

2024 | 2025 ANNUAL REPORT



**CLARENCE
MEALS**

6645 3200

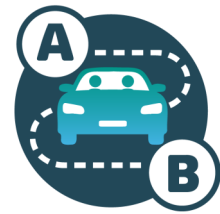
bookings@connectu2.org.au
www.connectu2.org.au



CONNECT YOU TOO

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**A2B TRANSPORT
SOLUTIONS**



**CLARENCE COMMUNITY
TRANSPORT**



**CLARENCE
MEALS**



*We acknowledge the traditional owners of this land
and pay our respects to elders past and present.*

INTRODUCTION



Welcome to the 2024-25 Annual Report for Connect You Too.

August 2019 saw the formation of this company limited by guarantee with the combination of Clarence Community Transport, Clarence Eats, A2B Transport Solutions, Yamba Airport Shuttle and Meals on Wheels ILUKA. This structure commenced on 13 August 2019.

Connect You Too is a registered charity under the Australian Charities and Not-for-Profits Commission.

LIST OF DIRECTORS

Raymond Chesher – *Chairperson*
Robert Little
Peter Hudson
David Kelvin
Michael Smart
Garry Payne
Deyann McDonnell
Paula Walsh—retired October 2024



Robert Little
DIRECTOR



Peter Hudson
DIRECTOR

GENERAL MEETINGS WERE HELD:

24 July 2024
28 August 2024
25 September 2024
30 October 2024
27 November 2024
22 January 2025
26 February 2025
26 March 2025
23 April 2025
20 May 2025
28 May 2025
25 June 2025



David Kelvin
DIRECTOR



Garry Payne
DIRECTOR

**THE ANNUAL GENERAL MEETING
WAS HELD ON 30TH OCTOBER 2024.**



Michael Smart
DIRECTOR



Deyann McDonnell
DIRECTOR

List of VOLUNTEERS

COMMUNITY TRANSPORT 2024-2025	
GULMARRAD	Ray Hoad Michael Collins
MACLEAN	Anne Waters
ASHBY	Teresa Collins Gren Little Denis Donkin
ILUKA	Tony Crupi
YAMBA	Greg Starr Judy Patterson Russell Eather John Tucker Paul Bailey Peter Jarman Peter Maddock
JUNCTION HILL	Alan Pitkin
BRUSHGROVE	Stephen Smith
GRAFTON	Darryl Brotherson David Anderson David Paget
SOUTH GRAFTON	Bryan Bullock Robert Warwick

CLARENCE MEALS 2024-2025	
DRIVER	John Nolan
DRIVER	Lindsay Haddow
DRIVER	Debbie Thwaites
DRIVER	Trevor Wells
KITCHEN HAND	Leonie Lancaster
DRIVER	Terry Hill
KITCHEN HAND	Dale Mackie
DRIVER	Peter McIntosh
DELIVERY	Carol Holmes
DELIVERY	Joyce Hiu Ling Chan
DELIVER/PACK/ADMIN	Jenny Gillies
DELIVERY	Maria Dunn
DELIVERY	Kerrie McLean
DELIVERY	Nancye Townsend
DELIVERY	Rod Gillies
KITCHEN HAND	Jenny Watson
DELIVERY	Michael Smith
DELIVERY	Vicki Watson-Brown



Image: National Volunteers Week 2025.

Message from our CHAIRPERSON

Once again the year has been a positive and busy year for Connect You Too. Our transport and meals services have continued to grow and meet the needs and demands of the community.

I would like to thank each and every person with a role in the company for their commitment, competence and expertise, especially my fellow Directors who have helped steer the ship. The range of skills and expertise of management combined very well with the Board and this provides for a great working environment.

We lost one Board member in November 2024 but gained a new Board member in January 2025—Deyann McDonnell.

Significant achievements during the year

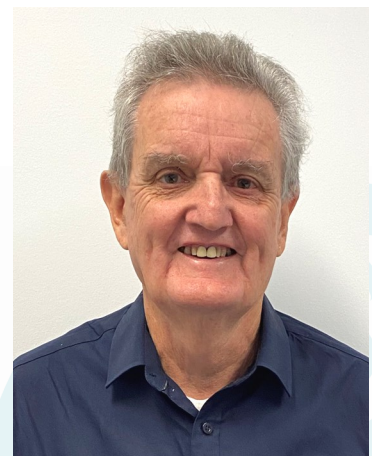
- Once again we produced a positive financial result although slightly down on the previous financial year.
- Meals services continued its growth and financial stability.

