference expenses	(1,347)	(710)
	<u>19,899</u>	<u>16,698</u>
Movement in deferred tax	1,347	710
	<u>21,246</u>	<u>17,408</u>

Note 7. Cash and cash equivalents

Cash at bank and on hand	120,531	56,805
	<u>120,531</u>	<u>56,805</u>

Note 7.(a) Reconciliation to cash flow statement

The above figures reconcile to the amount of cash shown in the statement of cash flows at the end of the financial year as follows:

Cash at bank and on hand	120,531	56,805
	<u>120,531</u>	<u>56,805</u>

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 8. Trade and other receivables	2018	2017
	\$	\$
Trade receivables	24,227	28,104
Prepayments	8,908	8,993
Other receivables and accruals	1,000	4,154
	<u>34,135</u>	<u>41,251</u>

Note 9. Property, plant and equipment		
Leasehold improvements		
At cost	170,559	170,559
Less accumulated depreciation	(95,180)	(89,607)
	<u>75,379</u>	<u>80,952</u>
Plant and equipment		
At cost	88,831	85,123
Less accumulated depreciation	(71,518)	(69,904)
	<u>17,313</u>	<u>15,219</u>
Total written down amount	<u>92,692</u>	<u>96,171</u>

Movements in carrying amounts:

Leasehold improvements		
Carrying amount at beginning	80,952	87,877
Additions	-	-
Disposals	-	-
Less: depreciation expense	(5,573)	(6,925)
Carrying amount at end	<u>75,379</u>	<u>80,952</u>
Plant and equipment		
Carrying amount at beginning	15,219	16,821
Additions	3,708	-
Disposals	-	-
Less: depreciation expense	(1,614)	(1,602)
Carrying amount at end	<u>17,313</u>	<u>15,219</u>
Total written down amount	<u>92,692</u>	<u>96,171</u>

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 10. Intangible assets	2018	2017
	\$	\$
Franchise fee		
At cost	32,746	32,746
Less: accumulated amortisation	(24,165)	(21,927)
	<u>8,581</u>	<u>10,819</u>
Renewal processing fee		
At cost	113,729	113,729
Less: accumulated amortisation	(70,826)	(59,633)
	<u>42,903</u>	<u>54,096</u>
Total written down amount	<u>51,484</u>	<u>64,915</u>
<hr/>		
Note 11. Tax		
Non-Current:		
Deferred tax assets		
- accruals	770	742
- tax losses carried forward	108,377	128,277
	<u>109,147</u>	<u>129,019</u>
Deferred tax liability		
- property, plant and equipment	7,250	5,876
	<u>7,250</u>	<u>5,876</u>
Net deferred tax asset	<u>101,897</u>	<u>123,143</u>
Movement in deferred tax charged to Statement of Profit or Loss and Other Comprehensive Income	<u>21,246</u>	<u>17,408</u>
<hr/>		
Note 12. Trade and other payables		
Current:		
Trade creditors	2,276	530
Other creditors and accruals	34,388	24,672
	<u>36,664</u>	<u>25,202</u>
Non-Current:		
Other creditors and accruals	29,749	44,623
	<u>29,749</u>	<u>44,623</u>

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 13. Borrowings		2018	2017
		\$	\$
Current:			
Chattel mortgage	17	<u>6,837</u>	<u>6,447</u>
Non-Current:			
Chattel mortgage	17	<u>17,467</u>	<u>24,304</u>

The bank overdraft has an approved limit of \$100,000. The overdraft has not been drawn down on. In 2017 it attracted an interest rate of 3.795% per agreement with Bendigo & Adelaide Bank Limited. The bank overdraft is secured by a floating charge over the Company's assets.

Note 14. Issued capital

782,171 ordinary shares fully paid (2017: 782,171)	782,171	782,171
Less: equity raising expenses	(30,994)	(30,994)
	<u>751,177</u>	<u>751,177</u>

Rights attached to shares

(a) Voting rights

Subject to some limited exceptions, each member has the right to vote at a general meeting.

On a show of hands or a poll, each member attending the meeting (whether they are attending the meeting in person or by attorney, corporate representative or proxy) has one vote, regardless of the number of shares held. However, where a person attends a meeting in person and is entitled to vote in more than one capacity (for example, the person is a member and has also been appointed as proxy for another member) that person may only exercise one vote on a show of hands. On a poll, that person may exercise one vote as a member and one vote for each other member that person represents as duly appointed attorney, corporate representative or proxy.

