

Lower North Shore Community Transport Incorporated
trading as

community connect transport

Annual Report

2022



9490 9500

communityconnect.org.au

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

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Community Connect Transport acknowledges the Traditional Custodians of the land on which we work and live, the Cammeraygal People, and recognises their continuing connection to the land and community. We pay our respects to the Elders past and present.

NB: Some photographs contained within this document were taken prior to COVID-19 orders and restrictions.

North Sydney Community Awards 2021



An integral member of our organisation, Carol Eaton, has been assisting and improving the lives of our vulnerable clients through the “Reach Out Program Campaign”, touching base with clients on a weekly basis to see how they are going, providing updates on our services, letting them know about our upcoming social outings and checking in for a chat. Carol is also a regular on our Thursday Social Outings making sure that everyone is engaged and has a great time.

Carol, pictured above with Trent Zimmerman MP and Shane Fitzsimmons, Resilience NSW Commissioner, was nominated by Community Connect Transport in the North Sydney Community Awards for 2021, recognising the contribution and achievements of members of the North Sydney community.

Carol received her award *In Recognition of Outstanding Service to the Community*.

Our congratulations to Carol and our continued thanks to all our wonderful team of volunteers for their community service.

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 local government 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

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www.communityconnect.org.au

Achieved Strategic Goals

2021 - 2022

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

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

2. Secure government funding until 30 June 2023 and maintain high customer satisfaction

- Secured and aligned Transport for NSW and North Sydney Council funding contracts until 30 June 2023
- Succeeded in maintaining above 97% customer satisfaction for FY22

3. Achieve financial independence and long terms sustainability

- Increase the number of trips, locations and services offered, post COVID-19
- Secure new funding sources to grow the business
- Continuous improvement of service and skills to best serve more demographics

Strategic Plan

2020 - 2024

#1 Customer Focus

- 1.1 Deliver services that receive consistently high customer satisfaction ratings
- 1.2 Reach more clients and customers through marketing and brand recognition
- 1.3 Expand NDIS services and client numbers
- 1.4 Recover from COVID-19 business interruption



SAFE

#2 Financial Sustainability

- 2.1 Secure government funding beyond 2022
- 2.2 Renew, align and extend all contracts to 2024
- 2.3 Grow commercial income
- 2.4 Expand sponsorships, donations and grants
- 2.5 Expand strategic alliances



CARING

#3 Operational Excellence

- 3.1 Maintain full compliance with all regulations and contractual obligations
- 3.2 Implement technology solutions to enhance transport services
- 3.3 Strive to be an employer of choice
- 3.4 Maintain a sustainable level of volunteers



RELIABLE



AFFORDABLE



INNOVATIVE

#4 Social Responsibility

- 4.1 Employ best practice sustainability methods in the office
- 4.2 Create a low emissions vehicle fleet by 2024
- 4.3 Conform with all government policies on emissions and climate change
- 4.4 Review corporate social responsibility policy



APPROPRIATE

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 2022. An extract of our audited financial statements is available for review in this Report.

Financial report

LNSCT's financial position remains very strong with \$1.54 million cash in the bank and zero long-term debt even though Covid-19 restrictions continued to have a major negative effect on what and how we delivered transport services during the year. As government financial support comes to an end, we are focused on recovery and growing the services for our clients to pre-pandemic levels.

Total income decreased to \$1.79 million, down 17% on the previous year mainly due to lower government stimulus payments. Total expenses fell by 2.6% on the previous year to just under \$1.75 million, mainly due to reduced employee costs. Consequently, LNSCT's net income was a surplus of just over \$48,000 after all provisions for employee benefits and depreciation. The association's operating cash flow was a surplus of almost \$104,000, down 77% on the previous year also due to lower government financial support. As was the case in 2020 and 2021, income for the year was supported by substantial payments from the Commonwealth such as JobSaver. These payments compensated for the fact that our operations were at well below target levels of service delivery owing to COVID-19 lockdowns and restrictions, and without this support, the association would have reported a net income deficit. Nonetheless it is your Committee's view that LNSCT continues to be a going concern on the basis that it has sufficient cash reserves and that it continues to secure government funding for the foreseeable future.

