

LOWER NORTH SHORE COMMUNITY TRANSPORT INC

Trading as

COMMUNITY CONNECT TRANSPORT

ANNUAL REPORT

2018 - 2019



“My Community Transport”

02 9490 9500

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Community Connect Transport



Val is the face of our community transport service.

Today's world needs organisations like ours to make your travel enjoyable, affordable, relaxing and safe.

We pride ourselves on getting our clients to their appointments, or wherever they want to go, on time. We also offer a range of popular social outings, enabling our clients to maintain their independence and remain active participants in the community. Our fleet of vehicles has significantly increased and 40% of the fleet are new vehicles. This has improved our operations, thereby ensuring our clients come back for more top quality service.

We have also expanded our range of services; we now travel further afield and offer greater flexibility, with extended operating hours to better meet our clients' needs. We are an NDIS accredited transport provider, serving clients throughout the Lower North Shore with travel around Sydney.



Lower North Shore Community Transport

Expanding Our Fleet For You



This new vehicle is our latest edition to the Fleet.

Federal Member for North Sydney, Trent Zimmerman, MP, inspecting the new Honda with client Val and General Manager, Robert Bell. Our clients love the new Honda and its purchase has been a great success. We aim to help our clients as much as possible. You ask and we respond in the best way we can.

During FY 2019, we expanded our range of vehicles to increase our capacity to take your bookings and get you to where you want to go.

These additional vehicles mean we are able to provide more trips to a greater number of clients on a daily, weekly and monthly basis; offering increased flexibility and a more responsive range of services. As an accredited NDIS service provider, we can offer NDIS participants greater choice in meeting their transport needs.

We can offer you transport to:

- Hospitals including Royal North Shore, North Shore Private, Greenwich Private, Royal Prince Alfred, St Vincent's Public and Private, Sydney Adventist, Northern Beaches and Ryde.
- Specialist appointments.
- General practices or medical centres.
- Your dentist, podiatrist or hairdresser.
- Visit family and friends.
- Your favourite place to exercise, do gym, yoga, meditation, or social groups.
- Social outings to clubs and cinemas as well as interesting destinations further afield, including Bowral, the Central Coast, the Blue Mountains, Hawkesbury River, Palm Beach, Sydney Opera House and many more.

Our Frequent Flyers



Driver John with travellers Judith and Nancy.

We have a number of clients who are part of our frequent flyer program, travelling with us to different places, all the time. Our pledge to you is to meet your transport needs efficiently and promptly.

In addition to communicating with you two business days before you travel regarding confirmation of your booking, our drivers will also ring you on the day to let you know they are on their way and give you time to make your way out to board one of our 13 buses and cars.

We have 14 professional and friendly drivers and their combined service spans 102 years of driving dedication to Community Connect Transport;

- Michelle Blyme
- Josh Bowd
- Joe Carretero
- Tony Cassidy
- John Dawson
- Phil Delaney
- Tony Durant
- Glenn Ford
- Marco Kahya
- Steve Kane
- Rob McCauley
- Barry Rutter
- Corinne Sellers
- Terry Slack

Our Stall in Action at Waverton, Crows Nest and Kirribilli Markets



About Community Transport

Lower North Shore Community Transport has consulted, reviewed and generated a new direction for our Strategic Plan. This included identifying improved customer-focused outcomes for our Vision, Purpose and Values.

Lower North Shore Community Transport (LNSCT) was established in 1993 to enhance the wellbeing of the frail, aged, people with a disability and their carers, together with other transport disadvantaged residents of North Sydney, Mosman, Lane Cove and Willoughby council areas.

Community Transport services are provided by cars and minibuses for purposes such as medical appointments, shopping, social outings, and other appointments and activities. Many of our services are wheelchair accessible.

LNSCT works in a close co-operative relationship with many community organisations to assist the participation of service users in community life.

VISION

We want safe, appropriate and affordable transport to be available when required for all community members in need of transport assistance.

PURPOSE

Lower North Shore Community Transport enhances the wellbeing of community members by improving their access to safe, reliable, appropriate and affordable transport services.

VALUES

As an organisation our services are based on the following beliefs:

- Transport is the key to participation in the community and we do our utmost to deliver this service with fairness, safety and reliability.

- No-one should be emotionally or physically endangered because they lack access to transport.

- We believe that having access to transport is vital in improving community participation and reducing social isolation.

- Healthy communities benefit everyone by contributing to the overall economic, social and cultural wellbeing of their region and state.

- Collaborating with others who share our values and aims will improve our ability to serve our clients, our organisation and our community.

WE ARE

- Client focused and strive to respond respectfully to the individual needs of our clients at all times.

- Professional and deliver high quality, accountable services driven by a commitment to excellence, compliance and continuous improvement.

- Reliable and safe and we deliver on our agreements.

- Committed to sustainability through good governance, and manage our organisation to ensure best-practice, innovation, growth and long-term survival.

