



Annual Report

2018
2019

Care,
Connection &
Independence

Linked.org.au

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 / linkedservices

HASTINGS MACLEAY
COMMUNITY TRANSPORT

COMMUNITY TRANSPORT
PORT STEPHENS LTD



Acknowledgement of Country
Linked Community Services acknowledges the traditional custodians of the land on which we work throughout Australia and specifically in the Port Macquarie and Port Stephens regions, the Birpai and Worimi people. We pay our respect to them, their culture and Elders past, present and emerging.

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A photograph of two women sitting on a red sofa in a library. The woman on the left is older, with white hair and glasses, wearing a blue patterned top. The woman on the right is younger, with grey hair, wearing a black and orange top. Bookshelves filled with books are in the background. A teal curved line is in the top left, and an orange curved line is in the bottom left.

Our Mission

We deliver quality services that link people to the community, to promote independence and inclusion.

Our Values

Respect for clients
Respect for community
Respect for culture



More than just door to door

Linked Community Services geographical footprint has grown, now spanning the Mid North Coast and Hunter Aged Care Planning regions. Linked Community Services are a trusted, innovative and professional organisation who provide flexible support, focus on the needs of individuals and promote independence and inclusion across all facets of service delivery.

With a team of local staff and dedicated volunteers, Linked Community Services provide responsive, specialised and client focused community transport and engagement services, whilst building and maintaining fruitful partnerships across the region.

Linked Community Services listen to, and work with all members of our communities to assist in the identification of local community transport and engagement service gaps. Where acknowledged, through community engagement, networking and research, Linked Community Services Corporate Management and Leadership team conduct necessary analysis on the current environment, identify financially viable strategies and respond with appropriate community focused approaches.

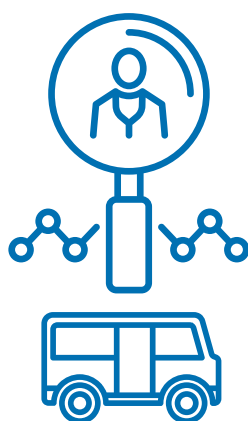
Whilst Linked Community Services use the aforementioned gap analysis strategies, we seek innovative ways to gather information from clients to assist with a genuine understanding of the service need, its value and the

demographics of potential users.

Linked Community Services have recently introduced new technologies that evaluate program effectiveness, conduct gap analysis and modify service delivery direction where necessary. Additionally, this data collation medium develops both client skills and confidence in operating modern-day devices.

Clients are encouraged to provide anonymous feedback via the use of the Survey Monkey on a portable electronic device during service provision. This medium is not only engaging but can be modified to meet the needs of clients with culturally and linguistically diverse backgrounds.

With an optimistic community focused approach, Linked Community Services CEO, Carlie McWilliams, has worked diligently, focusing on operational sustainability:



“We must remain operationally viable by ensuring a broad range of transport offerings. We need to ensure those most vulnerable aren’t missing out on travel.”

– Carlie McWilliams.

Through the investment of meaningful community focused innovations, such as software, product packaging and engagement strategies, Linked Community Services will continue to promote, participate and support our communities as a local community service leader.

Message from the Chair

Last year, I asked “Where do we go from here?”. Now with a solid Corporate Management and Leadership team in place, a clear strategic plan and a myriad of organic growth opportunities, my answer this year is “UP!”

On behalf of the Linked Community Services Board, I would like to thank each and every one of our dedicated staff and volunteers for supporting the direction and leadership of the Board. Whilst a labour of love, each board member has a strong desire to identify service delivery gaps and provide necessary supports to our community’s most vulnerable.

I would also like to take this opportunity to recognise the ongoing commitment and dedication of this years’ Board, it has been a year of progress and I sincerely thank you.

Dianne Gander
Chair



The Board



Chair: Dianne Gander



Vice Chair: Ian Skead



Secretary: Alan Watts



Director: Christopher King



Director: Annette Messenger



Director: Russell Stockham



Director: Phillip Smith



Chief Executive Officer:
Carlie McWilliams



Message

from CEO

Carlie McWilliams
Chief Executive Officer



Providing a platform for service delivery diversification, Linked Community Services, formally known as Hastings Macleay Community Transport has changed for the better!

Employing a business name synonymous with 'Connected, Joined and Together', Linked Community Services have moved forward as a diverse service provider with a robust amalgamation of capabilities and community connectivity.

Displaying a new logo, values and mission statement, Linked Community Services continues to provide the community with quality transport services. New branding has expanded the future service delivery scope, mitigating the pigeonhole effect of a single affiliation with transport services.