Main activities

The Committee's main focus for the year continued to be ensuring LNSCT delivered on its core purpose and values while we kept our clients and staff safe during the pandemic. Our dedicated employees and volunteers had to endure yet another year of disruption, with long periods working from home and covering for absences as people recovered from COVID-19. Last-minute changes to compliance procedures and reports continued to challenge our staff as the pandemic evolved over the year, yet their resilience and dedication to the services provided to the community was outstanding. The pandemic caused some stops and starts in 2022, but it is encouraging to see trip numbers are now trending upwards and our advertising of group outings has been well received. The community needs these kinds of services to get the care they deserve and reconnect with friends and colleagues after all the restrictions and the anxiety of living with COVID-19.

We are very grateful for the various government stimulus payments that have been available to us over the past three years, but this support could not last forever and the association is working hard to replace this income. The Committee closely monitors financial performance and operational activities, including workplace health and safety, and management team is constantly making adjustments where necessary to follow the latest orders, restrictions and

President's Message

advice from various government agencies. The Committee and management will do its utmost to continue to provide services safely without jeopardising the health of our staff and clients. During the year Robert Bell and the management team were successful in securing the renewal of our primary funding contract with Transport for NSW through to the end of June 2023, which represents about two-thirds of the association's annual income. We are already preparing for the next round of funding and will continue efforts to secure extensions to all our transport service contracts as well as striving to win new contracts.

The long-term government funding environment remains uncertain, and we face increasing competition from other forms of public transport, so we need to make sure our fleet of cars, commuter vans and buses are up to date, fit for purpose and comfortable for our clients. The Committee will continue to approve investments in new vehicles when and if prudent to do so.

Strategy

In 2020 the Committee set in place a new Strategic Plan for the period to 2024. Underpinned by the organisation's vision, purpose and values, the Plan sets out four main objectives:

- Customer focus - continue to deliver our core services for the community;
- Financial sustainability - grow our existing funding and expand our funding sources;
- Operational excellence - maintain our compliance obligations while striving for better ways to operate; and,
- Social responsibility - plan for and adapt to the challenges of climate change.

For each of these objectives a comprehensive set of actions were developed, and Robert Bell and the management team have integrated these actions into the organisation's annual business plans and budgets. The Committee has not abandoned its longer-term plans to increase the diversity of our funding sources where appropriate, but we did have to put some of these plans on hold during the pandemic.

In 2021 the Committee reassessed the Plan in light of the ongoing pandemic and developed some additional actions to investigate building the organisation's long-term funding resilience. The Committee recognised that when the pandemic passed and changes to Commonwealth aged care funding likely to occur in 2023 was upon us, LNSCT would need to improve its ability to deliver services more efficiently. If we are going to meet our community's growing demand for safe, reliable and affordable transport services we need to think outside the box.

An area where we have had success is our cooperation with neighbouring community transport organisations in the northern Sydney region, particularly with Stryder in the Ryde-Hunters Hill area. We hope these partnerships will continue as we work more closely together in the future.

Many thanks

This is my fourth annual report since I was appointed President in 2018 and it is a privilege to continue to serve the association's members, the Committee, clients, staff and volunteers. The lifeblood of this association is its people. These times of pandemic have tested all our staff - our drivers, office employees and volunteers - yet no one lost sight of LNSCT's purpose,

President's Message

values and who we are as an organisation. Their hard work, dedication and commitment was most impressive, as was their willingness to cover for each other and work as a team. On behalf of the Committee, I sincerely thank them all.

A testament to the efforts of our staff is that this year LNSCT achieved its best ever service user satisfaction score with 99% of clients responding positively. In-person feedback and other correspondence from clients and government funding entities continues to be very supportive of the safe, caring and reliable transport services our staff provide for the Lower North Shore community.

The Committee also acknowledges the continued great leadership of our General Manager, Robert Bell, and is most appreciative of his hard work and commitment to the organisation throughout another challenging year. Our thanks are also due to Ms Kati Gapaillard who resigned from the Committee during the year. Kati had been a member of the Committee since 2019 and contributed greatly in continuing the strategic transformation of the business.

The Committee's most important sub-committee is the Audit, Risk and Compliance Committee. A new independent Chair of the committee, Mr John Pounder, was appointed during the year. John is an experienced chief risk officer and chief financial officer and brings extensive senior management experience leading internal audit, risk, finance and administration functions in sectors such as aged care, community housing, government, construction, and mining. We welcome him to the team. The previous independent Chair of the committee, Ms Annie Doyle, resigned last February and we thank her for her service.