- Honest, acting fairly and in the best interests of our clients, our organisation and our funding bodies at all times

Our Strategic Goals 2017 - 2020

1. Providing transport services that meet the needs of the community

- To deliver top quality services which are highly valued by our customers.
- Introduce innovative services that can reach a greater number of people.
- Make Community Connect Transport booking experience easy and efficient.
- Make the financial transactions with Community Connect Transport seamless and convenient.

2. Securing government funding until 30 June 2020

- Secure and align Transport for NSW and North Sydney Council funding contracts for the future.
- Secure long-term funding sources outside Transport for NSW and North Sydney Council.

3. Achieving financial independence and long-term sustainability

- Increase the number of trips, locations and services offered.
- Secure new funding sources to grow this business over the next three years.
- Continuous improvement of service and staff skills to best serve clients.

President's Message



On behalf of the Management Committee (MC) of Lower North Shore Community Transport (LNSCT), trading as Community Connect Transport, I am pleased to present the Annual Report for the Financial Year ended 30 June 2019.

Our audited financial statements are available for review in this annual report

LNSCT's financial position remains strong, with a healthy amount of cash banked and zero long-term debt.

This is after the purchase of four vehicles totalling almost \$230,000 - the largest investment in the organisation's future made for many years.

The organisation's total income increased to over \$1.6 million, up 7.5% on the previous year. Total expenditure was up 9.1%, mainly due to maintaining an ageing vehicle fleet, increased adoption of information technology, increased compliance costs and associated management and administrative employee costs. This was necessary in order to meet more rigorous standards set by government funding contracts. Consequently, LNSCT recorded a small deficit of \$16,012 after expenses, provisions and depreciation.

The organisation's operating cash flow generated a surplus of over \$30,000, a substantial improvement over last year.

Strategy

The MC's responsibility is to set the strategy of the organisation, which is then executed by the Management Team led by Robert Bell.

Our current strategic plan has three main objectives:

- Providing transport services that meet the needs of the community.
- Securing government funds to 30 June 2020.
- Achieving financial independence and long-term sustainability

Anchored by the organisation's Vision, Purpose and Values, a set of goals and actions to achieve the objectives have been developed. We are two-thirds of the way into the plan timeline and we are on track to meet all our targets by 2020. Over the next year, the MC aims to approve a new strategic plan to cover the period 2020-2023.

President's Message (cont.)

Main Activities....

Early in my time as President, I had the pleasure of celebrating our organisation's 25 Year Anniversary at Norths Leagues Club along with Federal and State Members, the Mayor of North Sydney, as well as some of our wonderful clients. Robert and his team did a great job of bringing the whole event together and it ran like clockwork. The highlight for me was handing out awards to a number of our longest-serving drivers.

I am pleased to report that our funding contract with North Sydney Council has been renewed until 30 June 2022. A huge amount of work was undertaken by the Management Team to achieve this outcome, which was subject to a competitive process. The whole organisation is also working hard to secure the renewal of the Transport for NSW funding contract beyond 30 June 2020.

Thanks to the concerted effort of Robert and his team, the organisation has made major progress on managing the increased compliance requirements of our government funding contract. While this has incurred substantial cost, our efficiency at managing these demands is improving.

The MC's main focus is to ensure the organisation's core purpose and values are maintained, while building and strengthening our funding independence where appropriate. To this end, the MC approved a substantial investment in four vehicles during the year. As the long-term government funding environment remains uncertain and competition from other forms of public transport is increasing, it is prudent for us to invest in our fleet to ensure it is up to date, looks attractive, and provides the best value for money for our funding bodies and our clients.

Another focus area for the MC is to improve the efficiency of the interaction with management when discharging its governance responsibilities. A monthly performance dashboard has been created by the Management Team and provides the MC with condensed and simplified data from a number of management reports. We are establishing an improved risk management framework to better manage the identification, prioritisation and notification of major organisational risks to the MC. Material revisions were made to our Schedule of Delegations, Code of Conduct and Quality, Safety and Environmental policies.

Many Thanks...

On behalf of the MC, I sincerely thank all our drivers and office staff for their hard work and dedication. They are our organisation's lifeblood and show their commitment to the Lower North Shore community every day. Our drivers are top notch and consistently receive very positive recognition from our clients for the safe, caring and reliable transport services we provide each day. Our management and administrative staff are always willing to go above and beyond their normal duties to make sure we meet our clients' needs.

President's Message (cont.)

Three new ordinary members of the MC were elected at the AGM in October - Mr Ralph Youie, Ms Bernadette Cossettini and Mr Raymond Wong. They bring a diverse range of skills to the organisation including finance, audit, risk management, governance, legal, commercial, government and prior board experience. We welcome them all.

