

Lower North Shore Community Transport Incorporated  
trading as

# community connect transport

Annual Report

2020



9490 9500

[communityconnect.org.au](https://communityconnect.org.au)

Crows Nest Centre, Level 3 - 2 Ernest Place, Crows Nest NSW 2065

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NB: some photographs contained within this document pre-date COVID-19 social distancing requirements

# Community Connect Transport



**Carol is one of our amazing Volunteers  
at Community Connect Transport**

Some kind words from our client Ann ...



To Teena & the  
staff & drivers of  
Community Connect.  
So much!

Thankyou for helping  
me to get to and  
from the Mater Hospital  
every week day from  
6th July to 7th August.  
You are running a  
wonderful service &  
friendly & efficient.  
Best Wishes, Ann



# About Community Connect Transport

**Lower North Shore Community Transport (LNSCT) Incorporated** 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 buses for purposes such as medical appointments, shopping, social outings and other appointments and activities. Many of our services are wheelchair accessible.

Trading as **Community Connect Transport** since 2015 we work in close cooperation with many community organisations to assist clients still living at home to remain independent and active in their community.

LNSCT has consulted, reviewed and generated a Strategic Plan. This included identifying improved customer-focused outcomes for our **Vision, Purpose and Values**.

## 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 providing clients access to safe, reliable, appropriate, caring and affordable transport.

## 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.

# community connect transport

Assisting our clients living at home to remain independent and active in their community

## Transport for You



SAFE



RELIABLE



INNOVATIVE



CARING



AFFORDABLE



APPROPRIATE



Phone 02 9490 9500  
[www.communityconnect.org.au](http://www.communityconnect.org.au)

Phone 02 9490 9500  
[www.communityconnect.org.au](http://www.communityconnect.org.au)

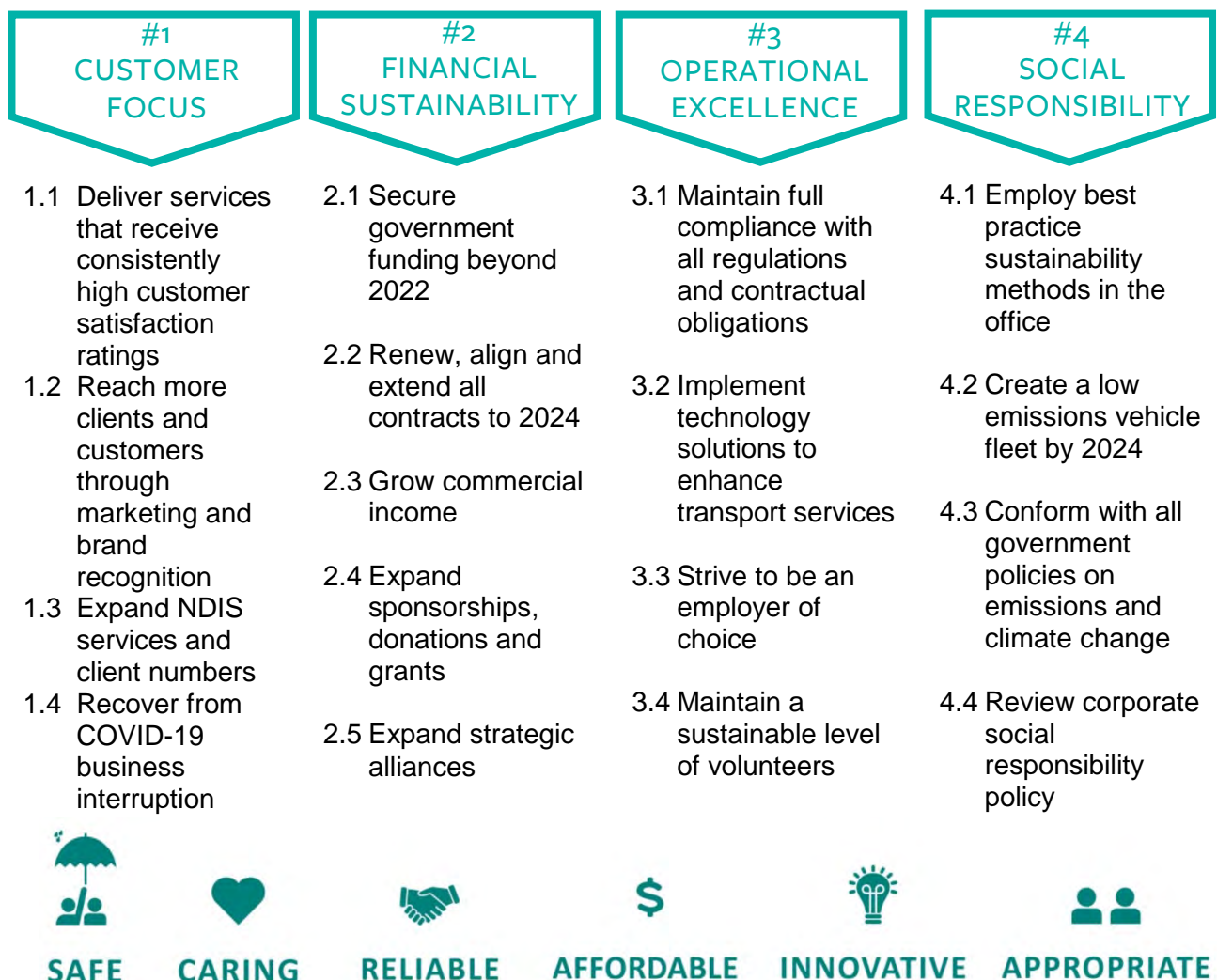
# Achieved Strategic Goals

## 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

# Future Strategic Plan

## 2020 - 2024





## President's Message – Paul Ashby



On behalf of the Management Committee of Lower North Shore Community Transport Inc. (LNSCT), I am pleased to present the Annual Report for the financial year ended 30 June 2020.

An extract of our audited financial statements are available for review in this Report.

### Financial Report

LNSCT's financial position remains strong, with more than \$1 million cash in the bank and no long-term debt, despite the last four months of the year being one of the most challenging operating environments in our history. COVID-19 restrictions had a dramatic negative effect on what, and how we delivered transport services.

The organisation's total income increased to almost \$1.9 million, up 17% on the previous year. Total expenditure was up 13% on the previous year to \$1.85 million, mainly due to increased employee costs. Consequently, LNSCT's profit or loss increased to a surplus of over \$44,000 after employee provisions and depreciation. The organisation's operating cash flow was a surplus of over \$284,000, a major improvement on the previous year.

As positive as these financial outcomes appear, it should be recognised that our income was substantially boosted by various Commonwealth COVID-19 stimulus payments such as JobKeeper and cash flow boosts. These payments masked the fact that our operational activities were dramatically curtailed over the last four months of the year. In the absence of this financial support, the association would have reported a large deficit for the year. Nonetheless, it is your Committee's view that the association continues to be a going concern on the basis that it has sufficient reserves and that it continues to secure government funding for the foreseeable future.

### Main Activities

The Committee's main focus for the year was to ensure the organisation's core purpose and values were maintained, while building our funding independence where appropriate. Despite the excellent strategic, operational and financial trajectory the business was following over most of the year, COVID-19 changed everything. Once the pandemic struck, the business had to refocus in a very short period and completely change the way it operated. Many longer-term plans were put on hold and all our employees had to get used to very different circumstances.

