

2024 ANNUAL REPORT



Keeping you linked
to your community.

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LINKED
COMMUNITY SERVICES





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ACKNOWLEDGEMENT OF COUNTRY

Linked Community Services acknowledge the traditional custodians of the land on which we work, the Birpai, Worimi and Dhanggati people. We recognise the continuing connection to land, water and community. We pay our respects to Aboriginal and Torres Strait Islander culture; and to the Elders past, present and emerging.

Aboriginal and Torres Strait Islander peoples should be aware that this Annual Report may contain images or names of people who have since passed away.

WHO WE ARE

LINKED COMMUNITY SERVICES (LINKED) IS A NOT-FOR-PROFIT ORGANISATION COMMITTED TO PROVIDING SUPPORT SERVICES TO OUR LOCAL COMMUNITY.

We offer reliable, affordable, and safe transport to individuals who are vulnerable, isolated and transport disadvantaged. Community transport enables individuals to access essential services, remain connected with family and friends and to attend other places such as the library and hairdresser appointments.

Linked offers a range of engaging social outings to connect individuals with each other for an enjoyable day out and overnight trips.

Our Aged Care Volunteer Visitor's Scheme (ACVVS) involves volunteers visiting older people to provide friendship and companionship, to improve their quality of life and reduce feelings of isolation and loneliness.

The purpose of Linked Community Services is to provide a unique and positive experience for our clients across the Mid-North Coast. Our team consists of dedicated staff and volunteers who are passionate about helping the local community.





OUR MISSION. OUR PURPOSE. OUR VISION. OUR VALUES.



OUR MISSION

We are here to take you there.



OUR PURPOSE

We take our clients on a journey, creating a unique and positive experience so they can continue accessing our services.



OUR VISION

To be recognised as service provider of choice for assisting the community in maintaining connection and independence.



OUR VALUES.

Our Organisational Values are an acronym of the word IMPACT. Our IMPACT in the community we support is driven by:

I

INTEGRITY in everything with say, we do, upholding the integrity of our brand, each other, and our clientele.

M

MOTIVATION We employ motivated people who have the passion to work together as one team to deliver on our goals and objectives.

P

PERSONABLE We personalise our conversations, ask questions, and learn about each other and our customers, creating a unique experience for everyone.

A

ACCOUNTABLE We are accountable to deliver on our mission, our goals our promises and our commitment to each other to achieve positive outcomes.

C

COMMITMENT We are committed to growing our caring reputation throughout the community where we are the leading source provider for our clients.

T

TRUST We are an organisation who deliver on our promises through the reliability of our people.

OUR TEAM



The team culture within Linked is defined by our shared values, our beliefs, and a sense of connection. There is a shared commitment to purpose and to achievement of defined goals.

There is a resilience which comes from the understanding and acceptance of each other's strengths and weaknesses.

We are working to build an environment of collaboration, trust, and respect, where each Linked team member feels comfortable expressing their ideas and opinions without fear of judgement.

In December of last year Linked engaged employees to participate in our annual Workplace Culture Survey. Evaluating

workplace culture provides our Leadership Team with insights to improve employee engagement and to drive culture change in the areas that matter most.

The responses from our staff are aligned to our business strategy and reflect the understanding and staff commitment to the achievement of the goals and purpose identified within our business plan.

Survey responses from our staff rated our culture with a score of 82%, placing Linked within the higher performer quartile of benchmarked organisations.

The data from our annual culture survey leads to better decision-making when it comes to all things people.

MESSAGE FROM THE CHAIR



I am honoured to present the Chairman's report for 2024. I would like to extend my appreciation to the entire team at Linked Community Services for their remarkable achievements throughout the year. As an organisation, we have been flexible and responsive to accommodate the ever-changing community services sector, coupled with our region's population growth and people in our community who need our services.

Over the past few years, we have seen the need to diversify and expand our service offerings. On behalf of myself and the Board, I'd like to express my sincere gratitude to each employee and volunteer for their unwavering dedication. Your efforts have played a pivotal role in our unprecedented recent growth, which is anticipated will continue under the leadership of our committed CEO Carlie Comer, and her Executive Team, and the exceptional employees who are committed to supporting them daily.

As a Board, our core responsibility is to ensure Linked follows the strategic direction that has been put in place to maximise our sustainability, whilst also, minimising our risk, and ensuring high standards of compliance and good governance. This year, I would like to welcome Paul Ward and George Fotoulis to our team of now eight Directors.