Our thanks to Mr David Goodenough and Ms Leone Selva who retired at the 2018 AGM. David served as President and Leone as Secretary of the organisation since November 2016 and both were MC members since 2013. Their substantial service to LNSCT over a transformative period, is greatly appreciated.

The MC's most important sub-committee is the Audit, Risk and Compliance Committee (ARCC). We have been fortunate to have Mr Robert Lagaida as Independent Chair and Mr David Gates as an independent member of the ARCC during the year. The MC is grateful to them for volunteering their time, skills and experience to the organisation.

Finally, I thank all the MC members for volunteering many hours of service to guide and support the organisation during the year. We are lucky to have such a talented group, with such a diverse set of skills and experience. Thanks also to our association members for their support.

Best wishes for the coming year.

Paul Ashby

President GAICD

Lower North Shore Community Transport Inc

Community Connect Transport Management Committee

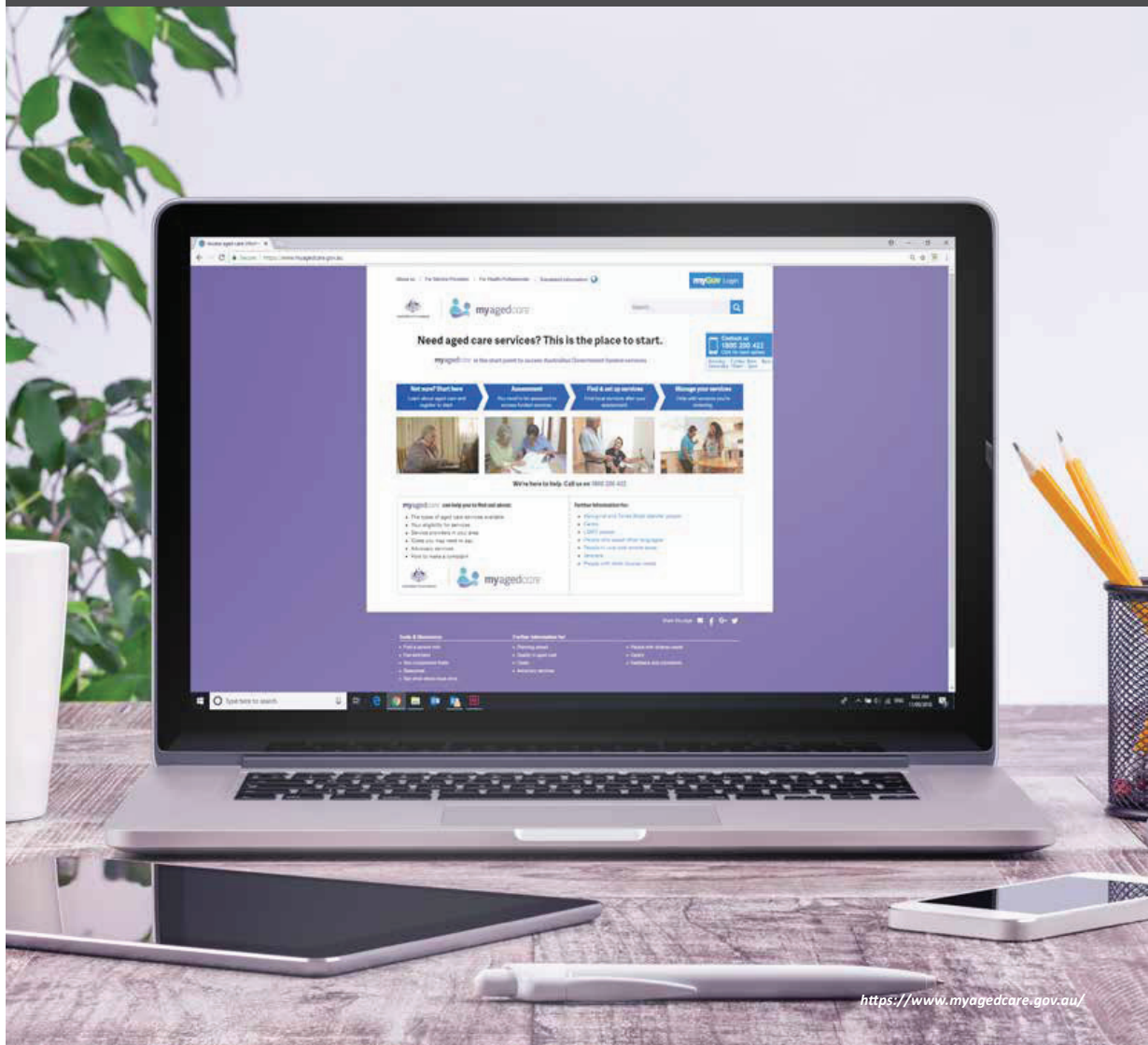


From left to right

Robert Lagaida	Independent Chair - Audit, Risk and Compliance Committee
Paul Ashby	President & Management Committee Member
Bernadette Cossetini	Management Committee Member
Dave Woodlock	Management Committee Member
Ralph Youie	Management Committee Member
Raymond Wong	Management Committee Member
Konrad Schalch	Management Committee Member

Our Technology

"Our caring drivers and staff are highly-trained in providing accessible transport for all people and we're always happy to help."



