

Annual REPORT 2019 2020

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Care, Connection & Independence

Acknowledgement of Country
 Linked Community Services acknowledges the traditional custodians of the land on which we work throughout Australia and specifically in the Hastings, Macleay Valley 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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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

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

“We must remain operationally viable by providing a broad range of services. We need to ensure that our most vulnerable are not missing out.”

Carlie Comer
Chief Executive Officer





Message from the Chair

from **Alan Watts**

Despite many challenges, our first full year operating as Linked Community Services has been a successful one. The evolving change process within the Community and Disability sector has created the need and opportunity for Linked Community Services to diversify and grow. Whilst our environment was impacted by the global pandemic, our operations continued to service the community.

Thanks to a robust Corporate Structure, a committed Leadership Team and the ability to quickly adapt to change we have been able to effectively address the challenges of the past 12 months.

Personally, and on behalf of the Board of Directors I would like to thank everyone who has made 2019/20 a success. Our valued staff and volunteers have prevailed through one of the most disruptive and daunting periods in recent Australian history to support many of our communities most vulnerable. Their devotion and commitment to our clients has been truly outstanding.

I would also like to thank my fellow Board Members for their ongoing dedication, direction and support to Linked Community Services. Through collaboration and as individuals, your strong company culture to deliver the best possible outcomes has certainly contributed to a successful year.

I sincerely thank you all.

The Board



Alan Watts
Chair



Ian Skead
Deputy Chair



Dianne Gander
Director



Christopher King
Director



Annette Messenger
Director



Russell Stockham
Director



Susan Judd
Director



Carlie Comer
Chief Executive Officer

Message from CEO



Carlie Comer
Chief Executive Officer

As another year passes by, I naturally reflect on all that has transpired over the past 12 months. In 2019 I spoke of my desire to develop a strong Corporate Management and Leadership structure, and an organisational culture supportive of organic growth. Looking back on all the unplanned challenges which presented this year and in turn our response, I can see that our dedicated staff and volunteers have crafted solutions to ensure that our client's needs were met, and that our organisation continued its journey into a sustainable community focused industry leader.

Fundamental to our growth strategy has been a focus on building a platform of industry best practice policies and procedures which go beyond compliance to sustain our business mantra in a way which encourages and empowers our staff to be innovative decision makers whilst receptive and open to client feedback. Our beliefs, attitudes and behaviours are reflected in our policies, supporting our staff to continually strive to make positive change.



Our Strategic Plan envisaged a transport model that expanded our scope and built on the synergy of amalgamation of services between Hastings Macleay and Port Stephens. Our most recent initiative of a Shared Services model was to improve the scheduling and dispatch functions across both regions through collaboration which ultimately improved our communication and efficiencies, providing a more responsive delivery of individual transport options.

It has been three years since our initial certification to deliver services under NDIS, so LINKED has engaged with external auditors to certify our accreditation to provide services within the five approved categories of support.

Importantly, the tri-annual audit is to certify compliance to the NDIS Practice Standards and the Code of Conduct. Compliance with the NDIS Practice Standards would parallel best practice standards in disability and support services and includes provision of transport services. Subsequently, LINKED will be undertaking continuous improvements to the current quality management system and compliance frameworks through further development of policies, procedures and governance systems.



Our Marketing strategy has built on the establishment of the "LINKED Brand" and our overarching business goals which were to be more than traditional community transport and to diversify our services. Essential to our Marketing Plan has been the identification of the key factors in our client segment, such as social trends and demographics, aimed specifically at increasing awareness of LINKED products and services. To name a few you may have noticed our vibrant vehicle branding and office signage, an easy to navigate website with valuable content and attractive design, active promotion and participation on social media aligned with a local media presence all delivering consistent client messaging. We have ensured our marketing services were reflective of our client's needs.

Financially LINKED has sustained and built on its previous strong fiscal position consistently reporting profitability and growth, despite the challenges of the global pandemic restrictions effecting clients ability to travel and attend social outings.

As we made our New Year resolutions at the start of 2020 none of us factored in a global pandemic. I know we are all looking to 2021 as a year of change for the better.

I am optimistic on the journey ahead for LINKED. I reflect on a quote from former First Lady, Michelle Obama, "Becoming isn't about arriving somewhere or achieving a certain aim. I see it instead as forward motion, a means of evolving, a way to reach continuously toward a better self. The Journey doesn't end."

Valuing our clients, recognising our staff and volunteers, and importantly remaining self-critical in our development of responsive person-centred services will sustain our appetite for growth on this journey.

Without doubt the year has been difficult, I acknowledge the support and dedication of our Board, Staff and Volunteers. Thank you for your ongoing commitment to our purpose, and the values embodied within our mission and Strategic Plan.