Our driven and cohesive Board has been instrumental in contributing to Linked's growth over the past few years, and I would like to extend my deepest thanks and appreciation to all my fellow Board Members who are committed for the benefit of Linked Community Services. Your volunteerism has been invaluable in helping our organisation flourish and consistently deliver essential services to our community.

It is important to acknowledge that our success in the past year would not have been possible without the unwavering dedication of everyone involved, who have a passion to help others in need. I eagerly look forward to the next twelve months with a sense of optimism and anticipation, eager to witness the continued progress and accomplishments that lie ahead for us.



ALAN WATTS

Chairman



MESSAGE FROM THE CEO



This year has seen Linked Community Services (Linked) committed to review and reflection. Firstly, I would like to acknowledge the team at Linked Community Services who are all 100% committed to our brand. Our employees and volunteers do a fantastic job in supporting our community all year round.

As per our 2022-2024 Strategic Plan, our progress within the last 12 months has been active and rewarding. The Board and I are extremely satisfied with our progress and commitment towards continuous improvement and as such the current Strategic Plan has been extended for another 12 months. We have invested wisely in better marketing initiatives and brand awareness which includes creative ways to boost our outputs for more people in the community to engage our services.

This year there has been an improvement in increasing numbers of trips delivered; however, we have struggled to reach our

anticipated targets. The rising cost of living has seen a nationwide reduction in volunteers, many of whom have re-entered the workforce. We encourage anyone to come forward who would like to know about the great work we do, and how they can contribute to their local community.

I am thrilled to share that we supported the Community Transport Organisation (CTO) last year to host the statewide CTO conference in Port Macquarie. The conference is a jam-packed two-day event for all community transport providers where the latest contractual details, government trends, research and funding updates are provided. With the expansion of our operations in 2023 to the Manning Valley region, we can support events of large numbers. We welcome any opportunity to contact us where we can assist with community events and transport.

Last year we secured funding from the Department of Health and Aged Care for an additional three years to continue delivering our Community Visitors Scheme (CVS). We know government funding is never guaranteed, and as our submission was approved, from July 2023; this program has operated under a new name - the Aged Care Volunteer Visitors Scheme (ACVVS). Our progress of providing this program, with increased funding across expanded local government areas and an increase in participant numbers, has exceeded all expectations. I would like to congratulate and thank the ACVVS team and volunteers for their efforts and dedication to the program.



As I always mention, our volunteers bridge the gap for people who often lack family and social support. I extend my deepest thanks and gratitude to each volunteer for their invaluable contributions to our organisation. Their commitment and dedication to providing companionship and friendship to people in the community every day is truly remarkable. We cannot overstate our appreciation for their hard work and support.

The growth of our organisation has been driven by the dedication and focus of our team, and I am incredibly grateful for the support from our Board of Directors. We recognise our potential, and we pursue our goals, knowing that we were working towards a larger purpose beyond ourselves and our jobs. We are driven by the impact and positive outcomes we create for people in our community.

In December of last year, Linked Community Services conducted a Staff Engagement Survey. Across all three regions, our result for the satisfaction of company performance was a great result at 76%, and team satisfaction came in at 77%, which

is above average for sector comparison organisations. This result demonstrates that our employees are satisfied with Linked Community Services, its Mission, Purpose and Values and people like coming to work.

In 2023, Linked held a conference where we gathered as one team to work on better ways that we can engage with our community, whilst reflecting on what we have achieved over the past few years and what lies ahead. This conference was highly successful, and I look forward to planning another exciting conference in August 2025.

Thank you to David Paff who since February 2024, has been Acting CEO and a wonderful support to the team while I have been on maternity leave. I look forward to what is ahead on our journey whilst we continue to grow throughout our region.

Carlie

CARLIE COMER

Chief Executive Officer

BOARD OF DIRECTORS



ALAN WATTS
Chairperson



IAN SKEAD
Deputy Chair



RUSSELL STOCKHAM
Secretary



ANNETTE MESSENGER
Director



PAUL WARD
Director



KEN HEFFERNAN
Director



GEORGE FOTOULIS
Director



LORRAINE HERAGHTY
Director



CARLIE COMER
Chief Executive Officer



STRATEGIC PLAN 2024-2025

Linked Community Services has a clear vision and business model in place to guide its current and future practice and performance. The vision and business model are aligned to the Aged Care Reforms, and the Aged Care Quality and Safety Standards. Our Vision statement and business model focus on the customer at the centre of all our decisions and practice, strong corporate governance and risk management frameworks, a highly trained and skilled workforce (including volunteers) – all underpinned by efficient and secure technology and systems.