Mr Paul Denmeade continued as an independent member of the committee, and we are grateful to him for volunteering his time, skills and experience to the association during the year.

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. It is a pleasure to work with such a talented group who bring such a diverse set of skills and experience. I also thank all our association members for their support.

Best wishes for the coming year.

Paul Ashby GAICD
President

Lower North Shore Community Transport Inc

Management Committee



Paul Ashby

President & Management
Committee Member



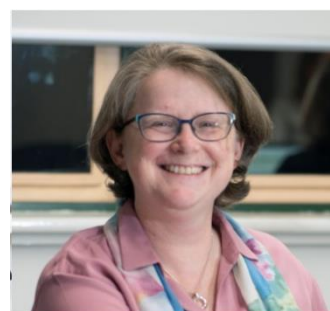
Bernadette Cossettini

Management Committee
Member



Káti Gapaillard

Management Committee
Member



Alexandra Meldrum

Management Committee
Member

**Kati Gapaillard resigned 21/02/2022*



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

Audit, Risk and Compliance Committee

Annie Doyle*
Independent Chair
John Ponder*
Independent Chair

Paul Denmeade
Independent
Committee Member

Raymond Wong
Committee Member

Ralph Youie
Committee Member

**Annie Doyle resigned 17/02/2022; John Ponder appointed 13/04/2022*

Memorandum of Understanding - 30 June 2024



Agreements signed with Crows Nest Centre and Waverton Hub for Community Connect Transport to be their preferred supplier of transport services.

General Manager's Message - Robert Bell



This is my fifth report to our wonderful community, and I especially wish to thank the team at Lower North Shore Community Transport Inc (LNSCT) for their dedication and assistance. I know many of you have had personal challenges over the last few years and I thank you very sincerely for your overriding commitment to the business and to each other to achieve the goal of serving our clients as best as possible.

To our Management Committee, and specifically the President Paul Ashby, I thank you all for your attention to detail and your very helpful understanding of the variety of challenges, never before experienced for our business, over an extended time frame. The support for decisions and choices, sometimes best guesses in what to do and often on a day-to-day basis during the prolonged pandemic, have been much appreciated.

A challenging three years

We have had three years of COVID-19 impacting adversely on the operation of our transport services business. For FY 20, 21 and 22 'lockdowns' have been a significant feature causing significant disruption to providing services for our valued clients. A roller coaster ride is not overstating the situation as we lurched up and down in and out of lockdown. All the instability had a significant impact on drivers and office staff. I am very thankful for the dedication, commitment and support that has been given to our clients in their hour of need through our reach out program (ROP) during lockdowns and in between lockdowns. Hopefully, the trifecta of COVID-19 years is behind us now and we can settle down to focusing on service improvements and greater efficiencies to keep costs under control for the benefit of our individual clients, group travellers and we contribute to the sustainability of the business. We have engaged in many programs in the last few months of FY22 to demonstrate we are back to full strength in our ability to service more clients more often. To our team who are all working to serve residents, within the four council areas (North Sydney, Willoughby, Lane Cove and Mosman) and beyond, as fully as possible, thank you for your 'can do' attitude to benefit our clients.

Financial supporters of LNSCT

We are grateful for funding support from the Australian Government through the Dept of Health, Transport for NSW, Transurban, Business Support Services NSW, JobSaver NSW, Australian Government volunteer training grant and the strong working relationship and funding support from the four councils contributing to allowing us to provide a strong service to increasing client numbers. Dozens of groups are coming back to LNSCT preferring our service to many others. We anticipate a return to full strength of our groups and new additional groups in FY23.

Governance and compliance performance assessment Transport for NSW

LNSCT performed very well, being located in the top group of CTs on the metrics analysed. The performance assessment review of nearly all metrics was well above the average rating in NSW. LNSCT has met all compliance requirements and financial obligations and a

General Manager's Message

clean bill of health has been recorded from our external Auditors. Our verification of data has been exceptional and a real credit to Olivia Ladd-Hudson for her persistence to have the data accurate as well as her on going assistance to all staff in problem solving.

Transport services

We have the vehicles to resume full services. The recovery and re-emergence of clients to undertake transport trips takes time, and a lag of some three to four months post the end of the last lockdown in December is now behind us and we are witnessing the resumption of many groups. Thank you to the Transport Services Manager Rodney Roberts and the team for their work to bring the clients back to being part of our service offering. Thank you to all our team members including Tina Hore, David Payne, Barry Rutter and drivers and volunteers alike. Our vehicles are extremely well maintained with an average age of five years old across the 13 vehicles. Our vehicles range from 31-seater to four-seater providing individual and group transport needs in and outside our primary region of Sydney's Lower North Shore.