Strategic Plan 2019-2021



Challenge 1:

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

What we did

Finalised all post-merger issues

Challenge 2:

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

What we did

Addressed quality and safeguarding requirements as a matter of priority

Challenge 3:

Contracts with Transport for NSW have high output targets

What we did

Continued 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

In progress

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

Challenge 5:

The communities we serve are growing and ageing

What we did

Expanded 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

What we did

Continued and built 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

What we did

Monitored the policy and funding environment and sought 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

What we did

Ensured 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

What we did

Conducted surveys and maintained social media presence

Challenge 10:

Match increase in demand for services with can do attitudes

What we did

Maintained existing volunteer recruitment strategies and nurtured a culture of positive response to change across the organisation

Challenge 11:

Information and communication technologies

In progress

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





Key *Statistics*

36

Fleet Vehicles



=

23

Cars



11

Vans



2

Buses



7

Board Members



28

Employees



95

Volunteers



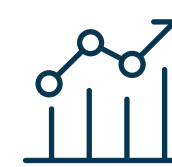
989,416

Annual Kms travelled



51,858

Annual trips



1,213

Annual new clients



Where we service



Port Macquarie - Hastings / Macleay Valley

768,868 Km Travelled

37,426 Annual Trips

730 New Clients

Port Stephens

220,548 Km Travelled

14,432 Annual Trips

483 New Clients

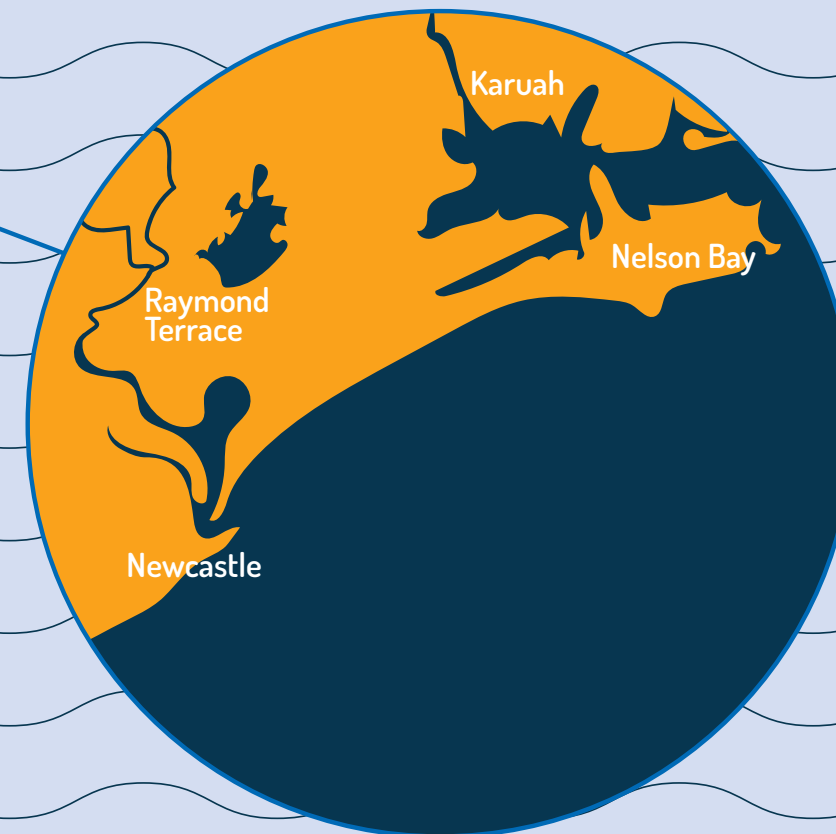
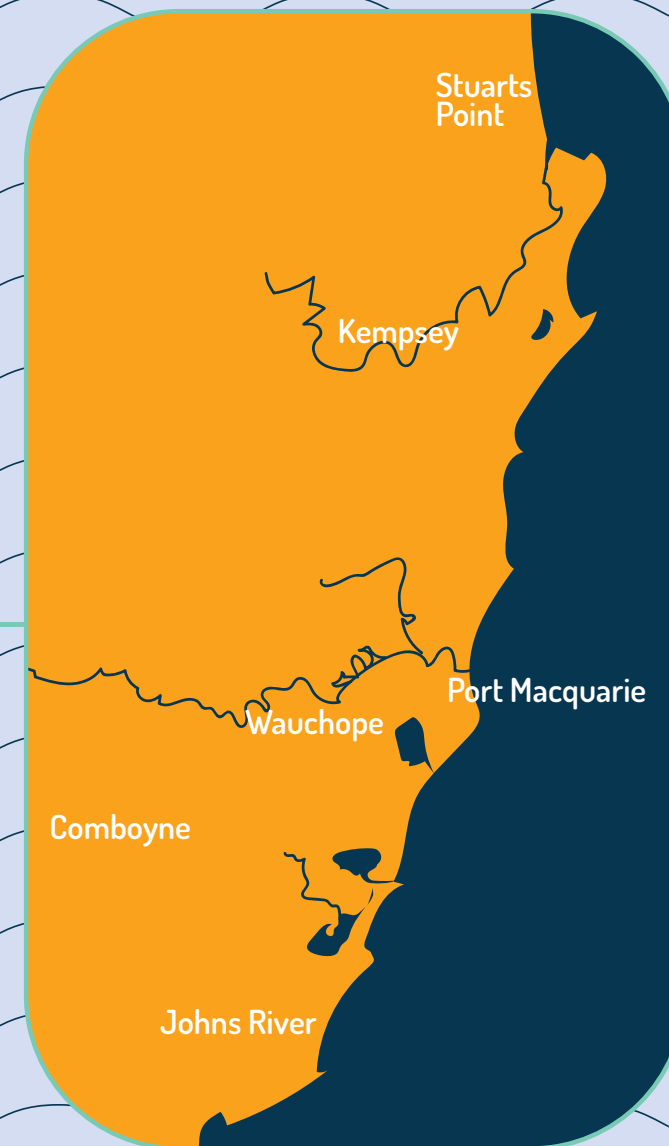
Coffs Harbour