The COVID-19 pandemic developed rapidly in 2020 and measures taken by various governments to contain the virus have affected economic activity and significantly reduced our ability to provide transport services. LNSCT has taken a number of measures to monitor and mitigate the effects of COVID-19, including implementing safety and health measures for its people (such as social distancing and intensive cleaning measures) and securing essential supplies and services to allow the organisation to continue to function. At this stage, the impact of COVID-19 on the association's financial performance has been insulated by government stimulus packages. The Committee continues to monitor financial and operational activities, and Robert Bell and the Management Team are constantly monitoring and making adjustments where necessary to follow the various government

## President's Message

policies and advice. The Committee and management will do its utmost to continue operations in the best and safest way possible without jeopardising the health of our people and our clients and customers.

The organisation continues working hard to secure the renewal of our Transport for NSW contract funding. The current contract expiry date of 30 June 2020 has passed, but we have secured interim funding until the end of the 2020 calendar year and Transport for NSW is working on a new contract.

During the previous year the organisation made a record level of investments in our transport fleet to ensure it was up to date, looked attractive, and provided the best value for money for our funding entities and our clients and customers. As the long-term government funding environment remains uncertain and competition from other forms of public transport continues to increase, the Committee will consider over the next year further investments when, and if prudent to do so.

### Strategy

I am pleased to announce that your Committee has set in place a new LNSCT Strategic Plan for the period 2020-24. The new Strategic Plan is best described as an evolution of the previous Plan implemented over 2017-20. The organisation achieved most of the objectives set in the previous Plan, but still needs to work on long-term financial sustainability.

LNSCT's purpose to provide safe, reliable, appropriate and affordable transport services to the Lower North Shore community is unchanged, even though the tragedy and uncertainty of the COVID-19 pandemic is making future planning very difficult.

Underpinned by the organisation's vision, purpose and values, the new Strategic Plan sets out four main objectives:

- Customer Focus;
- Financial Sustainability;
- Operational Excellence; and
- Social Responsibility.

Against each of these objectives a comprehensive set of actions and timeframes have been developed covering the next four years. Robert Bell and the Management Team have already begun executing on many of the actions which have been integrated into the organisation's annual Business Plan and Budget.

### Many Thanks

On behalf of the Committee, I sincerely thank all the LNSCT drivers and office staff for their hard work, dedication and commitment to meeting our clients' and customers' needs. The very trying working restrictions brought about by the COVID-19 pandemic have created lots of emotional stresses and strains for our people, yet they have been willing to go above and beyond their normal duties to ensure our services are maintained.



## President's Message

The Committee acknowledges the substantial contribution of our drivers. No wonder they continue to receive great recognition from our clients and customers for the safe, caring and reliable transport services they deliver each day, and they are the main reason our transport services are so highly rated by the Lower North Shore community.

The Committee also acknowledges the wonderful contribution of Robert Bell and the office team at this time. The community transport world changed dramatically in March 2020. Lots of new operating policies and procedures needed to be quickly created and put in place to meet the regulatory and compliance regime arising as a result of the COVID-19 pandemic, resulting in many hours working at home and in the office by our staff. This great work has also been recognised by our government funding entities.

One new ordinary member of the Committee was elected at the Annual General Meeting in October 2019. Ms Káti Gapaillard brings a diverse range of skills to the organisation including governance, commercial, government, customer/community relations, social welfare and prior board experience. We welcome her to the team.

Our thanks are also due to Mr Dave Woodlock and Ms Jacqui Timmins who retired from the Committee during the year. Dave and Jacqui had been members of the Committee since 2017 and contributed greatly in continuing the strategic transformation of the business. Their service to LNSCT is much appreciated.

The Committee's most important sub-committee is the Audit, Risk and Compliance Committee. We have been fortunate to have Mr Paul Denmeade as Independent Chair and Mr David Gates as Independent Member of this committee during the year. The Committee is grateful to them for volunteering their time, skills and experience to the organisation. The previous Independent Chair, Mr Robert Lagaida, retired during the year and his service to LNSCT is greatly appreciated.

To our patrons Mr Trent Zimmerman and Ms Jenny Thomas we thank you for your support.

Finally, I sincerely thank all the Committee 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 a diverse set of skills and experience. I also thank our association members for their support.

Best wishes for the coming year.

Paul Ashby  
**President GAICD**  
**Lower North Shore Community Transport Inc.**

## Management Committee



Paul Ashby

President & Management  
Committee Member



Bernadette Cossettini

Management Committee  
Member



Káti Gapailard

Management Committee  
Member



Alexandra Meldrum

Management Committee  
Member



Konrad Schalch

Management Committee  
Member



Raymond Wong

Management Committee  
and Audit, Risk and  
Compliance Committee  
Member



Ralph Youie

Management Committee  
and Audit, Risk and  
Compliance Committee  
Member

### Memorandum of Understanding – 30 June 2024



Crows Nest Centre



Waverton Hub

## General Manager's Message – Robert Bell



The willingness of our staff to work together, to compromise, to help each other was tested in the last four months of FY20.

We came through stronger, more skilled, more flexible, with more understanding and giving than before. The upside of COVID-19 is the resilience of the staff to rapidly adjust to external events.

### **Preparation for FY20**

During FY19 we 'tooled up', a 31% increase in vehicle numbers in one year. More vehicles, a younger fleet overall to meet anticipated increased demand in FY20. No vehicles were bought in FY20.

Then the most eventful year happened. From the day the FY20 doors opened, LNSCT embarked on a plan to grow the client base to meet the capacity of a newer larger fleet. A dramatic rise in passenger trips from July 2019 to February 2020 occurred, eight months of continuous growth exceeding all levels of the previous years' passenger trip numbers. We were exceeding all funded trip categories by a significant margin. So well was LNSCT tracking we began drawing down on reserves to subsidise the unfunded trips.

### **A Black Swan landed March 2020**

Like a bolt of lightning, COVID-19 hit us with immediate impact. Suddenly all what was normal was no longer. In a day we had to rethink all the 'chain links' we had that would make us more vulnerable to the virus. I identified the perimeter risk issues to tackle first that could directly strike our core business and even shut us down. Over the next three weeks I developed 17 policies and procedures to try and stop a direct hit on the business, namely a positive COVID-19 case with driver(s) and/or office staff leading to business shutdown. Time was not on our side. As each policy/procedure was developed it came into force the next day. It was so critical to break the links in the chain to a positive COVID-19 case, to try to prevent the virus accessing any staff and possibly infect others. At the same time staff were 'pivoting' from one function to a totally different function. What we did before, we did not do now. There was no business as usual on any level except Accounts. All else was put on hold to support the goal of sustainability of the business from a health and wellbeing perspective for all staff and clients yet simultaneously reduce costs, source new grants, achieve supplier savings and find new suppliers to enable us to continue to operate.

We are most thankful for the Australian Government JobKeeper Program to give us the financial relief so we could focus on the business changes. I have thanked our local Federal Member and Patron, Mr. Trent Zimmerman, Member for North Sydney, for the JobKeeper Program support which has contributed to our sustainable survival.