- The Volunteer Recognise and Reward program introduced by the Board and led by Garry Payne, was launched at our Christmas party in December 2024 at Ulmarra. This was for recognition of years of service, most kms driven and team award with sponsors being – Coles, Access Fuels, Harwood Hotel, Lawrence Tavern and Yamba Bowlo. More sponsors will be coming on board in 2025-26.
- A meeting was held with Kevin Hogan to discuss the growing age care needs of the Clarence Valley and we expect some positive feedback on this from our local federal member of parliament.
- A new Strategic Plan was developed looking at our growth, development and future business needs.
- We have fostered a good working relationship over the last 12 months with Kevin Hogan (Federal

MP), Richie Williamson (State MP) and Laura Black (CVC GM) which bodes well for the future.

Challenges that we face in 2025-2026

- Remaining as a preferred provider of services in the Clarence Valley.
- Maintaining and improving our fleet of vehicles.
- Expansion and possible new business opportunities.
- Maintaining close ties with all levels of government.



Ray Chesher
CHAIRPERSON

'We are so happy with your service and the difference it is making to our lives at this point in time.'

CLIENT SATISFACTION FEEDBACK

Message from our

GENERAL MANAGER

It is with great pleasure that I present the 2024-2025 Annual Report for Connect You Too (CU2).

This year marked an important milestone with the review and update of our Strategic Plan. Most notably, we introduced a new strategic initiative: building social capacity and opportunities. This initiative highlights our commitment to not only delivering quality services, but also supporting broader community development, social inclusion, and the diversification of our service offerings.

Our transport and meals services continued to grow significantly. Over the past 12 months, we delivered 30% more meals - an increase of approximately 5,000 meals. To support this growing demand, we welcomed a full-time Meals Assistant to our team. Similarly, with trip numbers exceeding those of the past three years, we also brought on an additional Customer Care Officer to ensure timely response to the increasing volume of calls and bookings.

We've seen encouraging growth in our Home Care Package clients, many of whom are now choosing CU2 for both transport and meals support. This reflects growing trust in our service quality and reliability.

To keep pace with service demands, we expanded our fleet with the purchase of

two new Toyota RAV4 Hybrids, along with two new meals delivery vans, one of which is fitted with a freezer unit to serve our outer village areas more efficiently. These vehicles have made the job easier for our volunteers, with improved accessibility via sliding doors and enhanced rear access.

We were also successful in securing an increase in funding to help offset the rising costs of delivering meals across our rural region - a vital contribution that will support service sustainability.

This year also saw the development of our first Reflect Reconciliation Action Plan (RAP). After calling for Expressions of Interest, a dedicated RAP Working Group was established, and within eight months, we proudly finalised our RAP - complete with meaningful local artwork. The RAP was formally endorsed by Reconciliation Australia, a major step forward in CU2's commitment to reconciliation and inclusive service delivery.

Our technology systems also progressed. With support from our IT provider, TNN in Maclean, we transitioned to cloud-based systems and continued rolling out our device refresh program. Ensuring the security of information remains a top priority.

To protect our assets and

enhance operational coordination, we installed a camera security system at our Townsend premises, and implemented vehicle tracking systems across the fleet. These tools help office staff efficiently coordinate transport while safeguarding our largest assets.

The ongoing support of our Board of Directors has been a cornerstone of this year's achievements. Their strategic oversight, and engagement with local Members of Parliament, ensures that CU2's value and vision are communicated clearly - especially as the demand for aged care services in the Clarence Valley continues to grow.

Finally, I want to extend my heartfelt thanks to all our staff and volunteers. Your dedication and commitment make this growth and success possible. It has been a year of exciting developments, and I look forward to continuing this momentum as we move into the year ahead.



Kerry Little
GENERAL MANAGER

Mission

STATEMENT

To provide quality, accessible transport and meal options to the communities of the Clarence Valley.

OBJECTS – FROM CONNECT YOU TOO CONSTITUTION, AUGUST 2019

The company is a not-for-profit public company limited by guarantee which is established to be, and to continue as, a charity.