Port Macquarie

Nelson Bay


Newcastle

Sydney








Trip Statistics

| Trips by Funding type  | Port Macquarie-Hastings / Macleay Valley | Port Stephens |
|--|--|---------------|
| Commonwealth Home Support Programme (CHSP) | 29,214 | 8,734 |
| Community Transport Program (CTP) | 1,344 | 2,642 |
| National Disability Insurance Scheme (NDIS) | 1,270 | 141 |
| Home Care Package | 2,521 | 351 |
| Brokerage* | 3,077 | 2,564 |
| TOTAL | 37,426 | 14,432 |

*Brokerage, including but not limited to: Fee for Service, Non-emergency health related transport for Hunter New England and Mid North Coast, Department of Veterans' Affairs, Car/Bus Hire.

| Trips by Age  | Port Macquarie-Hastings / Macleay Valley | Port Stephens |
|---|--|---------------|
| Under 13 | 4 | 200 |
| 13 - 24 | 165 | 186 |
| 25 - 49 | 499 | 313 |
| 50 - 64 | 2,094 | 948 |
| 65 - 79 | 10,810 | 5,058 |
| 80 - 89 | 16,028 | 6,068 |
| 90+ | 7,620 | 1,614 |
| Undisclosed | 206 | 45 |
| TOTAL | 37,426 | 14,432 |

| Trips by Mode  | Port Macquarie-Hastings / Macleay Valley | Port Stephens |
|--|--|---------------|
| Individual | 27,878 | 8,017 |
| Group | 9,548 | 6,415 |
| TOTAL | 37,426 | 14,432 |

| Trips by Purpose  | Port Macquarie-Hastings / Macleay Valley | Port Stephens |
|---|--|---------------|
| Medical | 17,877 | 4,993 |
| Social | 5,147 | 2,661 |
| Shopping/Personal | 14,402 | 6,778 |
| TOTAL | 37,426 | 14,432 |

Feedback



"What a wonderful way to start my experience with your services, I'm so happy with how everything went."

Janet, Transport client

"Be assured I get more out of volunteering with Linked Community Services than I put into the organisation. Where else would I meet lovely people (...) or the countless number of folk who enchant me with their life stories."

Peter, Volunteer Driver



"My 84th Birthday was such a special day. It was Linked Community Services made it that way, rendition of Happy Birthday by the group at lunch and a delicious meal for us to munch. Gift from Kelly in office, what a surprise, the kindness brought tears to my eyes (...) Want to say a big Thank You to all who were so caring, no sitting home alone for me – I was out enjoying and sharing."

Pam, Transport client

"I have always wanted to help an elderly community member and the Community Visitors Program has given me that. I never had the opportunity to embrace the love of a Grandparent so to befriend an elderly person has given me the chance to engage in a beautiful friendship where we both immerse ourselves into meaningful conversations and just enjoy each other's company. Thank you."

Anne, Community Visitor

Monday 20th April

Dear Staff and Volunteers Linked Community Services

Thank you so much for the Hamper you delivered on Thursday 9th April, what a thoughtful gesture for Easter, and just when I thought "Linked" couldn't make any improvements to the services.