The purpose of giving each member only one vote, regardless of the number of shares held, is to reflect the nature of the company as a community based company, by providing that all members of the community who have contributed to the establishment and ongoing operation of the **Community Bank®** branch have the same ability to influence the operation of the company.

(b) Dividends

Generally, dividends are payable to members in proportion to the amount of the share capital paid up on the shares held by them, subject to any special rights and restrictions for the time being attaching to shares. The franchise agreement with Bendigo and Adelaide Bank Limited contains a limit on the level of profits or funds that may be distributed to shareholders. There is also a restriction on the payment of dividends to certain shareholders if they have a prohibited shareholding interest (see below).

(c) Transfer

Generally, ordinary shares are freely transferable. However, the directors have a discretion to refuse to register a transfer of shares.

Subject to the foregoing, shareholders may transfer shares by a proper transfer effected in accordance with the company's constitution and the *Corporations Act 2001*.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 14. Issued capital (*continued*)

Prohibited shareholding interest

A person must not have a prohibited shareholding interest in the company.

In summary, a person has a prohibited shareholding interest if any of the following applies:

- They control or own 10% or more of the shares in the company (the "10% limit").
- In the opinion of the board they do not have a close connection to the community or communities in which the company predominantly carries on business (the "close connection test").
- Where the person is a shareholder, after the transfer of shares in the company to that person the number of shareholders in the company is (or would be) lower than the base number (the "base number test"). The base number is 247. As at the date of this report, the company had 262 shareholders.

As with voting rights, the purpose of this prohibited shareholding provision is to reflect the community-based nature of the company.

Where a person has a prohibited shareholding interest, the voting and dividend rights attaching to the shares in which the person (and his or her associates) have a prohibited shareholding interest, are suspended.

The board has the power to request information from a person who has (or is suspected by the board of having) a legal or beneficial interest in any shares in the company or any voting power in the company, for the purpose of determining whether a person has a prohibited shareholding interest. If the board becomes aware that a member has a prohibited shareholding interest, it must serve a notice requiring the member (or the member's associate) to dispose of the number of shares the board considers necessary to remedy the breach. If a person fails to comply with such a notice within a specified period (that must be between three and six months), the board is authorised to sell the specified shares on behalf of that person. The holder will be entitled to the consideration from the sale of the shares, less any expenses incurred by the board in selling or otherwise dealing with those shares.

In the constitution, members acknowledge and recognise that the exercise of the powers given to the board may cause considerable disadvantage to individual members, but that such a result may be necessary to enforce the prohibition.

Note 15. Accumulated losses	2018	2017
	\$	\$
Balance at the beginning of the financial year	(469,468)	(491,818)
Net profit from ordinary activities after income tax	55,689	45,815
Dividends provided for or paid	(27,376)	(23,465)
Balance at the end of the financial year	<u>(441,155)</u>	<u>(469,468)</u>

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 16. Statement of cash flows	2018	2017
	\$	\$
Reconciliation of profit from ordinary activities after tax to net cash provided by operating activities		
Profit from ordinary activities after income tax	55,689	45,815
Non cash items:		
- depreciation	7,187	8,527
- amortisation	13,431	13,792
Changes in assets and liabilities:		
- increase in receivables	7,116	(5,605)
- decrease in other assets	34,768	17,500
- increase/(decrease) in payables	(3,412)	(3,707)
Net cash flows provided by operating activities	<u>114,779</u>	<u>76,322</u>

Note 17. Leases

Finance lease commitments		
Payable - minimum lease payments:		
- not later than 12 months	7,958	7,958
- between 12 months and 5 years	18,568	26,526
- greater than 5 years	-	-
Minimum lease payments	<u>26,526</u>	<u>34,484</u>
Less future finance charges	(2,222)	(3,733)
Present value of minimum lease payments	<u>24,304</u>	<u>30,751</u>

The finance lease for a bus for Dicky Beach Surf Club, which commenced in November 2016, is a five-year lease. Interest is recognised at an average rate of 5.54% (2017: 4.87%).