Our Patrons

Promoting Community Transport's friendly service



Patron Jenny Thomas, client Val and Crows Nest Centre Executive Officer, Denise Ward, celebrating Val's long-term patronage of our transport services.



General Manager, Robert Bell, with Patron Trent Zimmerman MP, presenting driver Michelle with an award recognising her 13 years of service.

We are delighted that we have as our two Patrons Ms Jenny Thomas, North Sydney Rotarian and former Rotary President, as well as Federal Member for North Sydney, Mr Trent Zimmerman MP.

The 25 Year Anniversary Celebration event at Norths was all about acknowledging our clients as well as our front line staff - our drivers. Eight of our drivers were presented with awards, recognising their long service and exceptional qualities of caring and dedication to making our clients safe and secure. They are a real tribute to Community Connect Transport.

General Manager's Message



This year has been an exciting one for Community Connect Transport. We have expanded our trips for our clients and we have expanded our fleet of vehicles to serve you. We have more new vehicles and more vehicles in total, than ever before. We set a new record on the number of trips made in one year.

The Management Team thank President Paul Ashby and the Management Committee (MC) for their support along the exciting journey we have travelled together, this past twelve months. We have appreciated the MC input at various stages in our efforts to achieve objectives set out in the strategic plan and the programs we have delivered.

The Management Team has been working very harmoniously. The new Transport Services Manager Rodney Roberts and new Financial Manager Rona Doherty have added depth and sophistication to the organization, contributing to some excellent outcomes for the business as a whole.

Staff are going the extra kilometres to achieve results. Our drivers are some of the best in town. We receive frequent feedback from clients in praise of their dedicated care and understanding of our client's needs.

There has been a multiplicity of higher level compliances, technological adaptations like DEX and optimisation programs during the year to name a few competing demands. These have been disrupters to 'business as usual'. However, our tenacity to learn and adapt has transformed these disrupters into assets and as a result, we are now in a better position to meet the needs of our clients, more frequently than ever before.

Embracing change, where it is practical, is critical for any organisation. All that is new is not necessarily better or appropriate for the purpose and we constantly evaluate and have the overriding approach of, does it meet the 'fit for purpose' test?

We pride ourselves on seeing the options and rising to meet expectations as a team in a highly ethical manner, with all staff displaying a tremendous camaraderie towards one another.

There are many successes to highlight for the year. In particular, our 25 Year Anniversary Celebration for providing transport services to residents of Mosman, North Sydney, Willoughby and Lane Cove council areas and the innumerable in-area and out-of-area trips delivered over a quarter of a century, was a hugely successful event.

Rewarding our drivers for their long service and engaging with over 135 clients and friends at the Norths Leagues Club in Cammeray was a very valuable experience for the

General Manager's Message (cont.)

organisation as a whole. To see the close bond of the clients with our drivers was very inspiring.

Many of our clients have also enjoyed our popular social outing programs and it is rewarding to see how much pleasure clients get from journeying to interesting and beautiful destinations with our caring and loyal drivers. It is often a relief from their medical appointments and other commitments and provides a welcome opportunity to form friendships and reacquaint with others.

We constantly strive to better serve our clients. Each year we work hard to make the next year better for all our clients and make sure our staff are given the best resources to comply with the contractual requirement of all our funding bodies.

The landscape is continually changing around us and our own expectations of ourselves has to meet these challenges as best we can. Finding new ways of helping more people to meet their needs, is a constant objective.

Our new Organisational Structure, implemented in February 2019, is operating very well; delivering increased operational capacity, more effective communication and increased morale. Our internal operating teams are accelerating our delivery outcomes. We have a new record for testimonials received from individuals and organisations that utilise our services.

The Management Team has reached out and secured more on-going service requests from a larger number of organisations than ever before and set a new record level. Our marketing team has punched above their weight to raise awareness about our services and encourage greater numbers of people to travel with us to wherever they need to go. To our two Patrons: Federal Member for North Sydney, Mr Trent Zimmerman MP, and North Sydney Rotarian, Ms Jenny Thomas, we thank you sincerely for your support. We look forward to working with you next year.

Thank you to the MC for the consideration of all our proposals and programs for meeting the objectives of the 2017-2020 Strategic Plan. In addition, thank you for your input to the business and for your understanding of the changed environment the Management Team has faced during the year - the largest increase in operational compliance levels and compression in deadline times to achieve results the business has ever faced. Congratulations to all staff for rising to meet these many and simultaneous new challenges and for succeeding in meeting the deadlines.