Linked Community Services' Vision is "to be recognised as a service provider of choice for assisting the community in maintaining connection and independence". Our values are closely aligned to our vision

and centred on our IMPACT in the community – Integrity, Motivation, Personable, Accountable, Commitment and Trust. Linked has a robust Strategic Plan and annual business plan. Our current strategic priorities are focused on growing and expanding supports to meet community need. This includes becoming an approved Home Care Package Provider.

Linked sees our current service offerings as a strong platform for becoming an approved Home Care Package provider, ensuring the continued diversification and continuity of services to meet community need. The business and service delivery models proposed are based on a consumer directed approach and will complement the recommendations arising from the Aged Care Reforms.

During the life cycle of our current strategic plan we will have accomplished the objectives that we identified during the planning phase when we initially established our vision, mission, and values statements.

Our ongoing development of staff and governance systems to engender a mindset where we aim to become a disrupter, challenging the status quo of how we operate to take Linked to another level of professionalism and deliverables. Our focus has been on maximising the performance and engagement of our people, creating an environment where our people are motivated to achieve, and building an organisation which is adaptive and resilient. Our brand and our culture are laying foundations for our future growth.

MESSAGE FROM THE CORPORATE SERVICES MANAGER



Linked has experienced significant and continuous growth since 2019. With growth comes both opportunity and challenge. Increasingly the restraints of our aging office accommodation in Lord Street were limiting our ability to grow our client services effectively and efficiently.

After much investigation and due diligence our Board of Directors approved our relocation to a new office in Port Macquarie. Commencing with a very barren and vacant area of concrete and glass afforded us the opportunity to design a purpose built space that would accommodate both our current needs and provide for future growth.

Working with our design team and our local trades, we were able to move in October last year. This new office facilitates greater staff interaction, meeting rooms, training and Board rooms compliment an open floor space, a large communal staff kitchen and client meeting areas support the higher quality of service that we aim to deliver.

Our physical work environment is also supported by our corporate values focused on our purpose and vision. The benefits of a good working environment are increased employee satisfaction. Where staff feel engaged and supported in their work.

During the past year, Linked has continued to invest in training and development.

Most recently our Board of Directors completed Governance Foundations training with the Australian Institute of Company Directors. Another training milestone was the successful completion of Certificate IV Motor Vehicle Driver Training by a staff driver, equipping him to support our driver assessment and education program.

Across all our regions we have been active in the recruitment of quality staff, with the skills, attitude, and the commitment to support our work within the community. This includes our ongoing commitment to formal Business Administration Traineeships. Providing opportunity for school leavers to gain industry recognised skills and qualifications.

Linked has continued to resource our vehicle fleet, new cars and vans display our prominent livery and are a readily recognisable display of our constant presence within our community, we are here to take you there!

We now focus on the twelve months ahead. At the heart of our success will be our people, meeting objectives and goals, creating a positive impact on the community we care about, and lead by a plan to grow and to flourish.