The Management Team wish to thank President Paul Ashby and the Management Committee (MC) for their ongoing understanding and guidance. During the last four months of COVID-19 the MC understanding was particularly noted. Staff at home, at work in the same week and all necessary infrastructure set up off site still carries on today, three months into FY21. The journey has been stressful for all 23 staff but the support of the MC in recognising the complexities we have been addressing has been most helpful.



## General Manager's Message

### **FY20, also a year of progress**

In the background to the year that will be remembered, higher levels of compliance and more technological adaptations have continued to be adopted. Driver and staff computer training increased, more modules, more webinars and more frequent communication. Our tenacity to achieve, to learn and adapt has enabled our ability to succeed so well while addressing the 'invisible' virus, such a potential major disrupter to the business

Embracing change where it is practical is critical for any organisation. All that is known 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 at LNSCT strive to better serve our clients. Each year we work harder to make the next year better for all our clients and make sure our staff are given the best resources to meet the expectations of the MC and the contractual arrangements and compliances for all our contracts while looking for future opportunities.

We pride ourselves on seeing the options, rising to meet expectations as a team in a highly ethical manner with all staff displaying a tremendous camaraderie towards one another. All staff undertake courses and training with the objective of performing better, more efficiently as well as gaining extra skill sets for their future.

### **Celebrations along the FY20 journey**

Many FY20 highlights to celebrate. Our survival was one of the most important goals to achieve. Beyond that, LNSCT also continued to provide many more passenger trips in the Council areas of Mosman, North Sydney, Willoughby and Lane Cove. Lower North Shore trips increased with many from inside to outside the above Council areas. We received a glowing testimonial from North Sydney Council for our support of their residents during COVID-19 and on-going service delivery.

- A new contract was signed with Willoughby City Council to 31<sup>st</sup> October 2022.
- Our revised organisational structure enabled an increased operational capacity and communication effectiveness. The structure enabled internal operating teams to deliver quality outcomes during the year, including the time of COVID-19.
- We achieved a new record for service testimonials from individuals and organisations.
- Over 97% customer satisfaction was a new record.
- We achieved higher RouteMatch trip data compliance and greater accuracy levels
- Our organisation reached out and secured more on-going services, a new record level.
- We punched above our weight achieving record grants and marketing awareness
- We achieved greater administration savings, discounts and service value than FY19

A big thank you to all staff for a tremendous work ethic and loyalty to LNSCT. It has been a pleasure to work with you. Congratulations to Rodney Roberts (Transport Services Manager) for achieving a high distinction for his Bus Operator Accreditation Scheme exam. To our Patrons Mr Trent Zimmerman and Ms Jenny Thomas thank you for your support. We look forward to working with you all again in FY21. A new year, new opportunities and new challenges.

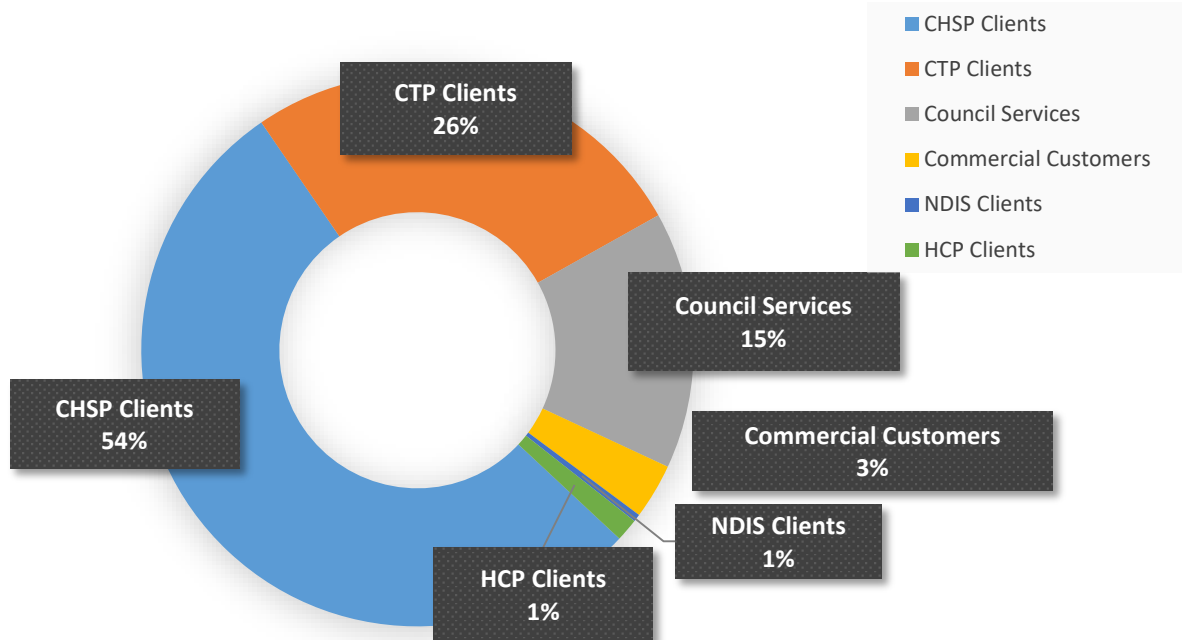
Robert Bell

**General Manager**

**Lower North Shore Community Transport Inc.**

# Transport Services Manager's Report – Rodney Roberts

## Client Profile – FY 2019/ 2020



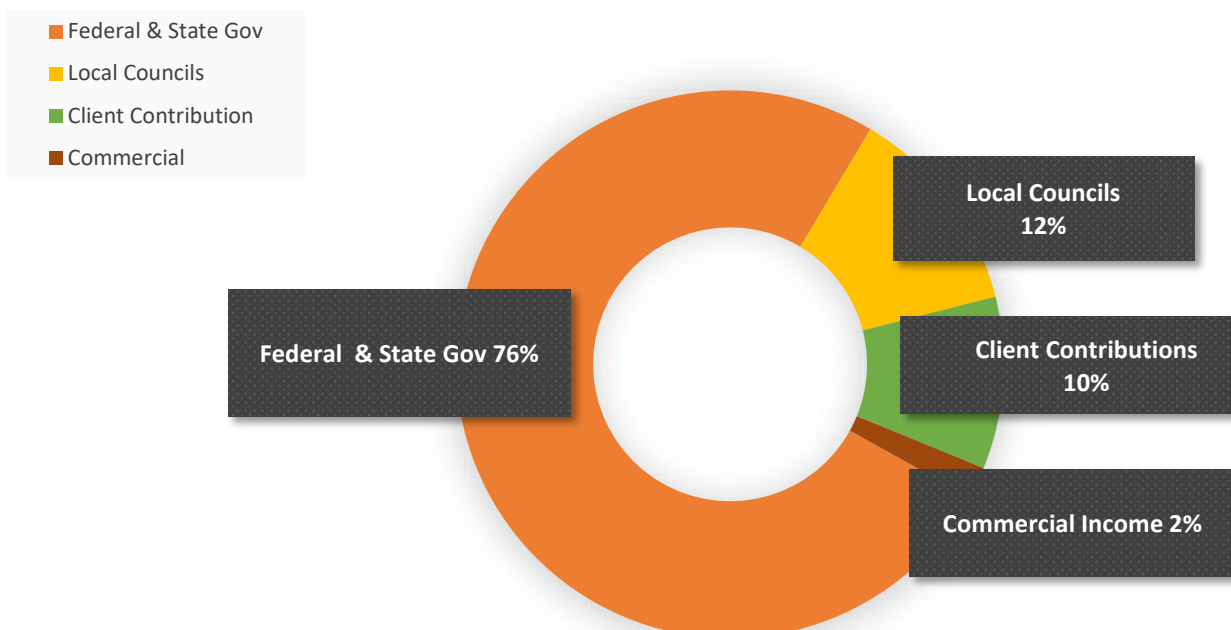
**Community Home Support Program (CHSP):** is a Federal Government Funded program supporting Senior Australians to access entry-level support services to live independently and safely at home.