Benchmarking against local and regional competitors, Linked Community Services deployed an agile strategic plan, providing ongoing structure and direction for all members of the greater Linked Community Services team. Action plans are now in place with continued rigorous analysis against all strengths, weaknesses, opportunities, threats and yearly objectives, employing a methodical and informed approach to decision making.

A Strong and Committed Team

We have developed a strong Corporate Management and Leadership structure. Significant organic growth opportunities are projected for 2020 to 2021 across the Community Transport and Ageing and Disability sectors, accelerated by a dynamic community focused team of dedicated staff and volunteers.

Linked Community Services aligned the Corporate Management and Leadership structure with specific standards, demonstrating both commitment and understanding of the consumer driven environment in which Linked Community Services operate. The Corporate Management and Leadership team, have been purposely selected, undertaking a methodical analysis of necessary skills, qualifications and specific leadership attributes that form a dynamic approach to service delivery across a broad geographical and socially diverse landscape.

Linked Community Services are now well positioned and equipped to successfully compete and win new business across the community services sector. This is a true testament to the daily commitment, determination and collaboration of Linked Community Services staff, volunteers and board members.

Sustainable Approaches for Significant Growth

Whilst there is a degree of unrest across the Community Services sector, specific to funding models, service sustainability, potential price deregulation and actionable recommendations from both the Aged Care and Disability Royal Commissions, Linked Community Services are listening. In collaboration with the community and sector, Linked Community Services are tackling each of the aforementioned challenges methodically, whilst implementing sustainable approaches and practices.

Through the means of amalgamation and novation with Community Transport Port Stephens, Linked Community Services have experienced significant growth, providing community transport services within the Kempsey, Port Macquarie-Hastings and Port Stephens Local Government areas. A smooth transition occurred throughout the consolidation period as like-minded, client centric and community focused services came together.

I am pleased to announce that Linked Community Services are now in a favourable financial position, sustained consistently for three quarterly periods. Through continued service promotion,

fee for service opportunities, grant and tender procurement contracts and risk averse financial forecasting, Linked Community Services will maintain its current trend.

Linked Community Services has immeasurable growth potential, inciting the enthusiasm and desire to shape our infant organisation into a sustainable, community focused industry leader. Outsourcing both marketing and financial services has provided a solid platform for Linked Community Services to concentrate on our core business, our clients!

Valuing our client's compliments, suggestions and complaints, Linked Community Services have introduced anonymous feedback opportunities via portable electronic kiosks. Through the collation of quantitative and qualitative client responses, Linked Community Services' future service delivery, information pathways, processes and business direction will be heavily influenced.

This has been a year of significant change and I thank you for your continued commitment to the ongoing development and diversification of Linked Community Services.

Key Statistics



7

Board Members



33

Employees



LINKED
COMMUNITY SERVICES

60

Volunteers



37 = 23 11 3

Fleet Vehicles



Cars



Vans



Buses



65,870

Annual trips



923,753

Annual Kms travelled



2,214

Annual new clients



Strategic Plan 2019 - 2021

The Challenge

What we'll do

Challenge 1:

Although the formal merger has occurred, many consequential issues must still be addressed by senior management

Finalise all post-merger issues

Challenge 2:

Quality and safeguarding requirements have changed across transport, aged care and disability supports, and will continue to evolve

Address quality and safeguarding requirements as a matter of priority

Challenge 3:

Contracts with Transport for NSW have high output targets

Continue our current successful strategies to increase output targets, including using group transport for blocked-funded supports

Challenge 4:

Some current services might not be financially sustainable

Develop and apply unit costing and pricing processes to increase financial sustainability

Challenge 5:

The communities we serve are growing and ageing

Expand services to reflect the changing needs of the communities we serve, while maintaining our personal touch





Challenge 6: Demand for volunteer drivers will increase as our services expand	Continue and build on our current practices for volunteer recruitment and retention
Challenge 7: The policy environment continues to change, with implications for meeting community needs and for the organisation's financial sustainability	Monitor the policy and funding environment and seek to influence government agendas at the local level and through our peak bodies
Challenge 8: Governance training as Board changes, ensure full understanding of board risk appetite, risk ownership, risk management and risk responsibility	Ensure full understanding of board risk appetite, risk ownership, risk management and risk responsibility
Challenge 9: Understand changing client and market focus to ensure clients engage with services	Conduct surveys and maintain social media presence
Challenge 10: Match increase in demand for services with can do attitudes	Maintain existing volunteer recruitment strategies and nurture a culture of positive response to change across the organisation
Challenge 11: Information and communication technologies	Remain efficient, with managed risks, and management information systems that exchange information with all internal pillars and external portals now and in the foreseeable future

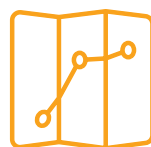
Service Area

Port Macquarie Trip Statistics:

Annual trip count = 45,548

Annual new clients = 1,189

Annual Kms travelled = 636,812



Port Macquarie

Port Stephens Trip Statistics:

Annual trip count = 20,322

Annual new clients = 1,025

Annual Kms travelled = 286,941



Nelson Bay

Newcastle

Raymond
Terrace

Newcastle

Sydney





Trip Statistics

	Trips by Purpose		
	HMCT	PSCT	LCS
Medical	20,295	8,113	28,408
Social	9,358	7,301	16,659
Shopping/Personal	15,895	4,908	20,803
TOTAL	45,548	20,322	65,870

	Trips by Mode		
	HMCT	PSCT	LCS
Individual	33,819	3,804	37,623
Group	11,729	16,518	28,247
TOTAL	45,548	20,322	65,870



	Passengers by Age		
	HMCT	PSCT	LCS
Under 13	295	336	631
13 - 24	715	521	1,236
25 - 64	3,917	2,320	6,237
65 - 79	13,583	7,728	21,311
80 - 89	19,677	8,084	27,761
90+	7,361	1,333	8,694
TOTAL	45,548	20,322	65,870

	Passengers by Funding Type		
	HMCT	PSCT	LCS
CHSP	35,386	11,863	47,249
CTP	3,249	3,623	6,872
CCSP	276	0	276
NDIS	965	175	1,140
Age Care Package	1,754	251	2,005
Other Brokerage	3,918	4,410	8,328
TOTAL	45,548	20,322	65,870



“They [Linked Drivers] give me a good feeling. They are protective of you. They are good drivers. They make sure you have your walker...Nothing could be worse enough if I didn’t have this. I would be stuck, and I wouldn’t have the contact with the people that I have. I meet people on the bus trips and the drivers.”

**Joyce,
Transport Client**



“[What I love most] is having people come in and take me out to do things, it’s really great. It saves me being at home by myself, you can get out in a nice environment and know that I’m safe with care. [My favourite thing] is having someone to talk to, instead of being by myself and lonely.”

**Roslyn,
Community Visitor Scheme Client**

Client



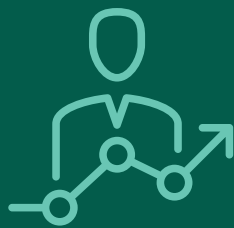
“Some of our day to day challenges are just getting [my partner] Rob out and about, and that’s where I’m finding Linked come in handy. The team at Linked Community Services has been absolutely fantastic...they go out of their way to help us; I really don’t have to do a thing. If we didn’t have Linked in our lives, it would be quite difficult; we really do depend on them to get us out and about.”

**Adele and Robert,
Transport Client**

“The people that run Linked Community Services are delightful, their attitude is always above and beyond their call of duty, and I mean that from the bottom of my heart because it is so true. If you don’t have people around you, and a lot of people don’t, I think it’s wonderful for [those clients] too. I’ve had some [team members] give me a cuddle, because you’re not feeling good and something’s happened, you may have lost a good friend. It’s just unbelievable for people to be like that and you know, there’s nothing like a hug.”

**Julie,
Aged Care Client**

t Feedback



Client Feedback Statistics

82%

82% said they were extremely satisfied with the 'Out and About' services

87%

87% said they participate in 'Out and About' because it gives them a reason to get out of their home they may not have had otherwise