David

DAVID PAFF

Corporate Services Manager

NEW OFFICE GRANT STREET, PORT MACQUARIE



SERVICE AREA STATISTICS



6,732 TOTAL CLIENTS

**17% INCREASE
SINCE 2023**



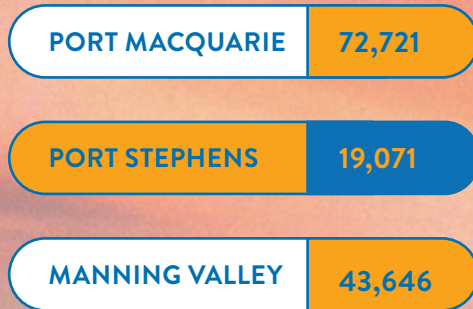
135,438 TOTAL TRIPS

**40% INCREASE
SINCE 2023**

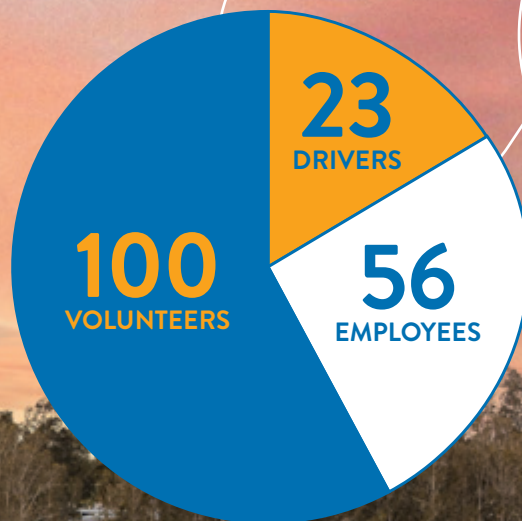
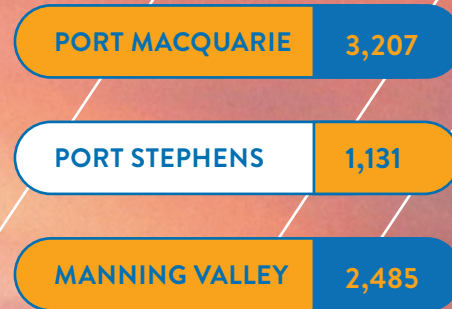


We are here to
take you there

2024 TRIPS COMPLETED



2024 CLIENT NUMBERS



MARKETING AND COMMUNICATIONS



AS LINKED COMMUNITY SERVICES EXPANDED ITS FOOTPRINT ACROSS THE MID-NORTH COAST IN 2023, A KEY MARKETING GOAL WAS THAT “EVERYONE WOULD KNOW ABOUT US BEFORE THEY NEED US”. THIS GOAL DROVE INITIATIVES TO IMPROVE BRAND AWARENESS.

As Linked Community Services expanded its footprint across the Mid-North Coast in 2023, a key marketing goal was that “everyone would know about us before they need us”. This goal drove initiatives to improve brand awareness.

The 2023-24 marketing strategy contained multiple methods to communicate our brand, values and messages including traditional media, social media, website, marketing collateral, community engagement and events, and branding.

Collateral was updated including our general transport flyer, booking and pick up cards, volunteer posters, pull-up banners and pet campaign materials, along with updated brochures and posters for the Aged Care Volunteer Visitor Scheme.

A comprehensive advertising schedule was developed to cover television, radio and newspaper advertising as well as local community magazines. A new TV commercial was produced in January 2024 with the help of several drivers, clients and office staff who lit up the screen with their smiles and good nature. Newspaper and radio ads were written, designed and produced, and the full advertising campaign was launched in February with coverage scattered across the whole Linked region.

In digital marketing, the new website was completed in November 2023 and currently receives around 3000 visitors each month. Social media continues to be an avenue to reach the community and share about the services we offer, as well as connect with other organisations and businesses. We also commenced advertising on the digital TV channel – 7Plus.



The Marketing Committee was established in July 2023 comprising of a variety of representatives including management, employees and volunteers, joining to contribute their skills, experience, and ideas. The committee meets once a quarter and have been working on various projects to enhance the marketing opportunities for Linked. Key outcomes of the committee thus far include the development of a yearly calendar of events, collaboration with the Mobile Service NSW vans, a new marketing material distributions system and a makeover of the quarterly client newsletter. Now in digital form, the newsletter is emailed to around 3000 clients and includes photos, updates and good news stories from the day-to-day activities at Linked.

In March 2024, Linked distributed a survey to clients via email and post. In terms of advertising, most responded that they see local advertising on regular television channels, followed by radio, newspaper and digital/streaming TV, noticeboards and websites/web banners. This is helpful information to guide future communications with clients, as well as choosing where to invest our marketing efforts in the next financial year.

Judy

JUDY CALLINAN

Marketing & Communications
Coordinator

COMMUNITY ENGAGEMENT



Linked Community Services has attended many community events over the last 12 months, increasing our presence within local communities and spreading awareness about our services.

We have coordinated pop-up stalls in local shopping centers, 'co-located' with regional Service NSW van in towns such as Laurieton, Harrington, Bulahdelah and Lemon Tree Passage. Linked has also, held numerous presentations at community groups including Social Seniors, Probus, Rotary Club, Legacy, Country Women's Association, Men's Shed and a range of local retirement villages.

Linked are part of several interagency groups including the NAIDOC planning

committee, Koori Cares Connection and Tomaree Interagency.