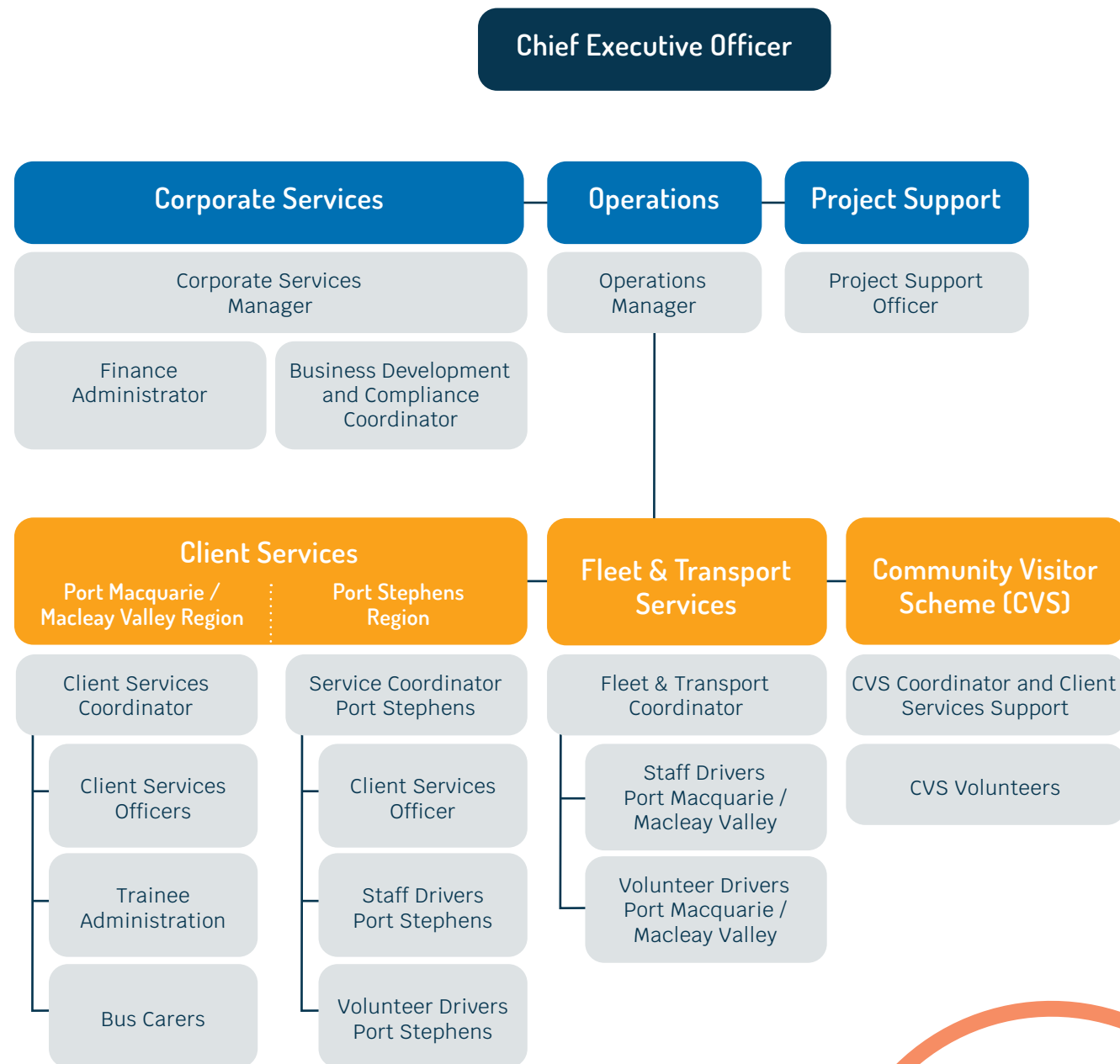
Before my self isolation I had been enjoying my trips to town for pleasure shopping and lunch after my Pick Up from Physio and Doctors appointments which was a truly welcoming treat.

My heartfelt thanks for this service looking forward to seeing you once again when all is well

*Kind Regards,
Doris Eluidge*



Organisational Chart



The Team

| Position Category | Employees | Volunteers | Total |
|--|-----------|------------|------------|
| Manager/Coordinator/ Administration/Support | 14 | 1 | 15 |
| Driver | 12 | 43 | 55 |
| Community Visitor Scheme | 1 | 44 | 45 |
| Bus Carers/Cleaner | 1 | 7 | 8 |
| TOTAL | 28 | 95 | 123 |

Traineeship Opportunity

In February this year, Linked Community Services in partnership with Apprentice Group Training Company, HVTC committed to the employment of a trainee. The traineeship enables the employee to gain a nationally recognised qualification whilst undertaking paid work. Lachlan commenced working with us in the Client Services Team and studying Certificate III in Business Administration. LINKED is providing him with the opportunity to build skills and competencies that benefit both our service and his traineeship. Lachlan is the second trainee we have supported in the last three years.

"I would like to thank everyone for welcoming me to Linked Community Services, I feel very lucky to be a part of such a friendly team."

Lachlan, Trainee



Corporate Services Manager Report

from David Paff



For several weeks in October 2019, we suffered through an acrid ever present haze of smoke generated by bush fires devastating our local flora, fauna and for some their homes. We wore masks as we endeavored to go about our daily tasks. Move forward to 2020 and we are wearing masks again, but for a totally different reason. Pandemic a word foreign to general vocabulary was now the most uttered word in conversation along with social distancing.

Behind the masks we are reminded that there remains a community and a client need.

The focus of the past 12 months has been building with our staff and volunteers a commitment to a strengths-based, person-centered approach which promotes independence, optimal wellbeing and social participation for our clients.

Core to our service improvement agenda, Linked Community Services introduced Continuous Quality Improvement to ensure in our organisation we have systems that are robust, responsive and innovative to meet the requirements of Legislation, Funding Bodies and Certification for NDIS.