79%

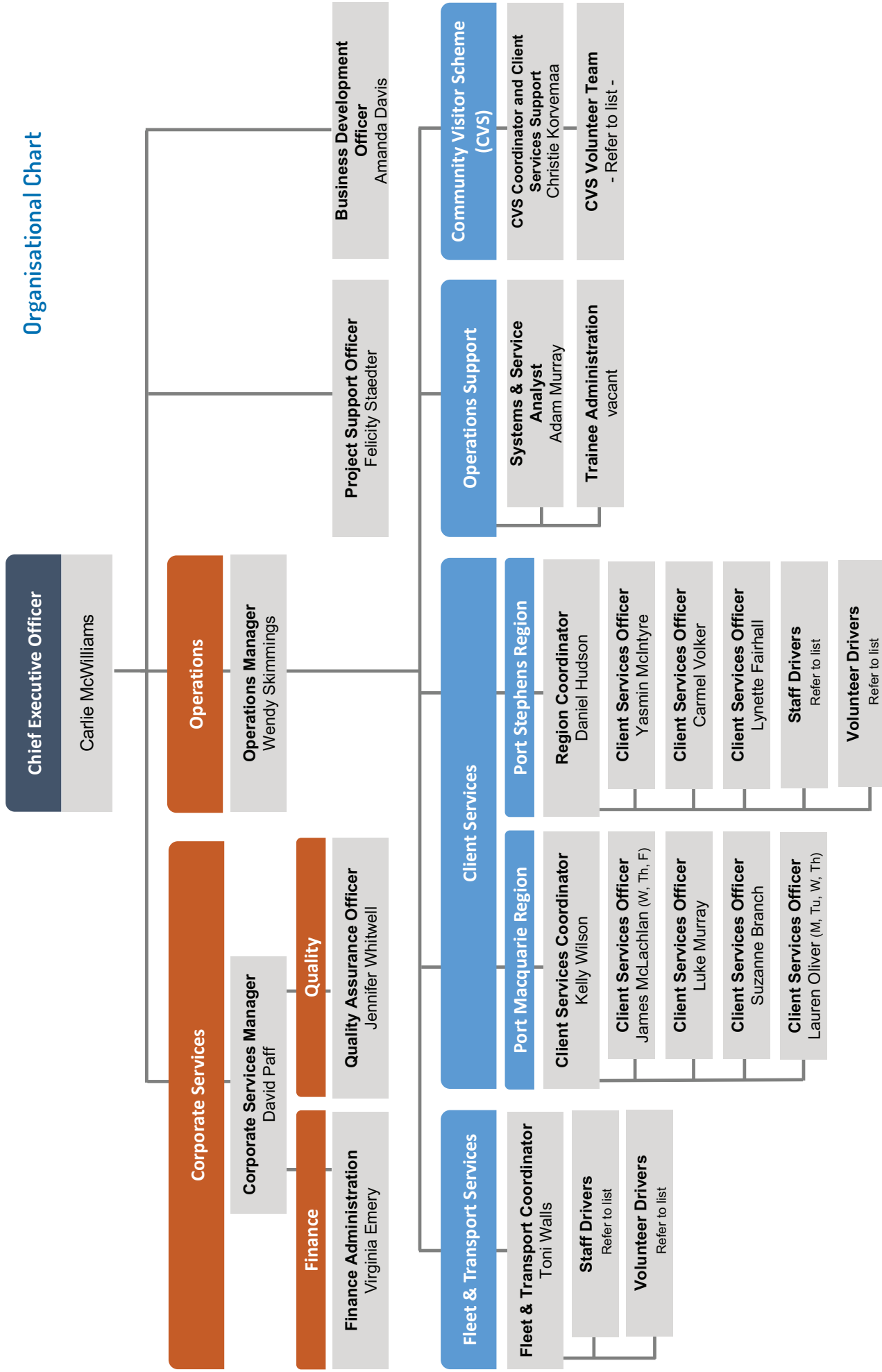
79% said they participate in 'Out and About' because it is fun

64%





64% said 'Out and About' helps them to meet people and make friends

Care, Connection & Independence

Organisational Chart



The Team

 Position Category	 Employees	 Volunteers	 Total
Manager/Coordinator/ Administration	21	-	21
Driver	11	54	65
Community Visitors Scheme Volunteers	-	46	-
Other (i.e. carers, office support)	1	6	7
Total	33	106	93





Volunteer Feedback Statistics

87%

87% of volunteers participate in the community visitor scheme (CVS) because helping others is important to them

73%

73% of volunteers participate because they want to make a difference in their community

60%

60% said the CVS gives them a sense of purpose

54%

54% of volunteers feel they make a great deal of impact and 26% feel they make a lot of an impact to clients in the CVS

Volunteers

Volunteers at Linked Community Services contribute to over 60% of the organisation, and without them, we simply wouldn't be able to impact the community in the ways that we do.

Linked Community Services is proud to create a place where we can connect people to support each other and provide more than door to door service. We cannot express enough gratitude and thanks to our dedicated volunteers and especially to those who have been with Linked Community Services for several years.



Volunteers



"A lot of our clients are on their own. They don't have anyone to care for them, it's the loneliness they find challenging and some of them are adjusting to being on their own for the first time.

Overall, I look forward to coming into work each day. I get so much satisfaction out of it. I'm retired, my wife still works, and my dog passed away recently. If I stay at home, I get terribly bored. I used to play bowls but now I'm volunteering five days a week. I don't miss bowls as I get so much enjoyment out of what I do with Linked – it keeps me occupied and I know I help. I know my clients are happy and I go out of my way to help them."

– Graeme Bowers, Volunteer



"I'll pick [a client] up today and then pick them up a week later and suddenly realise they haven't spoken to anybody else apart from me for that whole week, so it tends to make you a pretty good listener. It makes such a big difference to them and also to me, because I think I get more out of it quite often than the clients do."

[The client] may be by themselves at home and I tend to treat them like they're family. If I can give something back to the community that's terrific and I really enjoy that."