Membership

Thank you to all the LNSCT team for contributing to the 'doubling' of membership of the association. The new record is further testament to the community support for our services.

Record service satisfaction level

LNSCT recorded its highest client and group satisfaction level in our March 2022 survey. The performance satisfaction level above 99% is an indicator of the extent of support throughout the council areas from hundreds of clients.

Our celebrations and successes in revision of the organisation structure

- Returning large numbers of our clients to their preferred service provider LNSCT, is most notable.
- Engagement of a first Corporate Volunteer to help with projects has been very successful.
- Engagement of a specific Business Development Manager to engage more frequently and deeply with potential supporters of LNSCT is yielding results.
- New technology introductions to further improve efficiencies in line with the Board strategic plan to constantly improve the organisation has occurred and been beneficial.

Staff training

FY22 staff training continued. Upskilling to new technologies to improve responses and meet client needs faster has been beneficial to clients with no client complaints recorded. Several staff have undertaken the latest Transport Management program at the University of Sydney. All staff have undertaken upgrades in First Aid, NDIS, HCP webinars and Health webinars and are aware of the health issues that are interlinked with the functional aspect of serving transport to clients to travel from A to B. One notable circumstance was the observation by the driver and volunteer that a client was not their usual self after they joined a bus outing. They became quiet and had limited interaction after about 20 minutes travelling. The driver

General Manager's Message

called the office and said he was concerned. The actions led to the client going to her doctor and the observation of the LNSCT people of one individual, in a group of 22 people on the bus, could have contributed to the person still being with us now. Our staff and volunteers are trained to 'notice' change in the clients at any time on any day.

Volunteering

The rollercoaster ride with volunteers has continued for the last three years and as per the Census 2021 there has been a 26% decline Australia-wide in volunteer support for many organisations and specifically in the NFP sector. However, we continue to search for more support to help expand the awareness of our services to more residents. We thank our volunteers for returning after so much disruption. Volunteering at LNSCT involves a broad range of activities to be involved in our organisation. People can volunteer as bus assistants, working in the office on various projects, being part of community events at weekends and weekdays and reaching out to residents and assisting with the volume of phone calls. Training is provided and our team is very supportive of the help. We received a volunteer grant for the first time and are using our new computer to train volunteers as part of the new measures to train volunteers about a business like ours both real life and technical training.

The depth of dedication of our drivers is highlighted by someone who nearly lost his life while innocently walking along the pavement outside shops in Chatswood. Marco is a driver of 10 years' driving experience with LNSCT and his life was saved by a car mostly hitting the electricity pole and only partly hitting him. His dedication to service and three-month recovery timeline he found very challenging as he wanted to return to driving his clients as soon as possible. His doctors would not allow him to do so, so he painted. One of his paintings is revealed in the pages of this annual report. He showed no animosity to the driver of the car that hit him from behind sending him sailing through the air hitting the shop front. He could not wait to return driving, to serve the clients he knows so well. He received accolades for his dedication to duty to serve. We purchased his painting as a mark of respect and acknowledgement of his dedication to serve.

Patrons

Thank you to Federal Member for North Sydney Trent Zimmermann and Jenny Thomas OAM for your support and promoting our business to the community.