Operating lease commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements

Payable - minimum lease payments:		
- not later than 12 months	62,500	62,500
- between 12 months and 5 years	182,292	244,792
- greater than 5 years	-	-
	<u>244,792</u>	<u>307,292</u>

The property lease is a non-cancellable lease with a five-year term expiring in May 2022, with rent payable monthly in advance.

Note 18. Auditor's remuneration

Amounts received or due and receivable by the auditor of the company for:

- audit and review services	4,400	4,200
- share registry services	3,165	3,375
- non audit services	2,000	2,191
	<u>9,565</u>	<u>9,766</u>

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 19. Director and related party disclosures

The names of directors who have held office during the financial year are:

John Colin Rose
 Donna Lee Savill
 Karolyn Keogh (*Appointed 12 March 2018*)
 Bruce Martin Eldridge
 Hendrik Willem Reinking
 Edward John Hall
 William Eykman
 Robert Bruce Campbell
 Amanda Louise Zinn

No director or related entity has entered into a material contract with the company. No director's fees have been paid as the positions are held on a voluntary basis.

Directors Shareholdings	<u>2018</u>	<u>2017</u>
John Colin Rose	7,801	7,801
Donna Lee Savill	-	-
Karolyn Keogh (<i>Appointed 12 March 2018</i>)	-	-
Bruce Martin Eldridge	-	-
Hendrik Willem Reinking	27,500	55,000
Edward John Hall	2,000	2,000
William Eykman	-	-
Robert Bruce Campbell	-	-
Amanda Louise Zinn	-	-

There was movement in directors shareholdings during the year.

Note 20. Dividends provided for or paid	<u>2018</u>	<u>2017</u>
	\$	\$
a. Dividends paid during the year		
Current year dividend		
Unfranked dividend - 3.5 cents (2017: 3 cents) per share	<u>27,376</u>	<u>23,465</u>

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 20. Dividends provided for or paid (<i>continued</i>)	2018	2017
	\$	\$
b. Franking account balance		
Franking credits available for subsequent reporting periods are:		
- franking account balance as at the end of the financial year	13,907	13,907
- franking credits that will arise from payment of income tax as at the end of the financial year	-	-
- franking debits that will arise from the payment of dividends recognised as a liability at the end of the financial year	-	-
	<u>13,907</u>	<u>13,907</u>
Franking credits available for future financial reporting periods:	13,907	13,907
- franking debits that will arise from payment of dividends proposed or declared before the financial report was authorised for use but not recognised as a distribution to equity holders during the period	-	-
Net franking credits available	<u><u>13,907</u></u>	<u><u>13,907</u></u>

Note 21. Key management personnel disclosures

No director of the company receives remuneration for services as a company director or committee member.

There are no executives within the company whose remuneration is required to be disclosed.

Note 22. Earnings per share

(a) Profit attributable to the ordinary equity holders of the company used in calculating earnings per share	55,689	45,815
	Number	Number
(b) Weighted average number of ordinary shares used as the denominator in calculating basic earnings per share	782,171	782,171

Note 23. Events occurring after the reporting date

There have been no events after the end of the financial year that would materially affect the financial statements.

Note 24. Contingent liabilities and contingent assets

There were no contingent liabilities or contingent assets at the date of this report to affect the financial statements.

Note 25. Segment reporting

The economic entity operates in the service sector where it facilitates **Community Bank®** services in Caloundra, Queensland pursuant to a franchise agreement with Bendigo and Adelaide Bank Limited.

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 26. Registered office/Principal place of business

The entity is a company limited by shares, incorporated and domiciled in Australia. The registered office and principal place of business is:

Registered Office
Shop 1/99 Bulcock Street
Caloundra QLD 4551

Principal Place of Business
Shop 1/99 Bulcock Street
Caloundra QLD 4551

Caloundra City Community Support Services Limited

Notes to the Financial Statements

for the year ended 30 June 2018

Note 27. Financial instruments

Financial Instrument Composition and Maturity Analysis

The table below reflects the undiscounted contractual settlement terms for all financial instruments, as well as the settlement period for instruments with a fixed period of maturity and interest rate.