Finally, I am pleased to report that our clients have voted us number one, with a 97% satisfaction rating, our highest ever ranking to date. Thank you to all our clients for this great affirmation.

Robert Bell
General Manager
Lower North Shore Community Transport Inc

The Management Team of Community Connect Transport



From left to right

David Payne	Transport Co-ordinator - IT
Claerwen Armstrong	Administrative Support
Olivia Ladd-Hudson	Systems Co-ordinator
Rodney Roberts	Transport Services Manager
Rona Doherty	Financial Manager
Robert Bell	General Manager

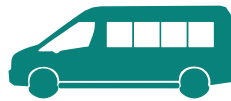
Report by Transport Service Manager Mr Rodney Roberts

OUR CUSTOMER TRIPS - FY 2018 - 2019

6% LNS Commercial Services

10% CTP (Community Transport Program NSW) Customers

NDIS Customers 0.2% (May 2019)

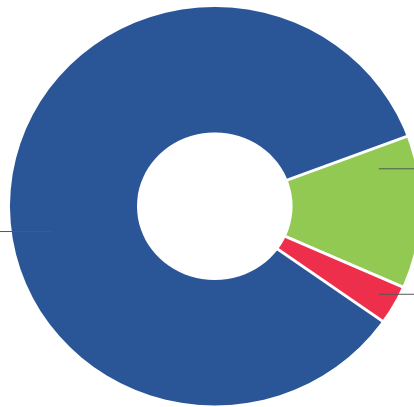


11 % Flexi-ride Cab & Easy Rider Shopping Service Customers

73% CHSP (Commonwealth Home Support Program) Customers

WHERE OUR FUNDS COME FROM

86% State & Federal



11% Local Councils

3 % LNS Commercial



TfNSW Contract
CHSP & CTP &
NDIS Customers



NSC Contract Flexi Ride
Cab & Easy Rider Shopping
Service



LNS Commercial
Services

community connect transport

Enabling our clients to maintain their independence
and remain active participants in the community

Transport for you!



SAFE



CARING



RELIABLE



AFFORDABLE



INNOVATIVE







APPROPRIATE

Summer / Autumn Social Outings

<p>Thursday 14th Feb</p>	<p>North Sydney, Mosman, Willoughby, Lane Cove Council Residents</p>	<p>Pittwater Basin cruise then head to Palm Beach RSL for lunch Palm Beach RSL</p> 	<p>A wonderful day on offer. This popular outing is back again. A scenic drive along the Northern Beaches. Today's outing will also include a 55 minute cruise of the Pittwater Basin western foreshore. Lunch Choices include;</p> <p><i>* Roast of the day with seasonal vegetables</i></p> <p><i>* Chicken Schnitzel with chips and salad</i></p> <p><i>* Tempura Fish with chips and salad</i></p>	<p>Lunch 12.30pm</p> <p>Full day event</p>	<p>\$45.00 Inclusive \$20 Transport \$25 Meal</p> <p>Includes transport, cruise and lunch. Tea, coffee and dessert extra.</p> <p>Pay on the day</p>
<p>Thursday 21st Feb</p>	<p>North Sydney, Mosman, Willoughby, Lane Cove Council Residents</p>	<p>Swayne's Nursery & Dural Country Club for Lunch Dural</p> 	<p>Visit this flagship nursery and choose from a vast array of roses and plants whilst also pondering the gardens. We then head to the Country Club at Dural for lunch. Meals to choose from include salt & pepper calamari, rump steak, fish and chips, chicken schnitzel and more.</p>	<p>Lunch 12.15pm</p> <p>Full day event</p>	<p>\$30.00 Inclusive \$16 Transport \$14 Meal</p> <p>Includes transport and lunch. Drinks extra</p> <p>Pay & order on the day</p>
<p>Thursday 28th Feb</p>	<p>North Sydney, Mosman, Willoughby, Lane Cove Council Residents</p>	<p>Royal Motor Yacht Club Newport</p> 	<p>Come along and have lunch at The Royal Motor Yacht Club situated in Broken Bay overlooking Sydney's magnificent Pittwater. This popular venue is a must to visit and have lunch. Choose your main from either Chicken Schnitzel, chips & salad or Beer battered fish, chips & salad. Includes dessert & tea or coffee.</p>	<p>Lunch 12.30pm</p> <p>Full day event</p>	<p>\$40.00 Inclusive \$19 Transport \$21 Meal</p> <p>Includes transport and main meal with dessert and tea or coffee</p> <p>Pay on the day</p>
<p>Thursday 7th March</p>	<p>North Sydney, Mosman, Willoughby, Lane Cove Council Residents</p>	<p>Como Grill Como</p> 	<p>Visit the historic & charming 1870's Como Hotel and step back in time. There are several meal options to choose from on the day that include penne pasta, fish & chips, crumbed chicken, rump steak. Includes seasonal dessert.</p>	<p>Lunch 12.00pm</p> <p>Full day event</p>	<p>\$35.00 Inclusive \$19 Transport \$16 Meal</p> <p>Includes transport and lunch. Tea/Coffee Additional</p> <p>Pay on the day</p>
<p>Thursday 14th March</p>	<p>North Sydney, Mosman, Willoughby, Lane Cove Council Residents</p>	<p>The Waterfront General Store & Cafe Church Point</p> 	<p>Today we have lunch at the amazing Waterfront Café in Church Point. We take a scenic drive along the Northern Beaches Coastline. Main meals include;</p> <p><i>*Grilled fish & chips with salad</i></p> <p><i>*Grilled chicken, chips with salad</i></p> <p><i>*Spaghetti bolognese</i></p>	<p>Lunch 12.30pm</p> <p>Full day event</p>	<p>\$45.00 Inclusive \$17 Transport \$28 Meal</p> <p>Includes transport and lunch with dessert of the day and wine, tea or coffee</p> <p>Pay on the day</p>

