

Year in review
2023 - 24



Not for Profit
Advisory &
Salary Packaging



CBB leads the way to
better community wellbeing
by supporting Australia's
not-for-profit organisations
with a range of salary
packaging services.



Good for you –
Good for your community.



Good for
you – Good
for your
community.

As a recognised Australian Social Enterprise with over 25 years of experience, we currently provide over 1,100 charitable organisations across the country with salary packaging products designed to attract, benefit and retain the best staff.

At CBB, we facilitate better social outcomes and help drive sustainability for our clients through measurable improvements to the Australian communities and individuals the not-for-profit charitable sector serves.

Our Mission

is to champion better business practices to deliver social impact

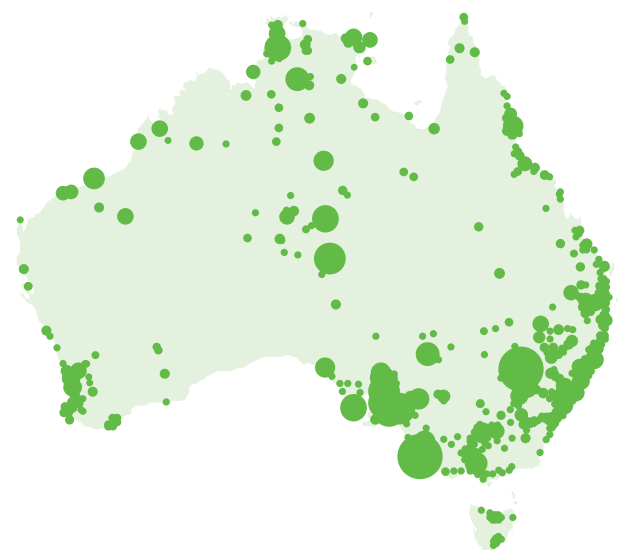
Our Vision

is a thriving not for profit sector achieving its social objectives

Our Customers

Our customers are central to our mission of creating positive social change. We are proud to serve those who choose to salary package with us, knowing their participation directly supports better social outcomes.

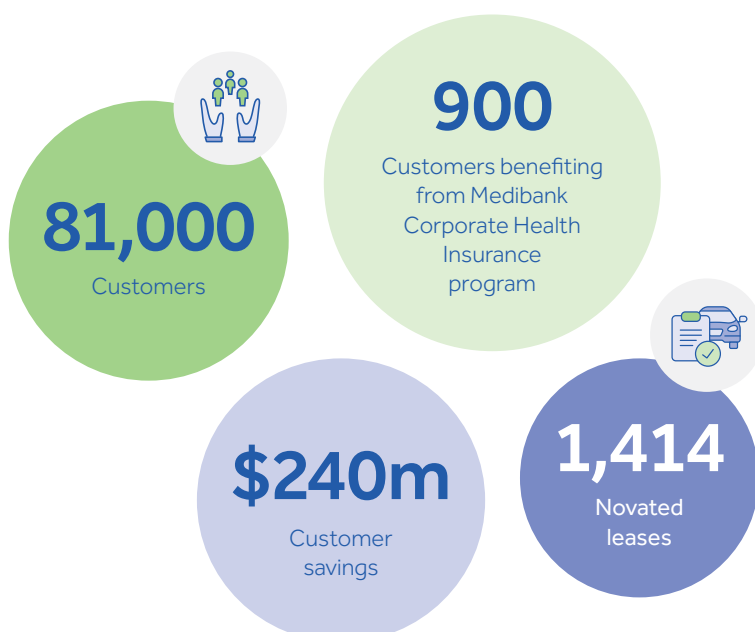
This year, CBB expanded its reach and capabilities in Novated Leasing by acquiring the Geelong-based novated leasing specialist The Salary Packaging People.



Customers by Industry:

Aged Care	21%
Disability	24%
Health	32%
Indigenous	23%

71% Female customers
29% Male customers



Our Clients

We are dedicated to making a meaningful impact on society by supporting charitable organisations in the not-for-profit sector.

99%

Client retention



78

Net Promoter Score (NPS)

80%

Salary packaging employee participation rate



1,120

Organisations supported

100%

Quality Accreditation (ASES)



283

Indigenous organisations



Our Community

We are committed to standing with our communities, reinvesting our surplus back into the not-for-profit sector. This supports our mission to enhance the capacity and sustainability of our fellow not-for-profits.



\$528k

In partner community contributions



17

Community events sponsored or supported by CBB



37

GLF scholarships awarded since inception in 2005



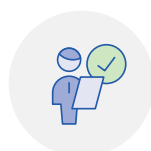
25

CBB employees participating in community engagement programs or initiatives



4

Dementia Research Grants / GLF Scholarships provided to the NFP sector in 2024

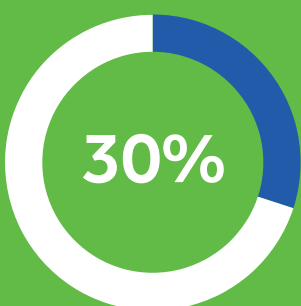


3

Participants in CBB-sponsored community development programs

Our Environment

We are committed to positively contributing to our environment by embracing electric vehicles, reducing emissions, and promoting a cleaner, more sustainable future.



Vehicles leased through our novated leasing program are hybrid or electric.



CO2 emissions have been reduced by the use of electric vehicles in our novated leasing fleet.



Moved to new energy efficient head office accommodation.

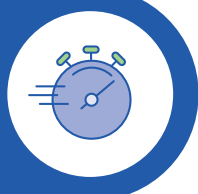


Our People

Our values-driven workforce is at the heart of our organisation. By fostering a culture that supports growth, we empower our team to excel, creating positive ripples that extend to our clients, customers, and the community.

1,250

Volunteering hours



20

Fundraising days
supporting client causes



\$7,800

Raised by CBB Staff



8 individuals and **3 teams**

have been recognised
for service excellence.

78

Employee
engagement
score



→ **38%**
Male

→ **62%**
Female

2%

Indigenous

cbb

Our Partners

We actively develop strategic partnerships with purpose-driven organisations that share our vision and values, creating meaningful benefits for our customers.

100%

Partner
satisfaction
rating



CBB continues to achieve meaningful social impact. Empowering our clients and fostering strategic partnerships drives long-term change across the not-for-profit sector. A commitment to innovation, collaboration and inclusivity positions CBB as an industry leader, delivering solutions that address immediate challenges and contribute to the broader social good. I am honoured to be part of an organisation creating tangible, lasting value for our community.

Aaron Chia, Chair, CBB



CBB proudly deliver services that have a positive and meaningful impact on the not-for-profit sector. We help our clients to achieve their social objectives, and to attract and retain top talent, enabling them to deliver essential services that transform lives. A commitment to fostering social inclusivity and community wellbeing is embedded in our culture, and we are inspired by the positive change we are driving together.

Michael Elias, CEO, CBB

CBB has a dedicated team of Australian-based staff ready to assist your employees. We are here to ensure they get the most out of their salary packaging and benefits.

Thank you for being part of the CBB community.

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