**Community Transport Program (CTP):** is a State Government Funded program to assist individuals when mainstream transport may be inaccessible due to physical, social or geographical circumstances.

**Home Care Package (HCP):** is a Federal Government Funded program supporting older people with more complex care needs that go beyond the Commonwealth Home Support Programme support.

**National Disability Insurance Scheme (NDIS):** is a Federal Government Funded program that supports consumers under 65 Years who have permanent and significant disability, to access services.

## Funding Profile – FY 2019 / 2020



## Our Team



The delivery of our service and client satisfaction would not be possible without the collective efforts of our Management, Administration and Driving Team;

|                    |  |
|--------------------|--|
| Robert Bell        | General Manager                            |
| Rodney Roberts     | Transport Services Manager                 |
| Rona Doherty       | Financial Manager                          |
| David Payne        | Transport Coordinator                      |
| Olivia Ladd-Hudson | Systems Coordinator & Community Engagement |
| Claerwen Armstrong | Administrative Support                     |
| Tina Hore          | Administrative Support                     |
| Barry Rutter       | Senior Driver Support                      |

Our continued thanks to our fourteen professional and friendly Drivers;

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

The combined service of the Drivers at Community Connect Transport spans in excess of 115 years and we could not do it without their continued enthusiasm and commitment.



I found Community Connect Transport was a wonderful way to travel to appointments. Drivers all very friendly and helpful

– Helen



I always enjoy the bus trips very much. The drivers and the assistants are always so courteous, and helpful and kind and always enhance the day's experience

– Robin



A brilliant company, will always recommend to others and the drivers go out of their way to help

– Elsa



**community**  
**connect** transport

## Our Friends of Community Connect Transport



The outings – a wonderful service which was very much missed by many during the pandemic. Community Connect the best community service on the North Shore, wonderful caring staff & drivers

– Carol



I have been with Community Transport for 11 years and I find them very helpful

– Marlene



Your community buses are fabulous. I have recommended your services to numerous other people

– Helen

*NB: some photographs contained within this document pre-date COVID-19 social distancing requirements*



Fantastic service,  
extremely helpful,  
lovely drivers.

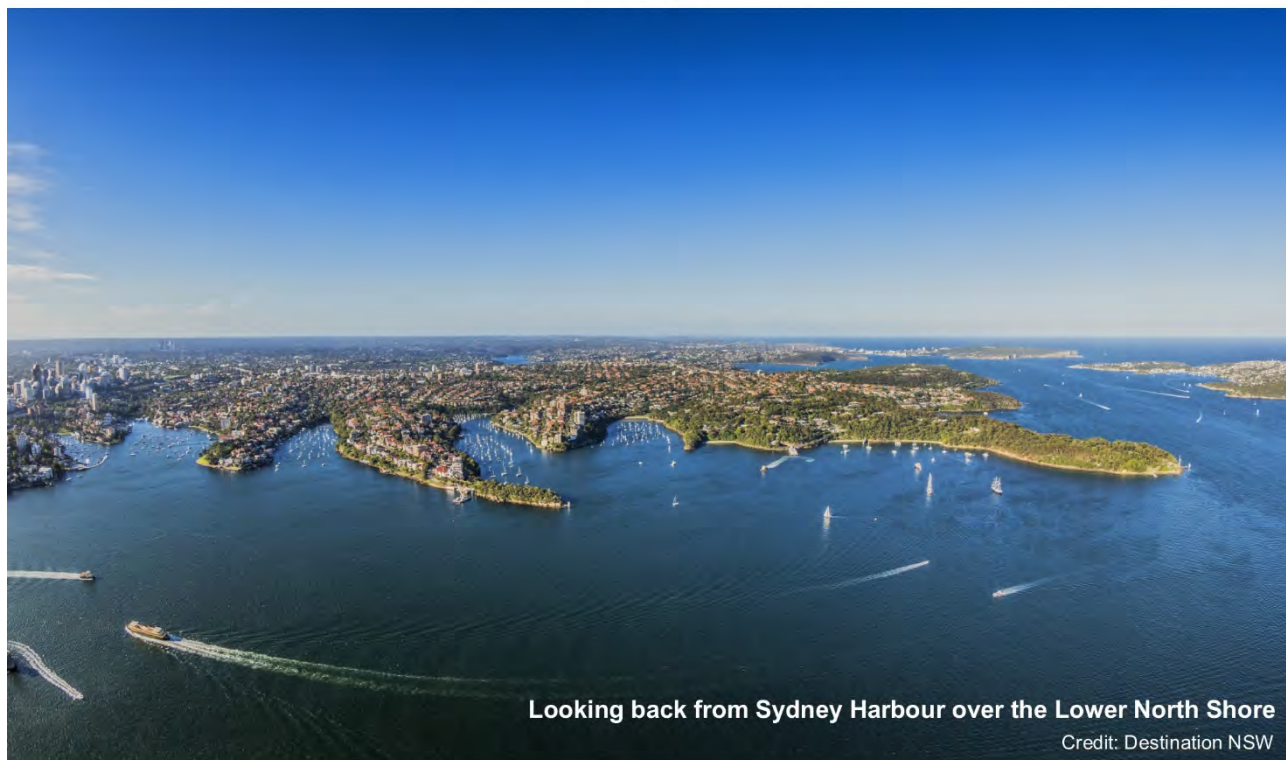
- Lorraine

I always enjoy the bus trips  
very much. The drivers  
and the assistants are  
always so courteous, and  
helpful and kind and  
always enhance the day's  
experience.

- Robin

I could not speak more  
highly of the service you  
provide and am grateful  
for all the kindness and  
courtesy received.

– Mavis



I would be lost  
without you,  
thank you.

– Joan

The drivers, office staff  
care, so helpful. The  
schedulers seem to be so  
successful in arranging  
and rearranging runs.

- Alison

I am very grateful  
to be able to use  
community transport  
for medical and  
hospital visits.

– Shirley



NB: some photographs contained within this document pre-date COVID-19 social distancing requirements



I congratulate the drivers  
who have called for me,  
on their courtesy  
and helpfulness.  
Much appreciated.  
– Helen

I'm just so grateful  
that your services  
are available to me!  
– Jeanene

I'm more than happy the  
way Community Connect  
Transport operates.  
Your drivers are so well  
mannered and caring  
to your clients.  
– Margaret



I thank you are doing  
an excellent service and  
all your drivers are  
punctual, polite and  
lovely people.  
Thank you .  
– Agnes

I don't think it can be  
any better its perfect.  
Thank you.  
– Amy

The outings are a good  
way to get out of the  
house, into the fresh air  
and provides us with a  
good opportunity to meet  
and socialise with other  
people of our own age.  
- Ray



*NB: some photographs contained within this document pre-date COVID-19 social distancing requirements*





Thank you to the drivers who are professional, warm and thoughtful. The selection of drivers is to be highly commended. Keep doing what you are doing!