Financial instrument	Floating interest		Fixed interest rate maturing in						Non interest bearing		Weighted average	
			1 year or less		Over 1 to 5 years		Over 5 years					
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	%	%
Financial assets												
Cash and cash equivalents	-	-	-	-	-	-	-	-	120,531	56,805	Nil	Nil
Receivables	-	-	-	-	-	-	-	-	24,227	28,104	N/A	N/A
Financial liabilities												
Interest bearing liabilities	-	-	6,837	6,447	17,467	24,304	-	-	-	-	5.54	4.87
Payables	-	-	-	-	-	-	-	-	2,276	530	N/A	N/A

Net Fair Values

The net fair values of financial assets and liabilities approximate the carrying values as disclosed in the balance sheet. The company does not have any unrecognised financial instruments at the year end.

Credit Risk

The maximum exposure to credit risk at balance date to recognised financial assets is the carrying amount of those assets as disclosed in the balance sheet and notes to the financial statements.

There are no material credit risk exposures to any single debtor or group of debtors under financial instruments entered into by the economic entity.

Interest Rate Risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Interest rate risk arises from the interest bearing financial assets and liabilities in place subject to variable interest rates, as outlined above.

Sensitivity Analysis

The company has performed sensitivity analysis relating to its exposure to interest rate risk at balance date. This sensitivity analysis demonstrates the effect on the current year results and equity which could result from a change in interest rates.

As at 30 June 2018, the effect on profit and equity as a result of changes in interest rate, with all other variables remaining constant would be as follows:

	2018	2017
	\$	\$
Change in profit/(loss)		
Increase in interest rate by 1%	(243)	(308)
Decrease in interest rate by 1%	243	308
Change in equity		
Increase in interest rate by 1%	(243)	(308)
Decrease in interest rate by 1%	243	308

Caloundra City Community Support Services Limited

Directors' Declaration

In accordance with a resolution of the directors of Caloundra City Community Support Services Limited, we state that:

In the opinion of the directors:

- (a) the financial statements and notes of the company are in accordance with the *Corporations Act 2001*, including:
 - (i) giving a true and fair view of the company's financial position as at 30 June 2018 and of its performance for the financial year ended on that date; and
 - (ii) complying with Accounting Standards, the Corporations Regulations 2001 and other mandatory professional reporting requirements; and
- (b) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.
- (c) the audited remuneration disclosures set out in the remuneration report section of the directors' report comply with Accounting Standard AASB124 Related Party Disclosures and the Corporations Regulations 2001.

This declaration is made in accordance with a resolution of the board of directors.



John Colin Rose, Chairman

Signed on the 7th of September 2018.

Independent auditor's report to the members of Caloundra City Community Support Services Limited

Report on the audit of the financial statements

Our opinion

In our opinion, the financial report of Caloundra City Community Support Services Limited is in accordance with the *Corporations Act 2001*, including:

- i. giving a true and fair view of the company's financial position as at 30 June 2018 and of its performance for the year ended on that date; and
- ii. complying with Australian Accounting Standards.

What we have audited

Caloundra City Community Support Services Limited's (the company) financial report comprises the:

- ✓ Statement of profit or loss and other comprehensive income
- ✓ Balance sheet
- ✓ Statement of changes in equity
- ✓ Statement of cash flows
- ✓ Notes comprising a summary of significant accounting policies and other explanatory notes
- ✓ The directors' declaration of the entity.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report.

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We are independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Other information

The company usually prepares an annual report that will include the financial statements, directors' report and declaration and our independence declaration and audit report (the financial report). The annual report may also include "other information" on the entity's operations and financial results and financial position as set out in the financial report, typically in a Chairman's report and Manager's report, and reports covering governance and shareholder matters.

The directors are responsible for the other information. The annual report is expected to be made available to us after the date of this auditor's report.

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

Our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If we identify that a material inconsistency appears to exist when we read the annual report (or become aware that the other information appears to be materially misstated), we will discuss the matter with the directors and where we believe that a material misstatement of the other information exists, we will request management to correct the other information.

Directors' responsibility for the financial report

The directors of the company are responsible for the preparation of the financial report so that it gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

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

Auditor's responsibility 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. Misstatement 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.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/home.aspx>. This description forms part of our auditor's report.



Andrew Frewin Stewart
61 Bull Street, Bendigo, 3550
Dated: 7 September 2018



David Hutchings
Lead Auditor

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Shop 1/99 Bulcock Street, Caloundra QLD 4551
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