The journey together

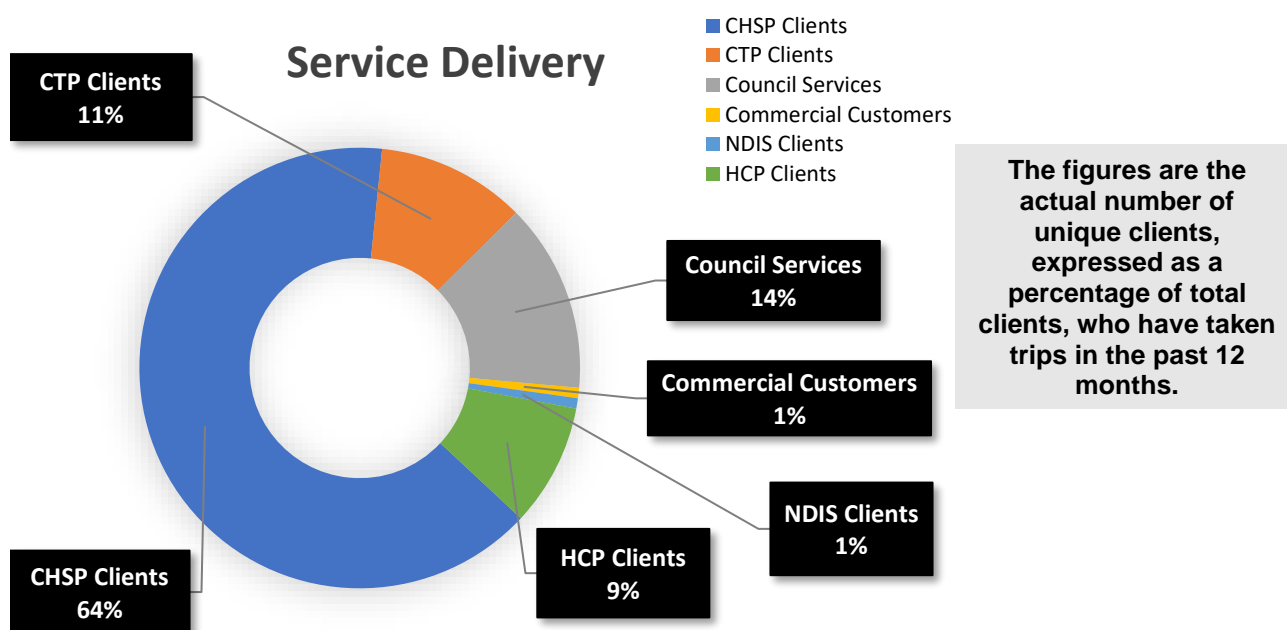
Finally, thank you to all the team at LNSCT for your unfaltering desire to do your best to serve the community, one of the most vulnerable demographics, while at the same time serving our expanding community groups that undertake a range of activities.

Robert Bell
General Manager

Lower North Shore Community Transport Inc.

Transport Services Manager's Report - Rodney Roberts

Client Profile – FY 2021 - 22



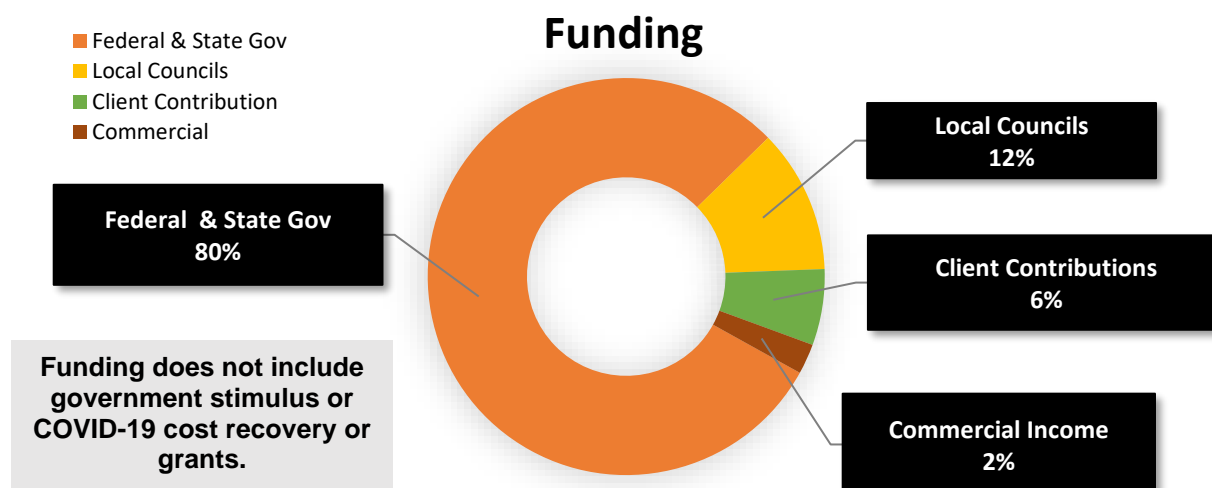
Community Home Support Program (CHSP): is a Federal Government Funded program supporting Senior Australians to access entry-level support services to live independently and safely at home.

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 Program 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.

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.