– Stuart Rayner, Volunteer

"What I like most about volunteering is the variety, I come in and never know exactly who I'll need to be seeing, whether it's a group or an individual. Just like us, all clients have individual needs and have good days and bad days, so I feel like I fit in. I lost my grandparents quite young and I haven't been around a lot of elderly people. The surprise is how vibrant and interesting they are and [the work] is really rewarding."

I've built great relationships where I walk in and people are happy to see me and I'm happy to see them, it's wonderful. The time just flies by, I talk about their families, I paint their fingernails, I bring photos and books and they tell me about their past. What makes me emotional about my experience, is how close I have become to a lot of the residents, they're important."

– Liz Monk, Volunteer



Moving Forward

NDIS

Preparation and solid platforms are everything. Whilst continuing to deliver quality and timely community transport and engagement services, Linked Community Services are working diligently to prepare for our delivery of the National Disability Insurance Scheme (NDIS).

Linked Community Services are a registered provider of the following NDIS registration groups, which will be rolled out shortly:

- Assist Life Stage, Transition
- Assist Personal Activities
- Assist Travel/Transport
- Participate Community and
- Support Coordination.

There is still a lot to do but preparing today for tomorrow is of significant strategic value and betterment of our clients future NDIS experience.

My Aged Care

Linked Community Services have again listened to the community and are working through the rewarding task of acquiring The Department of Health – Ageing and Aged Care, Aged Care provider approval.

As the Aged Care sector is under significant review, Linked Community Services are taking a methodical, planned approach to our application.

We are ensuring that Linked Community Services' systems, quality and compliance meets the Australian Aged Care Quality Standards and Aged Care Act 1997. We will have all reasonable processes in place to maintain these requirements into the future.

Linked 2 U*

Linked Community Services has developed a new service model 'Linked 2 U', a companion program that provides customised caring support services to our community's most vulnerable through planned regular engagements in a fee for service capacity.

'Linked 2 U' will provide regular (weekly or fortnightly) individualised emotional care and support through the means of home visits. Consequently, providing a platform to sit and have a yarn, share stories, have a cup of tea, complete a puzzle, scrapbook, read, watch a movie, etc.

Linked Community Services has undertaken significant research supporting the development of 'Linked 2 U'. The Australian Institute of Health and Welfare (2019) explain *"Social isolation and loneliness can be harmful to both mental and physical health. They are considered significant health and wellbeing issues in Australia because of the impact they have on peoples' lives"*.

**This initiative is currently subject to approval, potentially providing direct Linked 2 U services to our veteran communities.*

Community Engagement Report



NAIDOC Week

Celebrating the history, culture and achievements of these land's Traditional Owners and ongoing custodians, Linked Community Services embrace the opportunity to engage, recognise and support all community NAIDOC activities.



Out and About 18-19

With a team of local staff and dedicated volunteers, Linked Community Services encourage clients to get 'Out & About' by offering engaging, meaningful and low-cost social outings that improve overall health and wellbeing. Continuing to diversify 'Out & About' options, Linked Community Services will deliver quality services that link people to the community and promote independence and inclusion across the Mid North Coast and Hunter Aged Care Planning Regions.

Volunteer HQ

Respect for clients, respect for community and respect for culture resonate throughout the Linked Community Services team. Whilst not written, recognition of hard work, empowering others and valuing individual contributions are the cornerstones of connectivity, workplace enrichment and a united Linked Community Services team. This year Di Gander received individual recognition from Volunteer HQ during Volunteer Week celebrations.



Seniors Week 18-19

Engaging directly with our future clients and their families or friends highlighted that Linked Community Services are an integral part of the community through the services we offer to those most vulnerable. Attending this year's Seniors Week provided essential engagement opportunities to talk one on one with attendees explaining our suite of individualised and/or group services and how to connect with them.



Volunteers Expo 18-19

Linked Community Services acknowledge and value the generous contribution that our volunteers make. Attending the 2019 Volunteers Expo provided a unique opportunity for current and potential volunteers to link with like-minded services, enabling them to provide invaluable support and continuous contributions within their communities. The Linked Community Services team provided detailed information on how to become a volunteer, the difference volunteers can make to others and the personal health and wellbeing effects of volunteering.





Transport for NSW ATSI Funding

Linked Community Services are in a period of service diversification and growth. 2019 has been a year of significant change, inclusive of new funding and expansion opportunities.

Linked Community Services accepted growth funding from the Commonwealth Home Support Program, with the aim to deliver the Transport for NSW Aboriginal Driver Initiative. The purpose of the initiative is to engage and build rapport with Aboriginal communities, address identified Aboriginal transport gaps and increase Aboriginal people's confidence and access to transport services.