Winter Social Outings

Date	LGA Area Council	Venue	Event Information	Time	Cost
Thursday 4th July	North Sydney, Mosman, Willoughby, Lane Cove Council Residents	DFO Homebush 	Shop away at the designer factory outlets. With sales on up to 70%. Over 120 stores to choose from. <i>Sheridan, Adairs, Sandler Shoes, Polo Ralph Lauren, Bendon, Bonds, Jacqui E, Michael Kors, Noni B, Orotan, Fossil, Furla, Royal Doulton, Easy Way Tea, Rivers, Peter Alexander, Lorna Jane, Kathmandu, Lindt, Crabtree & Evelyn, Cue, Coach, Just Jeans, Jeans West, Nautica, Escada plus many more!!!</i>	11am to 3pm Full day event	\$15.00 Inclusive \$15 Transport Only Includes transport only. Lunch extra your choice from the food hall. Or you are welcome to bring your own. Pay on the day
Thursday 11th July	North Sydney, Mosman, Willoughby, Lane Cove Council Residents	Leisurely drive to St George Sailing Club Sans Souci 	A leisurely drive to St George Sailing Club. We head to St George Sailing Club for lunch. A highlight is the lovely location which boasts the best views of Botany Bay from the Bistro area. <u>* Must be able to climb approx 10 steps into the venue</u>	Lunch 12.30pm Full day event	\$20.00 Bus only \$20 Transport \$8 starting price for Meal Includes transport only. Lunch, dessert and tea or coffee extra Pay on the day
Thursday 18th July	North Sydney, Mosman, Willoughby, Lane Cove Council Residents	Burnt Orange Café Mosman 	Morning tea at this stunning location with Harbour Views. Enjoy a freshly made scone with cream and jam. A short local trip to enjoy. Feel free to wander around the grounds surrounded by lovely gardens and flowers after morning tea.	Morning Tea Half day event 10.30am to 12.00pm	\$25.00 Inclusive \$10.50 Transport \$14.50 Morning Tea Includes transport and scones and tea or coffee for morning tea Pay on the day
Thursday 25th July	North Sydney, Mosman, Willoughby, Lane Cove Council Residents	Berowra Waters Fish Café Berowra Waters 	One of the best fish and chips you will ever have! Always high in demand. Enjoy a lovely lunch of lightly battered fish and chips and the local scenery of this popular spot. Included is dessert and tea or coffee. Relax while we drive to Berowra Waters admiring beautiful bush and landscape settings.	Lunch 12.15pm Full day event	\$41.00 Inclusive \$21.50 Transport \$19.50 Meal Includes transport and lunch with dessert and tea or coffee Pay on the day

25 Year Anniversary Event & Awards

Celebrating Transport Services to our Community

One day in the history of Lower North Shore Community Transport,
3 October 2018.

Our 25 Year Anniversary event was held at Norths, Cammeray to celebrate years of dedicated transport services provided to our customers of the Lower North Shore. The event was hosted by General Manager Mr Robert Bell, along with special guests and speeches from Federal Member for North Sydney Mr Trent Zimmerman, State Member for North Shore Ms Felicity Wilson and Mayor of North Sydney Jilly Gibson.

The celebration was to mark our 25 year milestone, the history of the organisation and bring together our local community clients and our long serving drivers over lunch. It was a huge success.

The event was attended by 135 guests including our clients and customers, associates, councillors and community members. Senior representatives from four local councils and the staff of Community Connect Transport were also present.

Mr Trent Zimmerman MP and Ms Felicity Wilson MP presented the Community Service Awards, honouring our drivers' dedicated service to our customers. This was a hallmark event in the history of Community Connect Transport and was received very favourably by all in attendance.

Community Connect Transport offers transport to senior citizens, their family and carers to help maintain our clients independence enabling them to remain active participants in the community. We offer invaluable options to clients who are often unable to utilise mainstream public transport or to whom private transport is not available.