Funding Profile – FY 2021 - 22



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
Claerwen Armstrong	Management Support*
Yvonne Werner	Business Development Manager
Sarah Coco	WHS Officer
Tina Hore	Administrative Support
Barry Rutter	Senior Driver Support

**Rona Doherty resigned 18/01/2022, Claerwen Armstrong resigned 21/04/2022*

Our ongoing thanks to our Drivers throughout 2021-22, we could not do it without their continued enthusiasm, commitment, and professionalism:

Terri Archer	Glenn Ford*
Michelle Blyme	Steve Kane
Gary Boghossian	Marco Kayha
Josh Bowd	Rob McCauley
Terry Slack	Ross Pride
Tony Cassidy	Barry Rutter
John Dawson*	Phil Delaney
Tony Durant	Ian McClenaugh
Craig Wallace	Alan Boyle
Mark Rogers	

** John and Glenn left us this year having both been with Community Connect Transport more than seven years, we thank them again for their contribution and years of service.*

Spotlight on Supporting Our Community

Client Feedback Day

Our Feedback Day, held at the Crows Nest Community Centre, was organised to provide clients with an opportunity to come together at a social event, listen to valuable information from guest speakers and importantly provide them with a face-to-face platform to give feedback about the service they receive from Community Connect Transport.



Senior Constable Jon Wilson: NSPAC

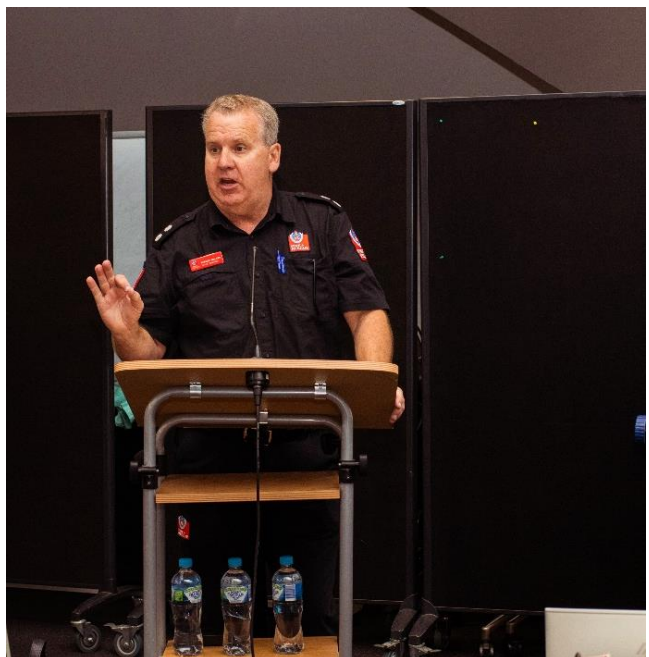
The Feedback Day also gave our clients, staff and drivers, the opportunity to come together socially, enjoy lunch and get to know each other better, helping to build our community connections.

Our first guest speaker on the day was Senior Constable Jon Wilson. Senior Constable Wilson previously held the role of Vulnerable Communities Officer and still periodically helps in that role. His presentation covered personal and community safety as well as explaining how to deal with the spate of scams circulating in the local area.

Acting Superintendent Rebecca Wyse joined Senior Constable Wilson, both from the North Shore Police Area Command.

Our second guest speaker was Andrew Walker, Community Safety Coordinator with the Fire NSW Community Engagement Team.

Andrew discussed the Fire + Rescue NSW program offering free home safety visits to help people understand fire safety and prevention around the home, including vital information about the importance of installing periodically checking your home smoke alarms.



Andrew Walker: Fire NSW

Spotlight on Supporting Our Community

Client Feedback Day

Local businesses joined in by generously donating assorted items and vouchers for lucky door prizes and our complimentary gift bags given to all attendees. A Certificate of Appreciation was given to each participating business for their support of Community Connect Transport and our Feedback Day.

- **Bravo Trattoria** donated an \$80 gift voucher for a lucky door prize
- **Chemist Warehouse** donated moisturisers for our gift bags
- **Soul Pattinsons Chemist** donated Hand Moisturiser gift packs for lucky door prizes and shampoo samples for our gift bags
- **Constant Reader** donated lovely bookmarks for our gift bags



Also, in the gift bags were copies of 'The Little Black Book of Scams' provided by the Australian Competition & Consumer Commission and tea bags, so our clients could enjoy a relaxing cuppa at home as they reviewed the information provided to them on the day.