This year, Linked Community Services have had the privilege of Nikky Lanesbury joining the transport team, delivering the Aboriginal driver initiative. Nikky has brought a fundamental vibrancy to the service, with a planned increase in Aboriginal engagement and transport usage.

Linked Community Services wishes to thank Transport for NSW for entrusting us with this significant community development initiative.

Operations Report

Change, diversity, resilience and culture are not commonly used as annual report openers.

However, this year the Linked Community Services team has experienced significant change, growth through amalgamation, re-branding, management restructure and a realignment of core values and mission statements.

As a united team, Linked Community Services have embraced the changes, enthusiastically engaging in a new, sustainable and client focused service diversification model. Reignited with enthusiasm and fresh ideas, the Linked Community Services team have employed a unified approach, tackling identified community gaps, skill building opportunities and brand awareness.

A resilient team indeed, however it has been the individual professionalism of all staff and volunteers that has built and sustained this positive workplace culture.



**“Coming together is a beginning,
keeping together is progress,
working together is success”.**

– Henry Ford

Agile Approach, Solid Framework

Consistent attention has been paramount to keeping abreast of changing legislation and funding models across the transport sector. Linked Community Services are confidently delivering all community transport services in line with Transport for NSW contractual requirements. This ensures that the greater Linked Community Services team continue to make local traction on the minimisation of isolation and loneliness across our communities.

The Australian Institute of Health and Welfare (2019) explain *“Social isolation and loneliness can be harmful to both mental and physical health. They are considered significant health and wellbeing issues in Australia because of the impact they have on peoples’ lives”*.

Doing what we do and doing it well is the underpinning methodology behind Linked Community Services, Community Transport team. Avoiding rigid business attitudes and adopting an agile approach, set on solid frameworks has provided Linked Community Services the flexibility to offer client focused supports and services that provide subsequent benefits.

Our Offerings and Client Feedback

Through respect for our clients, community and culture, Linked Community Services purposefully seek opportunities that meet identified gaps within the community whilst aligning with our corporate and social responsibility. With a team of local staff and dedicated volunteers, Linked Community Services encourage clients to get 'Out & About' by offering engaging, meaningful, low cost social outings, promoting improved overall health and wellbeing.

Evaluating our programs just got easier, we now receive instant quantitative and qualitative data about the services we provide. Clients simply complete an online survey on a portable electronic device, whilst engaging with Linked Community Services staff and activities. Linked Community Services are now developing programs and service offerings from the collated information, thus ensuring a client centred and focused approach to delivered services.

Through partnerships and brokerage opportunities Linked Community Services has broadened both the geographical coverage and service delivery cohorts, offering bus trips from rural and remote communities to events that they may not have had the opportunity to attend.

Continuing to deliver quality services, the Community Visitors Scheme has gone from strength to strength. Led by the motivation of minimising the effects of isolation and loneliness, the Community Visitors Scheme receives regular requests to be both a Community Visitor and/or receive community connectivity via the scheme.

We are excited for what the future has in store for Linked Community Services; the changes, the diversity, the continued passion and professionalism of the team and the ongoing positive culture maintained across the organisation.

Wendy Skimmings

Operations Manager



Finance Report

It is my pleasure to report to you our financial results for the 2018-19 financial year. Linked Community Services has had a successful year, recording an operating surplus of \$84,788.

Revenue levels have increased 27% to \$3.2M compared to last year, due to the merger with Port Stephens.

It has been a year of consolidation and we have undertaken an internal organisational restructure to improve workflows, effectiveness and efficiency. Next year we should see the benefits with a reduction in operating costs.