Policy, procedures and processes have been developed to support compliance and our strategies/steps for achieving goals aligned to a collaborative person-centered service delivery.

The Management of Work Health and Safety for our employees, volunteers and clients has been front of mind in our daily planning and engagement.

Systematic risk management analysis of all our activities has been incorporated into daily operations. Identify the Hazard, assess the risk, and make the changes, importantly apply the control. Through training and engagement Linked Community Services Employees are supported to accept not just an understanding of legal compliance but that safety is an ethical responsibility. This ethical responsibility has been most evident during COVID-19. Constant scrutiny of our work practices, applying significant control measures through cleaning and hygiene, Personal Protective Equipment and training, all sustained and reinforced the commitment to the provision of essential services.



Linked Community Services is committed to promoting a constructive and supportive workplace culture where our employees and volunteers have regular conversations regarding performance expectations and opportunities for developing capabilities. Through our policies and processes the Leadership Team encourages employees to take ownership of their performance and career aspirations. We recognise that employees will be successful when they can work in an environment where innovation is celebrated and opportunities to achieve new goals are encouraged.

LINKED is integrating a workforce planning process into our strategic planning framework in conjunction with strong governance mechanisms to clearly identify the Human

Resource Strategies required to continuously deliver to our staff and volunteers the skills and capabilities necessary for the required duties and roles.

A key component of workforce planning for Linked Community Services is to ensure our workforce has the necessary capabilities to deliver future services necessary to achieve our goals consistent with the organisation's wider vision and strategic focus. Succession planning is a critical component of Linked Community Service's workforce planning strategy to ensure we maintain a skilled and qualified workforce.

Our People Strategy is to sustain a culture where our people master mission and purpose, being of value to others in our community.

Engaging with our Communities

from Felicity Staedter



An integral part of our business activities has been a consistent and effective community engagement approach to stay connected with our local communities. Our attendance at expos and markets provided us with great opportunities to promote our services to future clients, their families and friends and also to acquire new volunteers and partnerships. Despite the major impact that COVID-19 left on local events and individuals ability to attend social events, we maintained a vital connection with clients and community members by finding creative ways of continuing engagement - always with the focus to maintain a positive effect on the wellbeing for the most vulnerable in our community.



Volunteers Expo

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. The 2019 Volunteers Expo in Port Macquarie was a great opportunity to speak to like-minded community members, promote our services and to seek new volunteers to join our organisation.

Seniors Expos

Promoting independence and inclusion to our local communities is our Mission at Linked Community Services. The Seniors Expos in Port Macquarie and Kempsey in February 2020, provided opportunity for our team to give information on our organisation and the services we provide to potential new clients and volunteers.



Sponsorships

With great pleasure, we provided sponsorship to some of the local Aged Care Facilities to assist with their Christmas Functions. We received much appreciation from the Aged Care providers, residents and their loved ones.

Foreshore Markets

This year, Linked Community Services got involved in the Foreshore Markets which provided us with a great face-to-face engagement. With this networking opportunity we were able to highlight our suite of quality transport services and promote our new brand.



Connecting Aboriginal Communities

Linked Community Services continued to get involved with the local Aboriginal communities. A vital part of our partnering activities was the support for the Kempsey Sharks during the NSW Koori Knockout rugby carnival in October 2019. In addition, our Aboriginal Driver liaised with Aboriginal agencies, medical centres and Aboriginal clients. We also invited our Aboriginal clients to participate in a survey to help us understand how we can improve our transport services for their local communities.

Partnership with Heart Health NSW

We commenced our Partnership with Heart Health NSW to support their members during an 8-week Cardiac Rehabilitation Programme. Patients with a recent cardiac emergency event can now take advantage of our individualised transport services during hospital visitations, weekly walking groups and rehabilitation sessions.



Essential Care Packages

Thanks to many generous donations from our volunteers and staff we were able to put together some thoughtful hampers of essential items and delivered them to those in need. We certainly brightened many of our clients' days and even a few tears of joy were shared!

Book donations and delivery

Linked Community Services collected book donations from staff, volunteers and the broader community and shared them with those who were isolated at home during the pandemic.



Staying connected

During the pandemic, maintaining a connection was more important than ever. Many of our clients were unable to leave their homes. A simple phone call and a conversation from our staff provided an important community link, letting them know they weren't alone during this challenging time.

National Volunteers Week

Linked Community Services acknowledge and value the generous contribution that our volunteers make. Whilst holding morning teas encompassed social distancing, we were also able to reach out through video connection and individual letters acknowledging the contribution made by this fantastic group of individuals.



Operations Report

from Wendy Skimmings



Rewind more than 30 years ago and I would be typing this report on a manual typewriter, hitting the keys with gusto to ensure the keys hit the paper hard enough to be readable and fingers crossed that I was an accurate typist, because it was so hard to do a correction !! Amazing how we muddled through changes and came out 'okay' on the other side.