Our Feedback Day was a great success, booked out well in advance with 72 clients attending.

Together with feedback on our current services clients provided us with insights on their experiences with Community Connect Transport and offered suggestions on improvements and additions they would like to see in our service. Clients said they enjoyed the day immensely and loved hearing from our guest speakers. The success of the day highlighted the need for our Feedback Day to become an annual event.

Social Program Snapshot

Thursday Social Outings

Throughout 2021 and 2022 Community Connect Transport continued to offer a regular program of specially selected social outings and events for our clients to enjoy.



“Thank you for the lovely social outings on Thursdays – the venues are always lovely. Thank you to the volunteers and all support staff.”

Carol & Lizzie



“We found it a wonderful way to enjoy a trip with friendly people, and such a lot of help to make the trip a great experience”.

Alison & Ian



Social Program Snapshot

Yuletide Celebrations

Over 30 Community Connect Transport clients enjoyed a special social outing to **The Carrington Hotel** in Katoomba for this year's Yulefest celebrations.

The delicious Yuletide luncheon at The Carrington included:

- Roast Turkey Breast with Pork Stuffing, Honey Glazed Double Smoked Ham, Roast Potatoes and Red Wine Cranberry Jus
- Plum Pudding with Brandy Anglaise, Orange Sorbet and Vanilla Ice cream
- White Christmas and Fruit Mince Tarts

All guests at the luncheon received festive Christmas crackers and were entertained with music and carols. A must do event every year!



Social Program Snapshot

Yuletide Celebrations



With Our Thanks to...

Our Patrons

Thank you to Trent and Jenny for your continued support



Trent Zimmerman MP



Jenny Thomas OAM

Artistic Driver



Marco's commitment to serving our clients

We thought that after 10-plus years driving for Community Connect Transport, endless satisfaction, and testimonials to Marco's performance from regular clients and periodic customers, that one of Marco's paintings should grace our offices. Thank you Marco for holding the banner of Community Connect Transport so high and the tremendous support you receive from all our clients.

With Our Thanks to...

Our Suppliers



Financial Snapshot

The financial statements for the year ended 30 June 2022 have been independently audited by Moore Australia and in its unmodified audit opinion the full financial report represents the true position of Lower North Shore Community Transport (LNSCT) finances. The full financial report can be downloaded at the ACNC website (www.acnc.gov.au).

Lower North Shore Community Transport Incorporated

Financial report for the year ended 30 June 2022

Statement of Profit or Loss and Other Comprehensive Income

Figures in Australian Dollars	2022	2021
Income		
Government contract funding	1,404,332	1,362,667
Transport services income	200,860	201,813
Other income	187,953	594,702
Interest income	344	2,074
	1,793,489	2,161,256
Expenses		
Employees	1,270,468	1,330,759
Administration	229,907	214,168
Motor vehicles	167,537	178,071
Transport services	19,064	17,387
Depreciation	58,362	52,029
	1,745,338	1,792,414
Surplus before tax	48,151	368,842
Tax expense	-	-
Surplus for the year	48,151	368,842

Statement of Changes in Equity as at 30 June 2022

Figures in Australian Dollars	Vehicle Replacement Reserve	Accumulated surplus	Total equity
Balance at 1 July 2020	504,402	578,697	1,083,099
Surplus for the year	-	368,842	368,842
Transfers between equity components	59,533	(59,533)	-
Balance at 30 June 2021	563,935	888,006	1,451,941
Balance at 1 July 2021	563,935	888,006	1,451,941
Surplus for the year	-	48,151	48,151
Balance at 30 June 2022	563,935	936,157	1,500,092

Lower North Shore Community Transport Incorporated

Financial report for the year ended 30 June 2022

Statement of Financial Position as at 30 June 2022

Figures in Australian Dollars	2022	2021
Assets		
Current Assets		
Cash and cash equivalents	1,540,615	1,464,673
Trade and other receivables	43,700	32,880
Prepayments	10,921	18,373
Total Current Assets	1,595,236	1,515,926
Non-current Assets		
Property, plant and equipment	299,364	329,864
Total Non-current Assets	299,364	329,864
Total Assets	1,894,600	1,845,790
Liabilities		
Current Liabilities		
Trade and other payables	135,463	102,792
Provisions	141,607	158,191
Contract liabilities	108,245	110,158
Total Current Liabilities	385,315	371,141
Non-current Liabilities		
Provisions	9,193	22,708
Total Non-current Liabilities	9,193	22,708
Total Liabilities	394,508	393,849
Net Assets	1,500,092	1,451,941
Equity		
Vehicle replacement reserve	563,935	563,935
Accumulated surplus	936,157	888,006
Total Equity	1,500,092	1,451,941