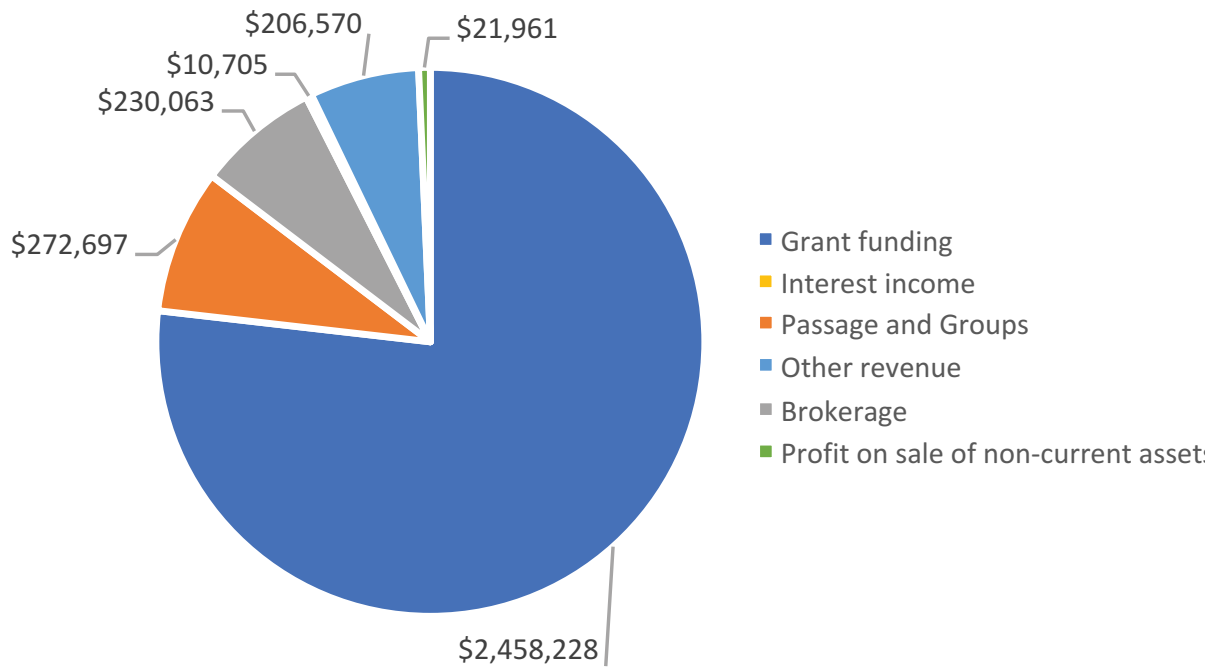
Linked Community Services has increased cash reserves to \$1.629M (last year \$1.178M), of which \$567K is set aside in the Asset Replacement Fund.

<p>Grant funding</p> <p>\$2,458,228 (2019) \$2,025,388 (2018)</p>	<p>Passage and groups</p> <p>\$272,697 (2019) \$227,332 (2018)</p>
<p>Brokerage</p> <p>\$230,063 (2019) \$133,465 (2018)</p>	<p>Interest income</p> <p>\$10,705 (2019) \$10,657 (2018)</p>
<p>Other revenue</p> <p>\$206,570 (2019) \$112,770 (2018)</p>	<p>Profit on sale of non-current assets</p> <p>\$21,961 (2019) \$6,536 (2018)</p>

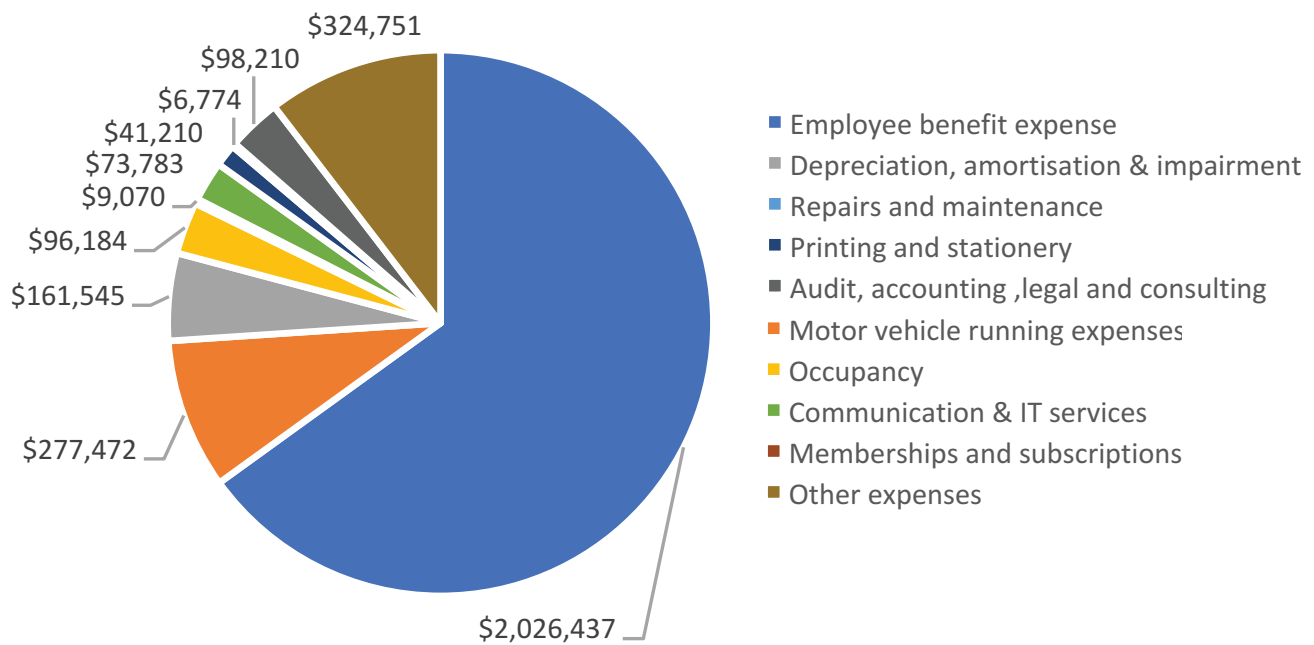


Revenue and other income

2019 Revenue and other income



2019 Expenses



Expenses

Depreciation and amortisation

\$161,545 (2019)
\$129,106 (2018)