– Rosemary



I am a carer for my elderly friend - it's a great relief to me when the drivers assist my friend with great care in and out of the vehicles.

Thank you

– Denise



I cannot fault your services and appreciate them very much, without them I would not be able to move about very much

– Barbara



I no longer need your service as have completed my rehab but I wanted to pass on my thanks for an incredible service, without you I wouldn't have gotten there & every single driver is lovely

– Dianne



Very good service, at present the short outings are wonderful and enables us to get out of our homes for a while

– Shirley



We really appreciate having this service especially when there is no parking available at the medical office

– Samuel



I think the service is great and I would be lost without it. All the drivers are friendly and helpful

– Margaret



*NB: some photographs contained within this document pre-date COVID-19 social distancing requirements*



## Supporting our Community

### Lane Cove Library 'Community Hot Desk'

(July)

Claerwen from our Community Connect Transport Team enjoyed meeting with visitors to the Lane Cove Library (July 2019) through their 'Community Hot Desk' initiative.

It was so lovely to chat with some new and familiar faces about our transport services available to Lane Cove residents to travel around the area and beyond.



### Trent Zimmerman MP's – North Sydney Senior's Expo

(October)

We proudly partnered with Trent Zimmerman, Federal Member for North Sydney, to provide transport for guests to his 4<sup>th</sup> Annual 'North Sydney Senior's Expo' at Norths, Cammeray. Officially opened by Sir Peter Cosgrove and accompanied by Lady Cosgrove.

We were also fortunate to have our President, Paul Ashby, General Manager, Robert Bell, and Patron, Jenny Thomas OAM from Community Connect Transport attend on the day.



L-R: Trent Zimmerman MP, Sir Peter and Lady Lynne Cosgrove, Jenny Thomas OAM, Robert Bell, Paul Ashby



# Supporting our Community

## North Sydney Council - International Day of People with Disability (Dec.)

The Coal Loader was excited to host North Sydney Council's International Day of People with Disability, an inclusion and education day for local school children.



**International Day of People with Disability**

**Super-Doggies!**  
with Guide Dogs NSW  
Students will meet and get the chance to interact with a guide dog and their handler and will learn some simple ways they can help someone with a vision impairment.

**Super-Kids!**  
with Studio A  
Greg is a professional comic artist with a disability. Greg will invite students to be sketched, asking a few questions to depict their comic ego in animation.

**Wheelle Time!**  
with Wheelchair Sports NSW  
Students will experience first-hand what it feels like to play basketball on wheels and learn how sports are adapted for people with a disability.

**Blind Cricket**  
with Cricket NSW  
Students will learn the basics of Blind Cricket from members of the elite Australian Blind and Low Vision Cricket Team.

**Interactive Puppet Show**  
with SSI - Our Voices Project  
Alex and his puppet, Tom, will take students on a literary journey to understand that everyone has unique abilities.

**This is how I roll!**  
Q&A with Paul Nunnari aka The Other Superman  
Paul is a Paralympic silver medalist, flew high as the Other Superman on Australia's Got Talent, is a Guinness Book of World Records holder and was named a finalist for the Human Rights Medal.

Coal Loader Centre for Sustainability  
Tuesday 3 December 2019, 9.30am-2.45pm  
For more information contact Camille Tobia, Access and Inclusion Coordinator at North Sydney Council on 9936 8195 or camelatobia@northsydney.nsw.gov.au

Logos: CRICKET NSW, SSI, community connect transport, wheelchair sports nsw, Guide Dogs NSW/ACT, NORTH SYDNEY COUNCIL



Community Connect Transport provided transport to students and guest speakers on the day; <https://www.facebook.com/225549747535406/videos/193427838715319>

## Lane Cove Council – 2020 Seniors Festival ‘Love to Celebrate’ (February)

Proudly partnering with Lane Cove Council in support of 2020 Seniors Festival ‘Love to Celebrate’ with a trip to ‘The Chocolate Factory’ at Gosford on Valentine’s Day!





## Supporting our Community

### North Sydney Council – 2020 Seniors Festival ‘Love to Celebrate’ (February)

North Sydney Council also celebrated the 2020 Seniors Festival with a wide variety of activities and events supported with transport by Community Connect Transport.



**NORTH SYDNEY SENIORS FESTIVAL 2020**

*Love to celebrate*

**12-23 FEBRUARY**  
northsydney.nsw.gov.au/seniorsfestival

**COMMUNITY CONNECT TRANSPORT**

Transport to and from events for the Seniors Festival can be arranged through Community Connect Transport for North Sydney Council Residents.

The transport icon denotes when transport is available. Please contact Community Connect Transport on 9490 9500 to discuss your transport needs.

**community connect transport**

Logos included: arts & culture in north sydney, FELICITY WILSON MP, NORTH SYDNEY community CENTRE, THE KIRIBILLI CENTRE, the Cool Loader CENTRE FOR SUSTAINABILITY, North Sydney Men's Shed, ccnb community care + well being, neutral bay COMMUNITY CENTRE, community connect transport, SBN Foundation, Crow's Nest Centre Connecting Our Community.

### Felicity Wilson MP – North Sydney Seniors Forum and Local Awards (Feb.)

As part of North Sydney Council's launch of their 2020 Seniors Festival, Felicity Wilson, Member for North Shore held the North Sydney Seniors Forum for local Seniors to learn about services available to them and recognise the volunteer work of our local Seniors.

Supported also by Denise Ward from the Crows Nest Centre, Deputy Mayor Cr Stephen Barbour from North Sydney Council and Minister for Seniors, Geoff Lee.



L-R: Minister for Seniors Geoff Lee, Robert Bell, Denise Ward, Deputy Mayor Cr Stephen Barbour and Felicity Wilson Member for North Shore

## Supporting our Community

### Community Hour Shopping

In response to Community Hour Shopping being offered by major Supermarkets at the height of the pandemic, Community Connect Transport altered our service hours to commence earlier to meet the needs of Lower North Shore Seniors to ensure access essential needs and services. This swift response to adapt to the changing landscape was gratefully received by our clients which was evident in their uptake of the service.

## With Thanks to Our Patrons for Their Support

### Jenny Thomas OAM



We are thankful for Jenny Thomas OAM that she always finds the time to support us in our efforts to promote accessible Community Transport throughout the Lower North Shore.

Jenny is also very handy at picking a winner from our most recent survey responses.

Our thanks again for all that you do for Community Connect Transport & our clients.

### Trent Zimmerman MP – Federal Member for North Sydney

Trent Zimmerman MP has long been a supporter of Community Connect Transport and we thank him for his continued Patronage along with support of our organisation to provide our essential service of transport to Seniors of the North Shore.