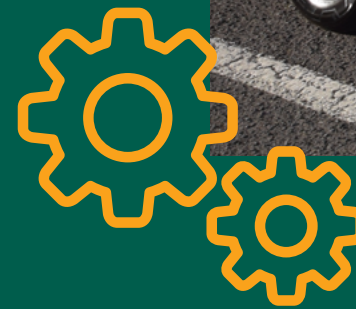
Linked Community Services are setting standards to remain sustainable through the next 30 years in rural and regional areas. Change is inevitable for growth and Linked Community Services specialises in safe and efficient transport and services to enhance person-centered care. We extend our focus to persons of all ages and for those who live with a disability.



We are currently renewing our registration as a registered National Disability Insurance Scheme (NDIS) provider and this enforces a vital audit process which will bring about further change for Linked Community Services. We are networking and receiving more contacts and looking at ways to assist participants as much as we can with their needs.

Linked Community Services also offers a Community Visitors Scheme program for visiting older persons living in their communities who are isolated and lonely and who would benefit from a familiar and regular visitor. This is a special 'win-win' program, great for the older person and equally important for the visitor. As you can imagine, COVID-19 has severely impacted the program however thanks to a funding Grant, innovation and enthusiasm by staff we are moving to virtual visitation which will commence in the coming months.

Linked Community Services has established a range of positions to ensure the operations are kept constant and at a high standard. We give credit to our drivers, staff, volunteers and carers at both locations who display such team spirit toward one another, and the care shown to all is remarkable and very appreciated by our wonderful clients.



Our fleet has had a makeover over the past 12 months. Not only with our fabulous new signage but several brand-new vehicles have also been purchased. Our drivers are looking very smart in their new Linked Community Services branded T-Shirts and have done an amazing job adhering to the additional safety and hygiene standards.

Thank you to our Stakeholders who support our organisation. We have received more referrals than ever before and this reflects and highlights the obvious confidence that Linked Community Services will deliver services in an exceptional manner.

The daily drive for precision and ongoing efforts from the Linked Community Services team members is admired and very appreciated. A huge thank you and may the next 12 months be kind to you all.





New BUSINESS



Social Outings

With a team of dedicated staff and volunteers, Linked Community Services offer Social Outing activities affordable to the most vulnerable in our communities. As we have received very positive feedback from our clients on our Social Outings, this service offering has become an integral and vital part of our core transport business delivery.

Linked Community Services encourages clients to get out and about to improve their wellbeing and health by taking advantage of well organised gatherings in combination with individualised door-to-door pick up and drop off service.

We continued to expand our social outing activities by offering a more frequent and diversified Outing schedule, spanning over the entire geographical footprint. In addition, we have implemented bus trips from rural and remote communities to local events and even outside operating hours.



NDIS

Linked Community Services are engaging in a client focused service model with the person-centred approach a cornerstone of everything we do. We are currently working diligently to prepare for our broadened delivery of our National Disability Insurance Scheme (NDIS) services. This planning model not only has a compliance approach but also has a strong consideration for the needs of the individual enabling person-centred outcomes and the opportunity for business growth.

Through the recently obtained NDIS verification Linked Community Services has made significant improvements in the quality management system, that will not only benefit NDIS related services delivery but also the entire business operations. As part of the person-centred approach, a comprehensive suite of policies and procedures have been developed that enable us to demonstrate the highest standards of quality management.



Community Visitor Scheme (CVS)

In March 2020, Linked Community Services received additional funding for the Community Visitor Scheme (CVS) to further support older Australians who may be experiencing increased social isolation due to the social distancing rules and visitor restrictions.

The Commonwealth Department of Health funds CVS to assist organisations to coordinate volunteers to visit recipients of Australian government subsidised Aged Care Services (residential and home care) who are socially isolated and whose quality of life would be significantly improved by friendship and companionship.

One of the key goals of this additional funding is to help auspices to expand to meet the increased demand of seniors needing social connection, or volunteers wishing to help. The additional funding will assist to cover the growth in the number of visits, extra training for volunteers as well as the purchase of iPads to enable virtual friendships while restrictions remain in place.



Transport for *Aboriginal communities*

Linked Community Services strives to ensure that Aboriginal communities remain connected by providing them with affordable and individualised transport options. By doing so, we enable access to health care, goods and services and supports to achieve positive outcomes for health, wellbeing and inclusion.

This year, Linked Community Services had the opportunity to partner with Transport for NSW and employed an Aboriginal Driver who visited various Aboriginal communities, agencies and medical centres to discuss options to improve transport services we could provide.

As part of our Aboriginal Transport Initiative, Linked Community Services has implemented a dedicated Aboriginal Transport Bus Service that can be utilised at low-cost aiming to increase confidence and access to transport services in rural areas. In addition, we invited clients to participate in a survey to help resolve transport disadvantages and concerns.





Finance Report

from Carlie Comer



It is my pleasure to report to you our financial results for the 2019-20 financial year. Linked Community Services (LCS) has had a successful year, recording an operating surplus of \$684,749. The total surplus for the financial year was \$963,249.