Employee benefits

\$2,026,437 (2019)
\$1,659,212 (2018)

Occupancy

\$96,184 (2019)
\$7,733 (2018)

Repairs and maintenance

\$9,070 (2019)
\$8,888 (2018)

Communication & IT services

\$73,783 (2019)
\$61,446 (2018)

Printing and stationery

\$41,210 (2019)
\$27,963 (2018)

Motor vehicle

\$277,472 (2019)
\$182,665 (2018)

Memberships and subscriptions

\$6,774 (2019)
\$1,669 (2018)

Audit, accounting, legal & consulting

\$98,210 (2019)
\$41,761 (2018)

Other expenses

\$324,751 (2018) /
\$285,848 (2018)



Balance Sheet

Assets	2019	2018
Current Assets	\$1,689,250	\$1,289,793
Non-current Assets	\$656,225	\$444,349
Total Assets	\$2,345,475	\$1,734,142
Liabilities		
Current liabilities	\$825,857	\$604,117
Non-current liabilities	\$30,267	\$26,819
Total Liabilities	\$856,124	\$630,936

Total Equity

\$1,489,351 (2019)/ \$1,103,206 (2018)

This is an extract of our Audited Financial statements.

A full copy is available on our website www.linked.org.au , www.acnc.gov.au or call us on (02) 6583 8644 for a copy.



Carlie McWilliams

Chief Executive Officer

Acknowledgements

Our Funding Partners

Linked Community Services would like to take this opportunity to acknowledge the following funding partners for their ongoing funding support:

- Transport for New South Wales
- Transport for New South Wales TARP
- Department of Social Services
- North Coast Primary Health Network
- Good Works Foundation
- Department of Health – Ageing and Aged Care

Volunteers

Our volunteers make a tremendous contribution to the services provided by Linked Community Services. We are extraordinarily fortunate to have such wonderful volunteers dedicating their valuable time and support to our clients and ultimately our organisation. Our volunteers provide support as:

- Drivers
- Administration
- Bus Carers
- Community Visitor Volunteer Carers

Service Award Acknowledgment 2018-19

Every individual contributing to Linked Community Services makes a difference to our organisation. We would like to pay special thanks and highlight some of our volunteers, employees and Board who have served the organisation for several years and have gone above and beyond.

Volunteers – Port Macquarie / Kempsey

- 5 years – Ray Cooper
- 5 years – Lynne Robertson
- 5 years – Sandra Swinton
- 5 years – Ian Skead (Deputy Chair)

Employees – Port Macquarie

- 5 years – Virginia Emery
- 15 Years – Greg Skimmings

2019 Community Transport Employee of the Year Award

Wendy Skimmings, Operations Manager, won Employee of the Year Award from Community Transport Organisation, the peak body for community transport in NSW and ACT.

2019 Volunteer Headquarters Awards

Dianne Gander (Chairperson and volunteer bus carer) won Volunteer of the Year Award and received NSW parliamentary recognition.

Community Support

Thank you to the many individuals who have donated to our organisation throughout the year. Your heartfelt generosity does not go unnoticed and is most appreciated. You enable us to provide as much support and care to our community as we are able.



How you can help

Become a volunteer today



Make a difference in your community, enrich the lives of others, build on your existing skills, meet new people and make friends along the way.

Linked Community Services embraces its inclusive culture, where every person and their contribution counts!

There is no single “type” of volunteer. If you have time to give back to your community and would like to share your life experience and culture, volunteering with Linked Community Services may be the right fit for you.

Volunteering is at the very core of being a human, no one has made it through life without someone else's help.

– **Heather French Henry**

Charitable Donations



Modern life has changed the way we interact with each other, participate within our communities and even work.

“I really want to help, I just do not have any extra time in my day” if this is you, and you are passionate about supporting your local community services, you still can.

Linked Community Services are a registered charity and can accept financial charitable donations. Contact one of our friendly Linked Community Services team today on 02 6583 8644.

Linked.org.au

Ph. 6583 8644

info@linked.org.au

f / linkedservices

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