We are a Not for Profit organisation based at offices in the Crows Nest Centre and have provided transport since 1993 for the residents of North Sydney, Willoughby, Mosman and Lane Cove local council areas.

During a period of more than 25 years, we have served tens of thousands of clients and provided over 500,000 transport trips.

Undoubtedly, a remarkable achievement!

25 Year Anniversary Celebration



Driver long service awards. In total, our eight drivers have clocked 76 years of service!

Left to Right (front row):
Corrine Sellers, Terry Slack, Marco Kahya, Joe Carretero, Tony Durant,
David Payne, Barry Rutter, Michelle Blyme



A commemorative plaque celebrating 25 years of service is now proudly on display at the entrance of the Crows Nest Centre.

Left to Right:
President Paul Ashby, Mayor Jilly Gibson - North Sydney Council,
Felicity Wilson MP - State Member for North Shore,
Trent Zimmerman MP - Federal Member for North Sydney,
Robert Bell, General Manager - Community Connect Transport

Testimonials From Our Loyal Clients

*Thank you so much for your help. This was my first social outing for many months and I very much appreciated the solicitous help from your driver and the return home. Regards. - **Jane***

*I always enjoy our bus outings, very much, and greatly appreciate the wonderful service of being picked up from my house and dropped back home again. The drivers and the assistants are always lovely, very courteous and kind and helpful. Altogether a very enjoyable and happy day out. - **Robin***

*I appreciate the help on and off the buses. I have a walker and no one over complains. It is lovely to go on trips with happy people and see many things. - **Norma***

*I thoroughly enjoy the outings. They give me something to look forward to and the volunteers are always so helpful and charming. - **Deidre***

*It was lovely outing, nice scenery drive. Both the driver and Josh and Cate are very helpful and friendly. - **Susan***

*A very enjoyable time, a very nice outlook over country side that I never had a chance to do, bringing up family. Top marks to the people who look after us the whole time. Thanks very much for all your effort. - **Janet***

Delighted to see Michelle/Marco were recipients of LNSCT driver awards both are special people. Thank you for your lovely telephone receptionists and the boss, David - all most helpful. All good wishes for 2019! Diana.

*Really appreciate your services and lovely drivers. - **Val***

*I cannot ask for more. You are competent, reliable, polite etc., etc. & I am so lucky to have you! Thank you. - **Anon***

*Community Connect Transport service is excellent! - We are very happy. - **Michael***

*I am more than satisfied, drivers are prompt and courteous, reliable and helpful. - **Christopher***

Financial Snapshot

The financial statements for the year ended 30 June 2019 have been independently audited by Moore Stephens (Australia) and in its unqualified opinion the financial report represents the true position of LNSCT finances. The full financial report can be downloaded at the ACNC website (www.acnc.gov.au)

Statement of Profit or Loss and Other Comprehensive Income

Figures in Australian Dollars	2019	2018
Income		
Government contract funding	1,332,241	1,266,383
Transport services income	248,359	230,635
Other income	30,726	1,991
Interest income	6,149	5,910
	<u>1,617,475</u>	<u>1,504,919</u>
Expenses		
Employees	1,218,706	1,000,604
Administration	181,154	304,589
Motor vehicles	146,090	89,897
Transport services	39,270	45,304
Depreciation	38,799	45,904
North Sydney Council Farebox	9,466	10,560
	<u>1,633,485</u>	<u>1,496,859</u>
(Deficit)/Surplus before tax	<u>(16,010)</u>	<u>8,060</u>
Tax expense	-	-
(Deficit)/Surplus for the year	<u>(16,010)</u>	<u>8,060</u>

Statement of Changes in Equity as at 30 June 2019

Figures in Australian Dollars	Vehicle	Accumulated	Total equity
	Replacement	surplus	
	Reserve		
Balance at 1 July 2017	286,357	760,431	1,046,788
Surplus for the year	-	8,060	8,060
Transfers between equity components	34,000	(34,000)	-
Balance at 30 June 2018	<u>320,357</u>	<u>734,491</u>	<u>1,054,848</u>
Balance at 1 July 2018	320,357	734,491	1,054,848
Deficit for the year	-	(16,010)	(16,010)
Transfers between equity components	49,345	(49,345)	-
Balance at 30 June 2019	<u>369,702</u>	<u>669,136</u>	<u>1,038,838</u>