A highlight in community engagement would have to be our recent involvement with the Elders Olympics held in Kempsey where over 450 participants attended the Kempsey Racecourse, showcasing remarkable artwork on banners representing their teams. It was great to be involved and connect with so many people from across the region.

Linked are excited to continue our involvement with the community, promoting our services to those who need us most. Our message is simple – we are here, to take you there!

CLIENT FEEDBACK



“

Thank you to the volunteer driver for my first transport trip today from Woolworths Tuncurry to my home. It is good to know that a reliable service like Linked is there to help when needed.

“

A great service for us, living out of town makes us feel so isolated. - A brilliant service, driver was an excellent driver, I felt completely safe.

“

Our driver on the social outing yesterday was great, she was easy to get along with, and we had a lot of laughs, nothing was a bother, we really enjoyed our day out.

“

I cannot speak more highly of the staff both driver's and the admin staff, everyone is so helpful and kind and thoughtful, such a delightful bunch of people.

“

Very nice driver and brilliant service. It was my first trip in a wheelchair. I felt safe and secure. Driver went out of his way to make me comfortable.

“

Thank you to everyone, drivers and office staff. Have all been amazing and helpful over the last few weeks. Visiting husband in hospital a couple of times a week and I couldn't have done this without your assistance.

AGED CARE VOLUNTEER VISITORS SCHEME



The Aged Care Volunteer Visitors Scheme (ACVVS) has proven to be a thriving initiative under the new design framework, funded by the Australian Government. This has contributed to positive outcomes for older people in our communities.

ACVVS remains a free service that connects compassionate and friendly volunteers with older individuals to reduce social isolation, provide companionship and improve quality of life.

This year has seen strong growth, clear objectives and structure, whilst remaining flexible to adapt to changes and unforeseen challenges. ACVVS will continue to identify successes and areas for improvement to ensure the program meets its objectives – to deliver the ACVVS to Australian Government subsidised

Residential Aged Care and Home Care Package clients within our Aged Care Planning Regions of Mid North Coast and Hunter.

Linked has prioritised the appointment of additional employees to implement an efficient, outcome focused program. Together the team have achieved key performance objectives and laid the foundations for long-term sustainability.

For the 2023-2024 financial year there were 69 active volunteers, 159 volunteer to care recipient matches and over 1800 visits. There was also 252 care recipients who have accessed ACVVS with 59 who are waiting for a volunteer match, and 46 who have withdrawn due to personal circumstances or who have sadly passed away.

To increase volunteer and care recipient matches and visits, our emphasis for the coming year is to boost volunteer engagement, strengthen recipient satisfaction, foster strong networking partnerships and sustain a high level of communication and consultation.

Every friendship we help create is one less person who is feeling alone.

Christie

CHRISTIE KORVEMAA

Aged Care Volunteer Visitors Scheme Coordinator

ACVVS TESTIMONIALS

ACVVS STORY: GARDEN VILLAGE

Volunteering in Aged Care, making a difference, one visit at a time...

While Garden Village Aged Care Employees and Registered Nurses provide excellent care, there's something special about the friendly faces of regular volunteer visitors. That's where volunteers like Daphne step in, bringing conversations and connections into the lives of residents like Yvonne.

Yvonne looks forward to her visits with Daphne who volunteers through Linked Community Services to visit Yvonne once a week. The scheme is focused on friendship. "We have lots of enjoyable conversations" said Yvonne.

I have been visiting Yvonne for the past six months but have been doing community visiting for 15 years. Initially with the Community Visitors Scheme (CVS) in Tasmania and then joined Linked when I moved to Port Macquarie," said Daphne.

Daphne says there are many aspects to volunteering that she enjoys. "Possibly the main one is seeing my resident's face when I arrive and the big smiles that greet me."



The pair agree they both enjoy chatting a lot. Daphne said "We enjoy the musical sessions that are happening in Wintergarden. We have also played Scrabble together with two other ladies. On warm, fine days we go into the courtyard. We're just starting to try some new games and I am busy reading the rules for Quiddler."

"I used to work as a radiographer so have had to handle people all my working life and when I retired wanted to keep helping people."

DAPHNE & YVONNE

ACVVS Volunteer & Care Recipient

ACVVS VOLUNTEER

Since becoming a visitor in September last year I've gained a wonderful friend, Anne. My intentions for becoming a volunteer visitor was to "give back" and hopefully help to ease the social isolation within our community.