Lower North Shore Community Transport Incorporated

Financial report for the year ended 30 June 2022

Statement of Cash Flows

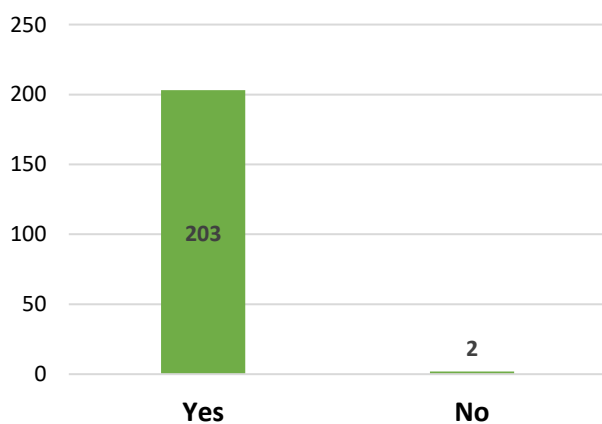
Figures in Australian Dollars	2022	2021
Cash flows from operating activities		
Receipts from customers and other sources	381,943	852,018
Government contract funding	1,543,266	1,516,716
Payments to suppliers and employees	(1,821,749)	(1,915,819)
Interest received	344	2,074
Net cash flows from operating activities	103,804	454,989
Cash flows from investing activities		
Purchase of property, plant and equipment	(27,862)	(78,602)
Proceeds on disposal of property, plant and equipment	-	21,000
Net cash flows from investing activities	(27,862)	(57,602)
Net change in cash and cash equivalents	75,942	397,387
Cash and cash equivalents at the beginning of the year	1,464,673	1,067,286
Cash and cash equivalents at the end of the year	1,540,615	1,464,673

Our Commitment to You

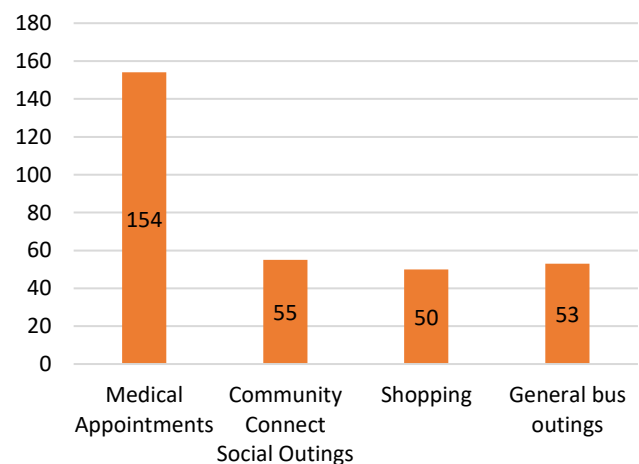


99% Satisfaction Response from Clients

In general were you happy with the on-time running of your Community Transport Service?



What do you mostly use our services for?



Thank You to 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



Community & Commercial Groups Supporting Us

ACCA Community Services
Chinese Christian Church
Dougherty Community Centre
Glenaeon Rudolf Steiner School
Kelly's Place
Fresh Hope Care
North Shore Historical Society
St Peter's Green

Armenian Community Welfare
Cromehurst School
Empower Pain Management
Greenway Tenants Association
The Residences Castle Cove
Manresa Group
North Shore Probus Groups (10)
Sydney Community Services

At Home With Willoughby
Crows Nest Centre
Vassey Community
James Milson Village
Ku-ring-gai Council
Mosman Embroidery Guild
The Baytree by Ardency
Willoughby Public School

Transport Assistant Volunteers Supporting Us

Thank you to our Transport Assistants for their invaluable contribution
Carol Eaton ~ Robeyne Beaumont ~ Jayne Morton



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 - 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



9490 9500

communityconnect.org.au

PO Box 846, Crows Nest NSW 1585

We invite Sponsorships, Partnerships, Donations and Volunteers
all are gratefully received.

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