North Sydney Seniors Expo – October 2019



# Our COVID-19 Activities for our Community

## Client – Reach Out Program

When the effects of COVID-19 took a greater hold and impacted the delivery of our service, we seamlessly diverted our efforts by enacting a *Reach Out Program* to our clients from March through to June. With social distancing being encouraged, especially within our more vulnerable communities, we were acutely aware of the impact this would have.

We reached out with a touch base round of calls over those four months to see if there was anything our clients may need, put them in contact with support services, provided information and checked in for a chat.

## Spot Toby the *Community Connect Transport* Bear

As an organisation we wanted to do more to contribute to our communities' health and wellbeing in addition to our 'Reach Out Program'. We landed on joining the initiative that was already in full swing around the world to aid in combatting social isolation and bring communities together by going on a 'Bear Hunt' around their local area.

From this outreach 'Toby' the Community Connect Transport Bear joined our Team! Clients received a letter from our General Manager encouraging them to adopt Toby, display him in a street front window and participate in their local 'Spot the Bear' initiative. No one could resist this cute and cuddly new found friend who provided a welcomed distraction during a time when daily routines had changed for both children and adults.



**Community Connect Transport**  
Lower North Shore - Level 4, 4/100 Pacific Parade, North Sydney NSW 1585  
(PO Box 880, Greenwell NSW 1585)  
P: 9490 9500  
E: [info@communityconnect.org.au](mailto:info@communityconnect.org.au)  
W: [www.communityconnect.org.au](http://www.communityconnect.org.au)

6th May 2020

Dear Friends of Community Connect Transport,

You may have noticed that Teddy Bears are everywhere at the moment and everyone is going on a Bear Hunt around your neighbourhood.

People all around the world have been putting teddy bears and other soft toys in windows and trees and on balconies, encouraging children to go outdoors for a walk with adults while hunting for teddy bears.

The local Bear Hunts are inspired by the children's book 'We're Going on a Bear Hunt' by Michael Rosen and Helen Oxenbury and are a welcome distraction during a time when daily routines have changed for both children and adults.

Community Connect Transport would like to invite you to be part of this global and local initiative that is bringing communities together during these unprecedented times.

Next week our Drivers along with an Office Representative will deliver to you a cute cuddly teddy bear which we encourage you to display in your street front window for all to see and for children around the area to 'Spot the Bear'.

Should you have any queries about this initiative we welcome you contacting our office 9490 9500 otherwise we look forward to introducing you to your cuddly friend 'Toby' that you will find awaiting adoption on your doorsteps via contactless delivery.

We hope that you are keeping well and remember that should you need support with your transport needs around the Lower North Shore and beyond our service is here to assist you Monday to Friday from 7am for local Community Hour shopping.

Best Regards,  
*Rob Bell*  
Rob Bell  
General Manager  
Lower North Shore Community Transport trading as Community Connect Transport.

**Spot the Bear**  
with  
**community connect transport**

Keep an eye out for 'Toby' around your neighbourhood!

Everyone is going on a Bear Hunt as part of this global and local initiative that is bringing communities together.

We are encouraging children to go outdoors with an adult for a walk to **Spot Toby the 'Community Connect' Bear** in their local area and see how many they can find!

Also, enter our 'Spot the Bear Prize Competition', contact us 9490 9500 / [info@communityconnect.org.au](mailto:info@communityconnect.org.au) with his locations & the most Toby sighting's will Win!

For further details please contact our office.

Toby also took us on a visit to Northside Radio (FM 99.3) in May to promote his newfound presence around the area.

Thanks Georgie for making us feel so welcome and spreading the word about Toby and Community Connect Transport.

NB: social distancing was observed in these photos



# Testimonial from Our Partner – North Sydney Council

10 August 2020

The decision North Sydney Council made almost three decades ago to contract out its fleet of buses and procure specialist industry knowledge and management services from Lower North Shore Community Transport, has delivered results far beyond expectations and benefits continue to flow. Community Transport is at the heart of Council's Access and Inclusion Strategy and is a fundamental plank of our program to reduce social isolation.

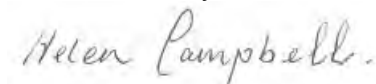
We have been well served by previous Lower North Shore Community Transport teams and our original goals of improved utilisation, cost efficiency and innovative levels of service have galvanised with the present dynamic Management Team lead by Robert Bell with his second in command Rod Roberts. Under their stewardship the service has grown as a service of customer service excellence.

They have dedicated their time to building relationships and meeting need. I am impressed with the respect they have demonstrated for their users and the constant positive feedback I receive from our Community Services.

At the core of the service have been the Drivers, I constantly hear glowing praise of them from the community. It seems nothing is too much trouble and their friendly obliging disposition make the trips a truly social experience for our residents. They have become trusted and essential friends to the community they serve.

The Team have balanced the professionalism of a service with a relationship of deep and enduring friendship for their customers, akin to an extended family.

Yours faithfully,



Helen Campbell  
**Manager, Community Development**  
**North Sydney Council**



Helen Campbell and Robert Bell



Helen Campbell and Rodney Roberts



# Newsletter Snapshot

July – September 2019

JULY-SEPT 2019 WINTER EDITION

Issue #7



**Community Connect News**

July-Sept 2019 Winter Edition




Community Connect Transport services North Sydney, Willoughby, Lane Cove and Mosman Local Government Areas and is based at the Crows Nest Community Centre, 2 Ernest Pl, Crows Nest NSW 2065 | (02) 9490 9500 | www.communityconnect.org.au

IN THIS ISSUE

## Newsletter

The Management and staff would like to thank all our customers for their continued support in using our services and all the lovely compliments we have received.

Our social outings have been very popular and booking out quickly. Because of the high demand of our social outings we recommend booking early to avoid missing out. An opportunity to meet new friends and enjoy the sunshine and scenery along the way. Feel free to bring along a family member or friend!

To book transport or social outings  
9490 9500

## A message from Community Connect Transport

### New Vehicles

We are proud to have 2 new vehicles in our fleet. A 24 seater Rosa 5 bus and also a 6 passenger Honda Odyssey.

Trent Zimmerman's support of our grant application to the Australian Government has rewarded us with funds to contribute to the cost of the new Honda Odyssey.

"Our mission to you is to provide you the best service we can and respond as fast as possible to meet your needs."

Rob Bell, General Manager



Photo: Federal Member for North Sydney Trent Zimmerman, MP and Rob Bell, General Manager, LNSCT



October – December 2019

OCTOBER - DECEMBER 2019 SPRING/SUMMER EDITION

Issue 8



**Community Connect News**

October - December 2019 SPRING/SUMMER EDITION




Community Connect Transport services North Sydney, Willoughby, Lane Cove and Mosman Local Government Areas and is based at the Crows Nest Community Centre, 2 Ernest Pl, Crows Nest NSW 2065 | (02) 9490 9500 | www.communityconnect.org.au

IN THIS ISSUE

## Newsletter

We will soon be well into Spring, one of the most beautiful seasons to enjoy around Sydney! This is our latest Spring/Summer Edition for the new social outings program.

Upcoming is the North Sydney Seniors Expo where LNSCT are providing transport to and from the event from your doorstep. A gold coin donation is required for each way and an advance booking needs to be made to our office.

We wish you all a Merry Christmas and a Happy New Year over the festive period and a safe and wonderful time with your families and friends.