Revenue levels have increased by 27.7% compared to last year to \$4.088M. This is primarily due to the merger with Port Stephens and additional government funding.

It has been a year of growth for the organisation. Last year we undertook an internal organisational restructure to improve workflows, effectiveness, and

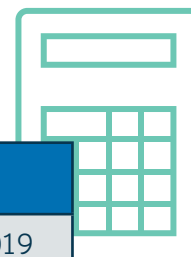
efficiency. We have seen the benefits in the results for the 2019-20 financial year, especially during the impact of COVID-19.

While the impacts, risks and additional compliance costs associated with COVID-19 have been challenging for the organisation, we are in a strong financial position to continue to achieve our financial goals during these uncertain times and into the future.

LCS has increased cash reserves to \$2.297m (last year \$1.628m), of which \$588K is set aside in the Asset Replacement Fund.

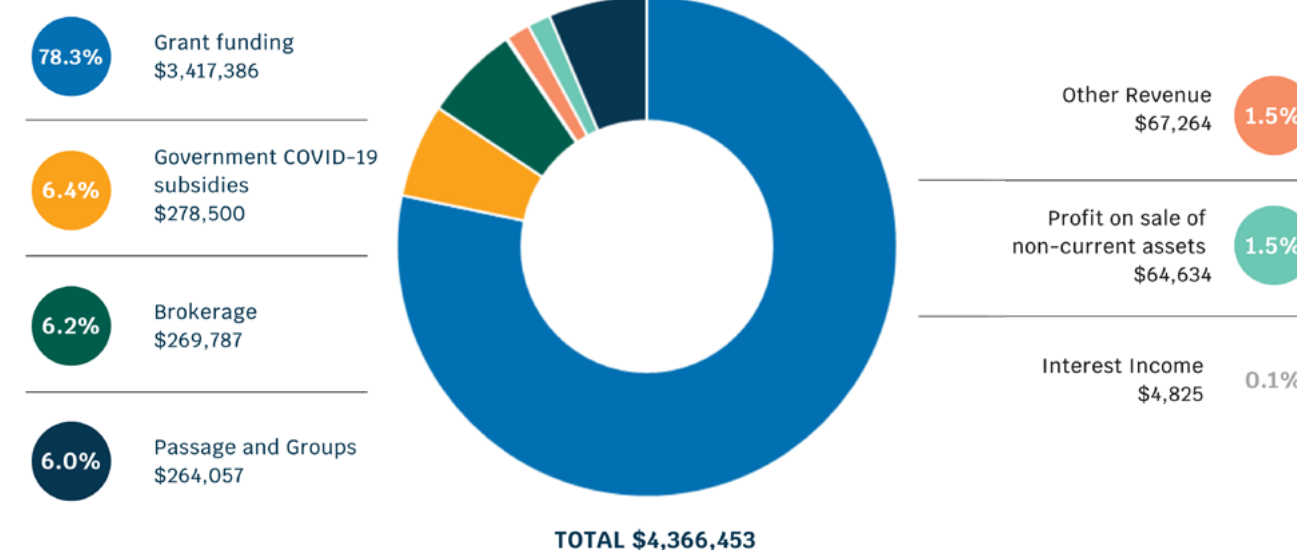
Balance Sheet

| Assets | 2020 | 2019 |
|-------------------------|--------------------|--------------------|
| Current Assets | \$2,425,612 | \$1,690,019 |
| Non-Current Assets | \$713,224 | \$656,225 |
| Total Assets | \$3,138,837 | \$2,346,244 |
| Liabilities | | |
| Current liabilities | \$657,823 | \$826,626 |
| Non-Current liabilities | \$28,415 | \$30,267 |
| Total Liabilities | \$686,237 | \$856,893 |
| TOTAL EQUITY | \$2,452,599 | \$1,489,350 |