Financial Snapshot

Statement of Financial Position as at 30 June 2019

Figures in Australian Dollars	2019	2018
Assets		
Current Assets		
Cash and cash equivalents	819,385	1,012,437
Trade and other receivables	50,198	27,290
Prepayments	13,906	9,809
Total Current Assets	883,489	1,049,536
Non-current Assets		
Property, plant and equipment	331,773	136,981
Total Non-current Assets	331,773	136,981
Total Assets	1,215,262	1,186,517
Liabilities		
Current Liabilities		
Trade and other payables	51,916	78,964
Deferred government contract funding	39,111	-
Provisions for employee benefits	70,497	39,853
Total Current Liabilities	161,524	118,817
Non-current Liabilities		
Provisions for employee benefits	14,900	12,852
Total Non-current Liabilities	14,900	12,852
Total Liabilities	176,424	131,669
Net Assets	1,038,838	1,054,848
Equity		
Vehicle replacement reserve	369,702	320,357
Accumulated surplus	669,136	734,491
Total Equity	1,038,838	1,054,848

Financial Snapshot

Statement of Cash Flows

Figures in Australian Dollars	2019	2018
Cash flows from operating activities		
Receipts from customers	257,011	226,275
Government contract funding	1,371,352	1,266,383
Payments to suppliers and employees	(1,604,468)	(1,490,770)
Interest received	6,149	5,910
Interest paid	-	(195)
Net cash flows from operating activities	30,044	7,603
Cash flows from investing activities		
Purchase of property, plant and equipment	(240,096)	(6,005)
Proceeds from disposal of property, plant and equipment	17,000	-
Net cash flows from investing activities	(223,096)	(6,005)
Cash flows from financing activities		
Repayment of borrowings	-	(4,052)
Net cash flows from financing activities	-	(4,052)
Net change in cash and cash equivalents	(193,052)	(2,454)
Cash and cash equivalents at the beginning of the year	1,012,437	1,014,891
Cash and cash equivalents at the end of the year	819,385	1,012,437

A Big Thank You From Us To All Our Supporters

We recognise that your support enables us to deliver vital community transport services to meet the needs of individuals and groups in our region

Support from Government		
Federal Government  Australian Government	NSW State Government  NSW GOVERNMENT	
Support from Councils		
Lane Cove Municipal Council 	North Sydney Council 	Willoughby City Council  WILLOUGHBY CITY COUNCIL
Support from Community Groups		
ACCA Community Services	Crows Nest Centre	At Home With Willoughby
Armenian Community Welfare	Dougherty Community Centre	Columbia Aged Care Services
Chinese Christian Church	Cromehurst School	Emanuel North Shore Temple
Forest View Nursing Home	Glenaeon Rudolf Steiner School	Greenway Tenants Association
Jacaranda Cottage	James Milson Village	Kelly's Place- Childrens Daycare
Macquarie Golden A Club	Manresa Group	Mosman Embroidery Guild
North Shore Historical Society	North Shore Probus Groups	Northern Pain Centre
Sydney Community Services	Willoughby Public School	Yourside
Transport Assistance Support		
Thank you to our Transport Assistants for their much appreciated help during FY19.		

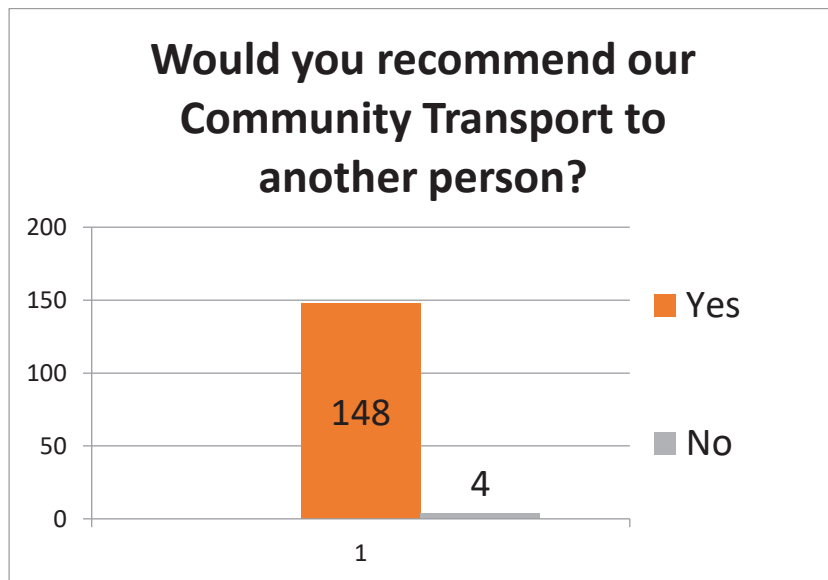
Taking you where you want to go



Taking you where you want to go



Our Commitment To You



97% Satisfaction Response from Clients



Community Connect Transport assists our clients with travel around North Shore and beyond, to hospitals including Royal North Shore, North Shore Private, Greenwich Private, Royal Prince Alfred, St Vincent's Public and Private, Sydney Adventist, Northern Beaches and Ryde

community connect transport

Registered NDIS Provider



PO BOX 846, CROWS NEST NSW 2065

ABN 58 608 203592

www.communityconnect.org.au

We invite Sponsors/ Partnerships & Donations are gratefully accepted.

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