To book transport  
call us on  
9490 9500

## Happy New Year 2020 from all the staff at Community Connect Transport!



**community connect transport**

January – March 2020

JANUARY TO MARCH 2020 SUMMER EDITION

Issue 9



**Newsletter & Social Outings Calendar**

2020 SUMMER EDITION January - March





Servicing Lane Cove, Mosman, North Sydney & Willoughby Council Areas

IN THIS ISSUE

Social Outings Calendar/ Christmas & New Year Office Hours & Lots More!

By now most of us are planning those New Year Resolutions or revisiting old ones we long left some time ago.

Since our last Newsletter there was of course the North Sydney Seniors Expo, which many of you came along to on the day to receive information about Local Aged Care Providers, and meet the Community Connect Transport team. It was lovely that so many of you took the time to come up and say hello!

We take this opportunity to again wish all our clients a safe and wonderful time with your families and friends over the upcoming festive period.

Merry Christmas & Happy New Year!

**Wishing All a very Merry Christmas & Happy New Year and a joyful, bright and prosperous year ahead!**

*Sneak Peek below of what's inside of the many new, exciting and client favourite destinations in and around Sydney that we will be visiting over the coming months. As you know, our weekly Social Outings are very popular and book up quick so if something catches your eye make sure you get in early to avoid disappointment!*



Innovations



9490 9500

communityconnect.org.au

Crows Nest Centre, Level 3 - 2 Ernest Place,

community connect transport providing Community Transport since 1993

APRIL/ MAY/ JUNE 2020 AUTUMN EDITION

Issue 10



**HAPPY EASTER**

**Newsletter**

2020 AUTUMN EDITION April ~ May ~ June





Servicing Lane Cove, Mosman, North Sydney & Willoughby Council Areas

IN THIS ISSUE

New Credit Card Payment Option - Easter Long Weekend Hours Message from our General Manager Re: Social Outings - Cancelled

Where we've had fun these past months with you



Congratulations to Our Survey Winners

Thank you to all our clients that took the time to complete our Annual Survey, your feedback highlighting areas where we can improve and complimenting your service experience is invaluable & greatly appreciated!

Also, congratulations to our Gift Card Winners drawn by our Patron, Jenny Thomas OAM & our GM, Robert Bell.

Winners drawn at random by initial and postcode:

- N.J., 2061
- J.L., 2067
- M and J.H., 2064
- F.M., 2065
- N.L., 2068

New Credit Card Payment Option

We are now able to offer our clients the ability to pay in advance using a credit card. You will now be asked if you wish to use this facility when you phone in to make a booking. The system will also require an email address so that we can send you a copy of your receipt. If you do not have an email address but are happy to use another family member's email address if preferred. For further information or any queries please contact us.

Upcoming Public Holidays & Office Closure

For your note, our office and transport service will be closed on the following upcoming weekday Public Holidays:

- Good Friday (Friday 10th April)
- Easter Monday (Monday 13th April)
- Queen's Birthday (Monday 8th June)

9490 9500

communityconnect.org.au

Crows Nest Centre, Level 3 - 2 Ernest Place, Crows Nest NSW

community connect transport providing Community Transport since 1993

# Our Technology

RouteMatch is our key operating system for Customer Relationship Management, bookings, vehicle scheduling and dispatching, billing, data reporting, business analytics, fleet management and real time driver communication.

Over the past year at Community Connect Transport, we have taken leaps and strides in fully intergrating RouteMatch into our Daily Operations and Reporting that has enabled us to increase efficiency and continue to implement new procedures.

We have also made great progress in our Data and Reporting from RouteMatch to our Funding Partners with feedback that our organisations reporting accuracy was 99.84%.

We are looking forward over the next 12 months to intergrate some new initiatives, as being rolled out by RouteMatch, this will enhance our exisitng operations and streamline our present booking process.

## → New Technologies for Your Communities

Routematch products being offered are:

- 1 One Mobility - MoD, Customer App & Driver App
- 2 Transit Miner Reporting Platform



**transit**miner



### 1 One Mobility



**Tell us**

### 3 Transit Miner Reporting Platform

**transit**miner

Transit Miner helps you get the most out of your community transport resources



"Set it and forget it" tool that monitors system performance and helps improve asset utilisation



Easy-to-use web-based software that shows how your system is performing and suggests changes you can make to boost effectiveness





## Financial Snapshot

The financial statements for the year ended 30 June 2020 have been independently audited by Moore Australia and in its unqualified opinion the full financial report represents the true position of LNSCT finances. The full financial report can be downloaded at the ACNC website ([www.acnc.gov.au](http://www.acnc.gov.au)).

### Lower North Shore Community Transport Incorporated

Financial report for the year ended 30 June 2020

#### Statement of Profit or Loss and Other Comprehensive Income

| Figures in Australian Dollars         | 2020             | 2019             |
|---------------------------------------|------------------|------------------|
| <b>Income</b>                         |                  |                  |
| Government contract funding           | 1,387,758        | 1,332,241        |
| Transport services income             | 216,921          | 248,359          |
| Other income                          | 281,307          | 30,726           |
| Interest income                       | 11,156           | 6,149            |
|                                       | <b>1,897,142</b> | <b>1,617,475</b> |
| <b>Expenses</b>                       |                  |                  |
| Employees                             | 1,474,787        | 1,218,706        |
| Administration                        | 143,655          | 181,154          |
| Motor vehicles                        | 146,645          | 146,090          |
| Transport services                    | 39,898           | 39,270           |
| Depreciation                          | 47,896           | 38,799           |
| North Sydney Council Farebox          | -                | 9,466            |
|                                       | <b>1,852,881</b> | <b>1,633,485</b> |
| <b>Surplus/(Deficit) before tax</b>   | <b>44,261</b>    | <b>(16,010)</b>  |
| Tax expense                           | -                | -                |
| <b>Surplus/(Deficit) for the year</b> | <b>44,261</b>    | <b>(16,010)</b>  |

#### Statement of Changes in Equity as at 30 June 2020

| Figures in Australian Dollars       | Vehicle Replacement Reserve | Accumulated surplus | Total equity     |
|-------------------------------------|-----------------------------|---------------------|------------------|
| <b>Balance at 1 July 2018</b>       | <b>320,357</b>              | <b>734,491</b>      | <b>1,054,848</b> |
| Deficit for the year                | -                           | (16,010)            | (16,010)         |
| Transfers between equity components | 49,345                      | (49,345)            | -                |
| <b>Balance at 30 June 2019</b>      | <b>369,702</b>              | <b>669,136</b>      | <b>1,038,838</b> |
| <b>Balance at 1 July 2019</b>       | <b>369,702</b>              | <b>669,136</b>      | <b>1,038,838</b> |
| Surplus for the year                | -                           | 44,261              | 44,261           |
| Transfers between equity components | 134,700                     | (134,700)           | -                |
| <b>Balance at 30 June 2020</b>      | <b>504,402</b>              | <b>578,697</b>      | <b>1,083,099</b> |