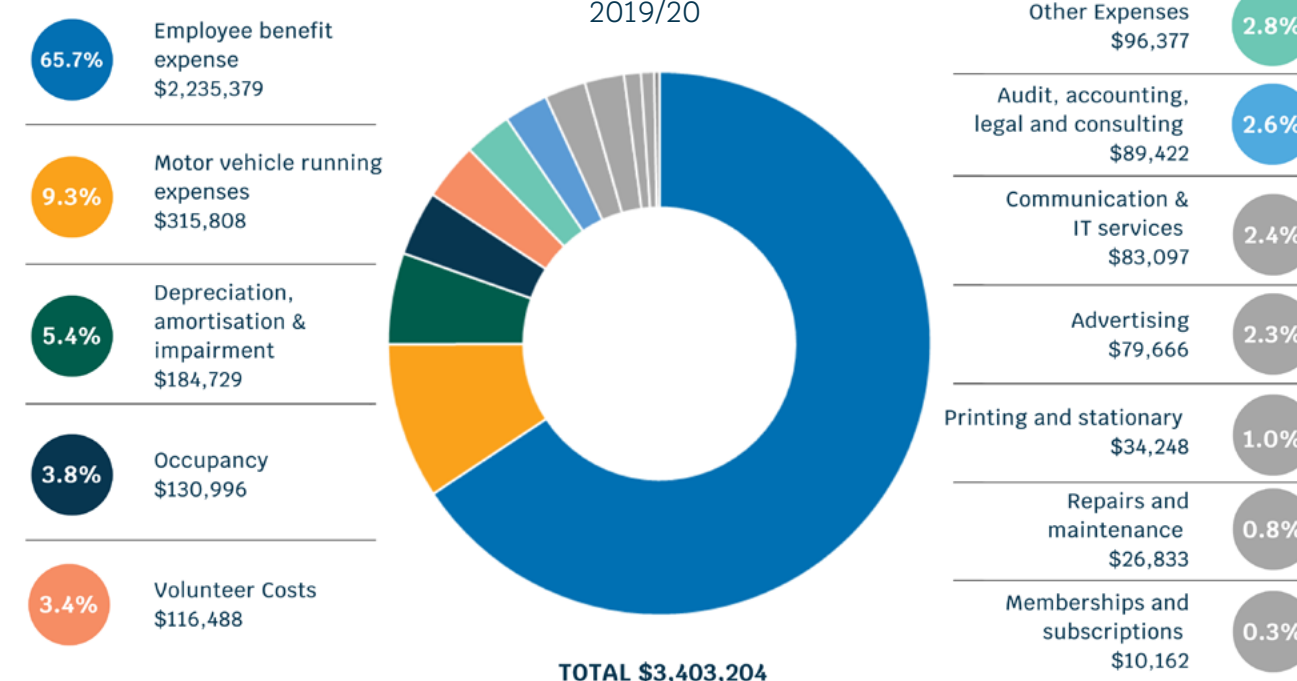
Revenue and other income

2019/20



Expenses

2019/20



Moving Forward



Customer Focus

Linked Community Services continues to focus on maintaining vital connectivity within our local communities. Through the strengthening of our continuous quality improvement function, we ensure we exceed the expectations of our clients in service delivery and support.

This year, we conducted a client satisfaction survey, speaking to over 1,000 clients across the Port Macquarie-Hastings, Macleay Valley and the Port Stephens area. The research provided us with valuable feedback and we look forward to integrating the outcomes into our business improvement projects.



Business Operations

We have embraced a culture of continuous quality improvement to address change in community needs. Led by the mission to deliver quality services that link people to the community, Linked Community Services has been undertaking an in-depth review of our service delivery model in Port Stephens. We identified that there is a demand for individual transport services in the Region and as a response this service will now be made available to our clients.



New technologies

Continuous change and improvement remain critical to our market success. By adopting new technologies and innovative ideas, Linked Community Services builds a solid platform to create better outcomes for our clients and our organisation.

With the recent significant upgrade of our reporting and scheduling system RouteMatch, we look forward to a suite of state-of-the-art technology that will add more value in our service delivery and will streamline our processes. This will include the implementation on an App-based booking service which will bring an entire new experience of highest quality services to our clients.

Recently, we have recognised that consumers have moved towards cashless payments, in particular tap and go and EFTPOS transactions. This is becoming a popular payment method as opposed to cash. Linked Community Services has been working with financial institutions to review the most effective way to provide this service to our clients. We have recently commenced trialling EFTPOS payments at our Regional offices.





Thank you & 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
- Partnerships (TARP) grants program
- Hunter New England Local Health District
- Department of Social Services
- North Coast Primary Health Network
- Good Works Foundation
- Department of Health – Ageing and Aged Care

Volunteers

We cannot express enough gratitude and thanks to our dedicated volunteers and especially to those who have been with Linked Community Services for many years. We are extraordinarily fortunate to have such passionate volunteers who make a tremendous contribution to the services we provide and ultimately help our clients and our local communities. Our volunteers provide support as:

- Drivers
- Administration
- Bus Carers
- Community Visitors

Service Award Acknowledgment 2019/20

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 members who have served the organisation for several years and have gone above and beyond.

Volunteers:

- Dianne Gander – 15 years (Bus Carer) and 5 years (Board Member)
- Gordon Pelling – 10 years (Driver)
- Colin Trusler – 10 years (Driver)
- Alan Watts – 5 years (Board Member)

Employees

- Avalon Gooding – 5 years (Driver)
- Toni Walls – 5 years (Fleet and Transport Coordinator)

Community Support

Throughout the year we received donations and a lot of appreciation from many community members. We would like to express our heartfelt thanks to every single one for supporting our goal to promote independence and inclusion. Your generosity does not go unnoticed and is most appreciated.





How you can help

Become a volunteer today

We at Linked Community Services embrace a culture of inclusiveness and appreciation. Every contribution counts as we strive to make a positive difference to our local communities. By becoming a volunteer, you do not only enrich the lives of others, you also build on your existing skills, meet new people and make friends along the way. 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.

“We rise by lifting others”

Robert Ingersoll

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



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

Heather French Henry

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