Anne and I meet on Saturday mornings, explore the wonderful sights of our area and visit local cafes to savour a coffee & cake. Friendship has developed, with much discussion about life - the highs & lows, lots of laughter and a unique opportunity to experience the memories of an individual's childhood into the adventures of Anne's adulthood.

As a volunteer, I've gained so much and truly believe I have received an amazing opportunity, not only to gain a friend but in turn learn about myself. To anyone thinking about it, do it!

REBECCA

ACVVS Volunteer Visitor

ACVVS CARE RECIPIENT

When it was suggested to me by the Home Care Provider that I could benefit from having a visit from an ACVVS Volunteer I was apprehensive. Knowing I was extremely lonely, I knew it would be good for me to have a friend, so arrangements were made for me to have a regular volunteer visitor.

I enjoy getting together once a week and chatting over coffee and cake. We often talk about the past weeks' happenings, with the opportunity to reminisce about events of our past life. I feel that I am respected and mutual trust is shared. My spirits have really lifted since the visits started.

I now take part in village activities which has given me the chance to meet new friends which in turn has really boosted my confidence. Thank you Linked and ACVVS for giving me a friend and a new lease on life!

ANNE

ACVVS Care Recipient

2024 FINANCE REPORT



OVERVIEW

Linked's sustained business growth and success are underpinned by our commitment to effective financial management. This approach ensures optimal resource allocation, prudent risk management, and long-term viability. Our achievements are made possible through the dedication and professionalism of our employees and the strategic guidance of our Board of Directors.

RECENT DEVELOPMENTS

Following the acquisition of community transport provider services in the Mid Coast LGA, Linked has experienced significant expansion. This growth has broadened our customer base and facilitated entry into new markets. To support this expansion and organic growth, we have implemented robust processes for consolidating financial data and generating comprehensive reports, which inform our strategic decision-making.

FINANCIAL PERFORMANCE

For the fiscal year, Linked achieved a net surplus of \$487,828. The financial results are as follows:

- Total Income: \$8,368,343
- Total Expenses: \$7,880,515

KEY FINANCIAL INDICATORS

Revenue Growth: We have observed increases in both brokerage income and passenger & group income, primarily driven by higher trip volumes.

Cost Management:

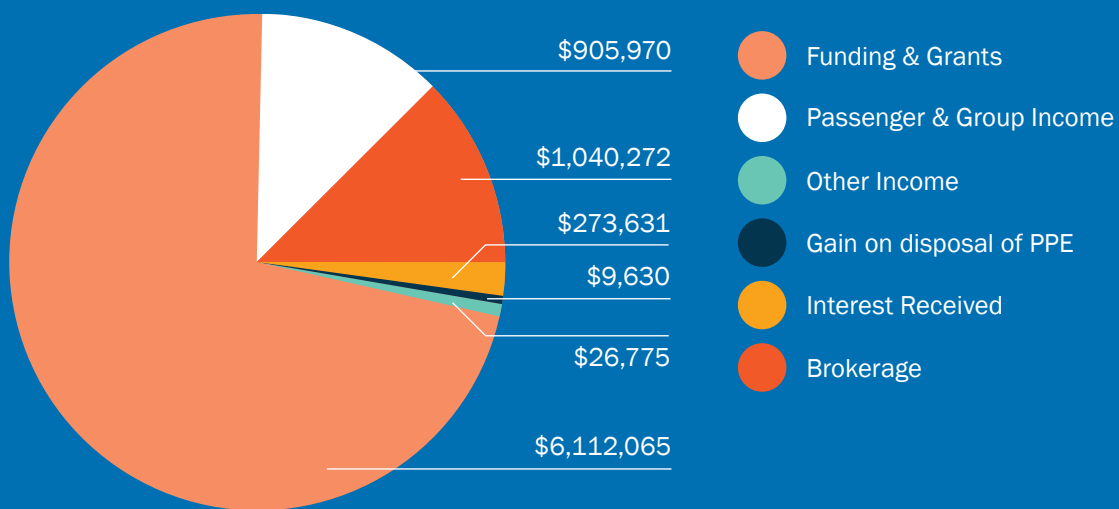
- Operational costs have risen in line with increased service provision.
- Motor vehicle expenses remain elevated due to high fuel prices.
- Staff costs have increased as we expand our client service area.