# Financial Snapshot

## Lower North Shore Community Transport Incorporated

Financial report for the year ended 30 June 2020

### Statement of Financial Position as at 30 June 2020

| Figures in Australian Dollars        | 2020             | 2019             |
|--------------------------------------|------------------|------------------|
| <b>Assets</b>                        |                  |                  |
| <b>Current Assets</b>                |                  |                  |
| Cash and cash equivalents            | 1,067,286        | 819,385          |
| Trade and other receivables          | 86,495           | 50,198           |
| Prepayments                          | 10,268           | 13,906           |
| <b>Total Current Assets</b>          | <b>1,164,049</b> | <b>883,489</b>   |
| <b>Non-current Assets</b>            |                  |                  |
| Property, plant and equipment        | 320,296          | 331,773          |
| <b>Total Non-current Assets</b>      | <b>320,296</b>   | <b>331,773</b>   |
| <b>Total Assets</b>                  | <b>1,484,345</b> | <b>1,215,262</b> |
| <b>Liabilities</b>                   |                  |                  |
| <b>Current Liabilities</b>           |                  |                  |
| Trade and other payables             | 64,945           | 51,916           |
| Deferred government contract funding | 94,490           | 39,111           |
| Provisions                           | 214,611          | 70,497           |
| <b>Total Current Liabilities</b>     | <b>374,046</b>   | <b>161,524</b>   |
| <b>Non-current Liabilities</b>       |                  |                  |
| Provisions                           | 27,200           | 14,900           |
| <b>Total Non-current Liabilities</b> | <b>27,200</b>    | <b>14,900</b>    |
| <b>Total Liabilities</b>             | <b>401,246</b>   | <b>176,424</b>   |
| <b>Net Assets</b>                    | <b>1,083,099</b> | <b>1,038,838</b> |
| <b>Equity</b>                        |                  |                  |
| Vehicle replacement reserve          | 504,402          | 369,702          |
| Accumulated surplus                  | 578,697          | 669,136          |
| <b>Total Equity</b>                  | <b>1,083,099</b> | <b>1,038,838</b> |



# Financial Snapshot

## Lower North Shore Community Transport Incorporated

Financial report for the year ended 30 June 2020

### Statement of Cash Flows

| Figures in Australian Dollars                           | 2020             | 2019             |
|---|------------------|------------------|
| <b>Cash flows from operating activities</b>             |                  |                  |
| Receipts from customers and other sources               | 453,280          | 257,011          |
| Government contract funding                             | 1,585,026        | 1,371,352        |
| Payments to suppliers and employees                     | (1,765,142)      | (1,604,468)      |
| Interest received                                       | 11,156           | 6,149            |
| <b>Net cash flows from operating activities</b>         | <b>284,320</b>   | <b>30,044</b>    |
| <b>Cash flows from investing activities</b>             |                  |                  |
| Purchase of property, plant and equipment               | (36,419)         | (240,096)        |
| Proceeds on disposal of property, plant and equipment   | -                | 17,000           |
| <b>Net cash flows from investing activities</b>         | <b>(36,419)</b>  | <b>(223,096)</b> |
| <b>Net change in cash and cash equivalents</b>          | <b>247,901</b>   | <b>(193,052)</b> |
| Cash and cash equivalents at the beginning of the year  | 819,385          | 1,012,437        |
| <b>Cash and cash equivalents at the end of the year</b> | <b>1,067,286</b> | <b>819,385</b>   |



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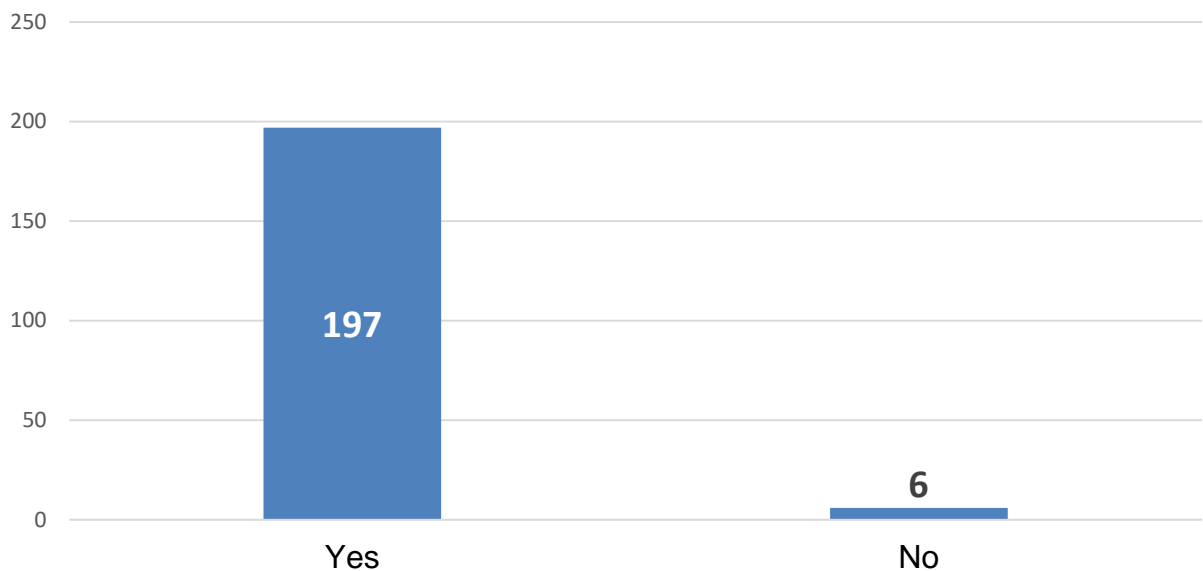


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## Our Commitment to You



**In general were you happy with the on-time running of your Community Transport Service?  
Yes / No**



**97% Satisfaction Response from Clients**



# 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 - thank you!

## Support from Government

Federal Government



**Australian Government**

NSW State Government



## Support from Councils

Lane Cove Council



North Sydney Council



Willoughby City Council



## Support from Community Groups

ACCA Community Services  
Armenian Community Welfare  
Chinese Christian Church  
Forest View Nursing Home  
Ku-ring-gai Council  
Macquarie Golden A Club  
North Shore Historical Society

Dougherty Community Centre  
Cromehurst School  
Glenaeon Rudolf Steiner School  
James Milson Village  
Manresa Group  
North Shore Probus Groups (8)  
Willoughby Public School  
Sydney Community Services

At Home With Willoughby  
Columbia Aged Care Services  
Greenway Tenants Association  
Kelly's Place- Children's Daycare  
Mosman Embroidery Guild  
Northern Pain Centre  
Your Side

## Transport Assistance Support

Thank you to our Transport Assistants for their invaluable contribution

Carol Eaton ~ Cate Allen ~ John Assheton ~ Libby Khor  
Maria Bailey ~ Sunita Mahadeva ~ Virginia Blaikie



**Community Connect Transport** assists our clients with travel around the North Shore of Sydney and beyond including accessing vital care support with transport to Hospitals throughout Sydney at The Royal North Shore, Mater, North Shore Private, Greenwich Private, Royal Prince Alfred, St Vincent's Public & Private, Sydney Adventist, Northern Beaches and Ryde Hospitals.

# community connect transport

Registered NDIS Provider



PO Box 846, Crows Nest NSW 2065

## 9490 9500

We invite Sponsors/ Partnerships & Donations are gratefully received.

Community Connect Transport (ABN 58 608 203592) is a Deductible Gift Recipient (DGR) and Donations can be Tax Deductible.