A stylized, handwritten signature of Carlie Comer in a light blue color.

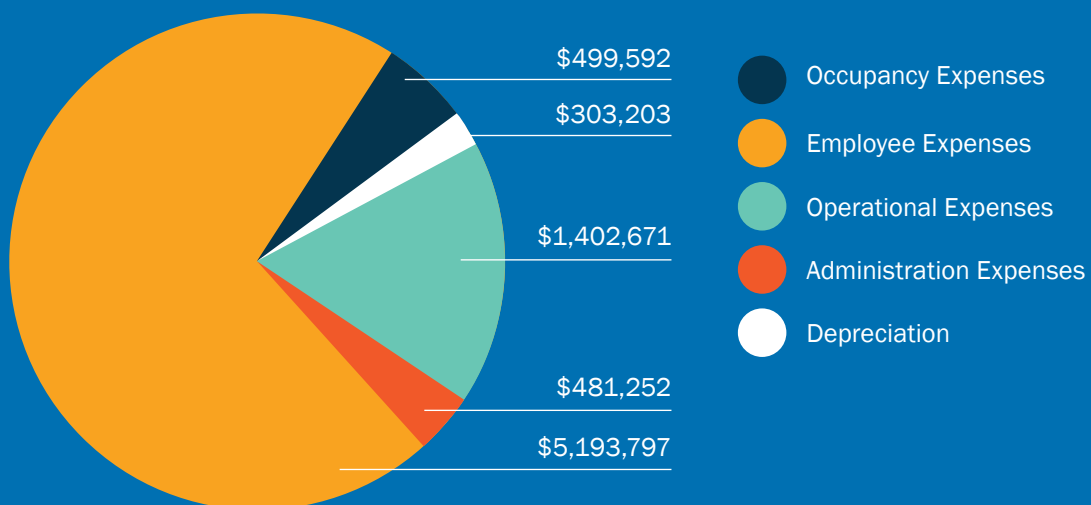
CARLIE COMER

Chief Executive Officer

REVENUE + OTHER INCOME



EXPENSES



FINANCIAL POSITION

Linked maintains a strong financial position with cash and financial assets totalling \$6,429,967. This sum adequately covers all liabilities and anticipated fleet replacement costs. Our strong balance sheet positions us favourably for future operations and the implementation of our strategic initiatives.

CONCLUSION

Linked's financial health remains healthy, providing a solid foundation for future growth and strategic development. We are well-positioned to continue our expansion, invest in our services, and deliver value to our stakeholders.



**MICHAEL
CROSSLAND**
Master of Ceremonies

2025 CONFERENCE UPDATE

After the success of the very first Conference held in 2023, it has been decided that we will all come together again in August 2025 for another Linked Community Services Conference.

The theme for the Conference is “Accelerate”. Linked is excited to host this conference focusing on our Strategic Plan objectives for growth and diversification. We are fortunate to have Michael Crossland as our MC along with a jam-packed agenda full of workshops, presentations and a very special Key Note speaker.



WHEELCHAIR ACCESSIBLE VEHICLES

The Linked Community Services fleet includes several wheelchair accessible vehicles to enable people with mobility restrictions to access transport and maintain community connection.

Wheelchair accessible vehicles play a vital role in supporting people travelling in wheelchairs to get them where they need to go, safely and conveniently.

Additional safety standards and obligations apply to Linked when providing wheelchair accessible passenger services, for instance, adhering to the minimum space requirement for a passenger in a wheelchair, and compliance with the Disability Standards for

Accessible Public Transport. There are specific requirements for utilising tie-down straps and specific driver training for manoeuvring wheelchairs in and out of vehicles.

Linked is specifically funded to provide transport to people that need it most including the elderly, those experiencing disadvantage, those who are isolated, and people living with a disability.

To meet the needs of those that require support, it's essential to continue to provide wheelchair accessible vehicles.

Without such vehicles, many would be left without access to essential services, recreation, shopping, and other services.

Social OUTINGS



Each month, our Social Outings Calendar is published to provide individuals with opportunities to socialise with others and see new places. With the continued interest in our overnight trips, we have provided hundreds of individuals with short get aways and travelled thousands of kilometres over the year.

Noticeable highlights over the last year include Christmas in July with scenic trips to Dorrigo and Gloucester where attendees enjoyed the cooler weather, live music, Christmas decorations and a delicious Christmas dinner.

November saw us venture to Yamba and the Lower Hawkesbury River where attendees discovered pearls, learnt about local history on board the Riverboat Postman, cruised up the Macleay River and viewed stunning coastlines.

In January, a trip to the Hunter Valley Lights Spectacular was organised, and in April we visited the Southern Highlands and Armidale to witness the high-country bursting with autumn colours.

Overnight trips have indeed been popular, however so too have the local full-day and half-day outings, with a variety of options available. We have also added regular shuttle services and a weekend coffee club to the outing options.

In addition to the planned social outings on offer, we now offer customised social outings for groups of 7 or more. Groups decide where they would like to go and what they would like to do, while Linked provide the vehicle and driver. This has proven to be a popular option for community groups like Legacy.

People can still access the calendar via our website by simply selecting where they live and viewing the calendar of events on offer for that month. Calendars are also available in each of our vehicles and at each regional office.

Social outings account for more than one-third of our monthly trip statistics which shows the value and importance of social connection within our community.



Social OUTINGS



CTO CONFERENCE OCTOBER 2023

I L L U M I N A T E

Each year, the Community Transport Organisation (CTO) hosts a NSW state wide conference for all transport providers. The conference features a range of presentations, workshops, and keynote speeches. Attendees have the opportunity to share their experiences, learn from others, and network with colleagues from all areas of the industry. In October 2023, the annual conference was held in Port Macquarie and Linked Community Services was ready and excited to support the CTO with planning and of course transport.

“The Linked Community Services Team were pivotal to the success of the CTO Annual Conference 2023 - ILLUMINATE. As the local regional provider, the Linked Team came onboard with enthusiasm and were passionate about showcasing their organisation as well as Port Macquarie. They were positive and engaging, welcoming delegates and giving all the information needed to make the Conference a fun and seamless experience for everyone. The CTO is extremely grateful to the Team from Linked Community Services. Without their energy and commitment, the CTO Conference would not have been possible. The Team were a pleasure to work with and we thank Carlie for including them as an integral part of our Conference.”

(Testimonial above from Executive Officer Tara Russell, Community Transport Organisation)



HOW YOU CAN HELP



Linked relies on the support of our amazing volunteers to help provide services to over 6000 clients across the Mid-North Coast, Manning Valley and Port Stephens regions.

Our volunteers assist with driving, community events, social outings and visiting residents of aged care facilities through the Aged Care Volunteer Visitors Scheme.

Volunteering promotes individual wellbeing, a sense of purpose and the opportunity for social connection. Linked offers a wide range of volunteering options at flexible times and we encourage you to explore the opportunities available.



For more information, please contact the office, visit the website www.linked.org.au/volunteering or scan the QR code to express your interest.

HELLO LINKY UPDATE

Linky is part of the Port Macquarie Hello Koala Sculpture trail and has been featured in the 2023 Hello Koala Treasure Hunt, the 2024 Hello Koala calendar, and on various merchandise available in the Hello Koala store.

In October 2023, Linky made a special appearance at the Port Macquarie Glasshouse for the duration of the annual Statewide Community Transport Organisation (CTO) Conference.

Over the past 12 months, Linky has become a mascot and is now a key feature of the new vehicle wraps for our buses, vans, and cars, adding a lovely element of friendliness to the vehicles and is now well recognised in the community.

Linky lives at our Port Macquarie office where many visitors come to take a photo as they complete the Hello Koala Sculpture Trail within the region.

It has been an eventful year for our friend Linky, and it is pleasing to see the joy our koala brings to so many people.



ACKNOWLEDGEMENTS AND THANK YOU

VOLUNTEERS

Our volunteers make a tremendous contribution to the services provided by Linked. We are so fortunate that they dedicate their time, skills and experience in all aspects of the organisation. There are over 100 volunteers who support more than 6000 clients that use Linked Community Services.

OUR COMMUNITIES

From every community we service and every person we help from Port Stephens to South West Rocks, we thank you for your ongoing support and dedication to Linked. We value your feedback and use it to continually improve our service so that our excellent reputation remains in place.

OUR FUNDING PARTNERS

Linked Community Services would like to take this opportunity to acknowledge and thank our funding partners for their ongoing support.

Transport for New South Wales - (TfNSW)



**Transport
for NSW**

Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

New South Wales Department of
Communities & Justice



**Communities
& Justice**

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