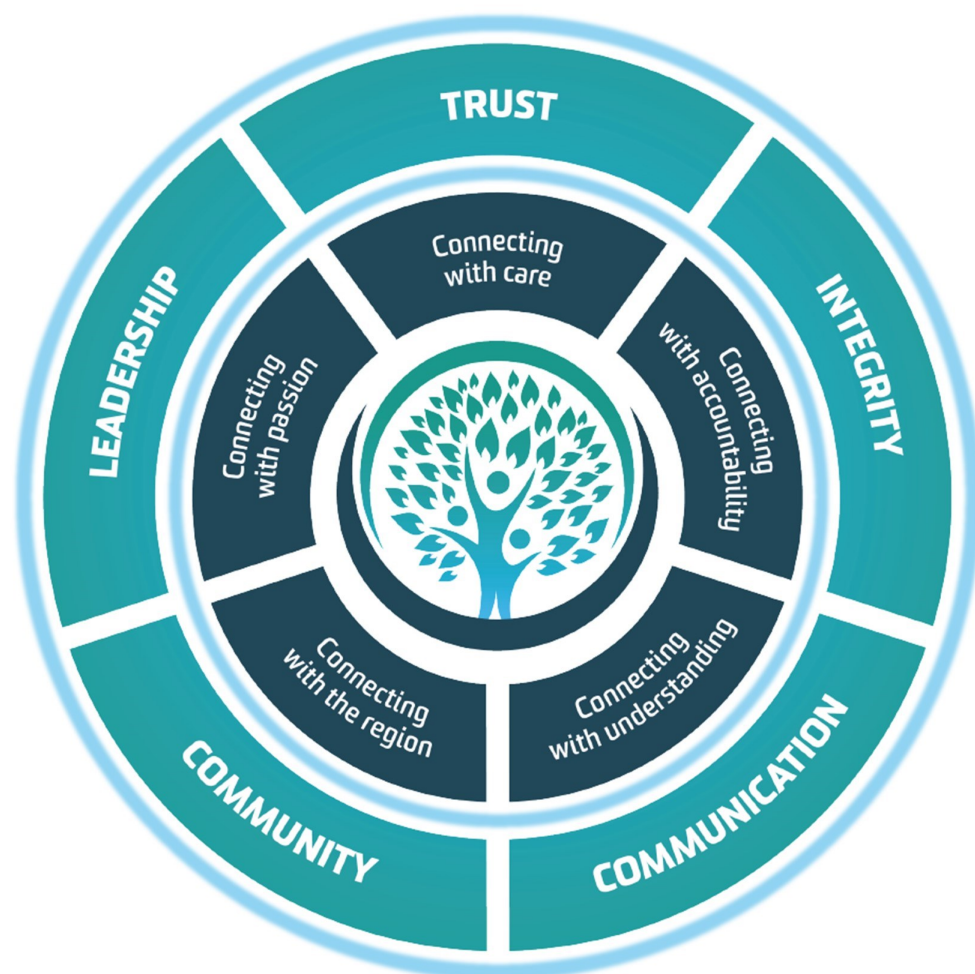
Connect You Too is established to be a charity whose purpose is to advance social or public welfare by providing:

- a. Transport for people who are frail aged, elderly, persons with a disability, disadvantaged people and the carers of these groups.
- b. Meals, meal preparation and meal delivery for people who are frail aged, elderly, persons with a disability and disadvantaged people.
- c. Other lawful activities that enable the company to fulfil these goals.



OUR VISION

We will always strive for quality services that connect our communities.



OUR MISSION

Our mission is connecting people so they achieve quality of life and choice of community support services.

STRATEGIC INITIATIVES

QUALITY CORPORATE GOVERNANCE	BUILDING SOCIAL CAPACITY AND OPPORTUNITIES	DEVELOPING SERVICES AND TEAMS	INNOVATION AND DEVELOPMENT	FINANCIAL MANAGEMENT AND EXCELLENCE
<ul style="list-style-type: none"> • Government reforms • Best practice quality management system 	<ul style="list-style-type: none"> • Business growth • Diversity in services • Social enterprise development • Targeted marketing 	<ul style="list-style-type: none"> • Recognise and reward volunteers • Cultural diversity • Succession planning • Board responsibilities • Continuous improvement 	<ul style="list-style-type: none"> • Planning for change • Growth through technology • Environmental responsibilities/ leadership 	<ul style="list-style-type: none"> • Rural and regional service provider • Financially responsible

OBJECTIVES

STRATEGIC INITIATIVE 1 - ADAPTING TO ALL GOVERNMENT REFORMS TO MEET STANDARDS AND DEVELOP THE SECTOR		ACHIEVEMENTS 2024-2025
<p>Quality corporate governance</p> <p>1</p>	<p>Aim: 100% compliance with examples of best practice and the highest ratings. Continuing pride and promotion of our compliance record.</p> <p>Aim: Use of Quality Management System LOGIQC completed to benefit the service, improve reporting and ensure compliance with all of the above standards.</p> <p>Aim: Adapting and being proactive in meeting all government reforms in a timely manner.</p>	<p>Food Safety Standards met for Iluka and Townsend sites.</p> <p>Point to Point and BOAS accreditation all achieved.</p> <p>Participation in consultations with Commonwealth representatives as part of Reform at Home changes</p> <p>Attendance at CTO conference Sydney</p>

STRATEGIC INITIATIVE 2 - BUILDING SOCIAL CAPITAL AND OPPORTUNITIES TO DIVERSIFY, DEVELOP AND GROW THE SERVICE		ACHIEVEMENTS 2024-2025
<p>Growth and sustainability</p> <p>2</p>	<p>Aim: To have a professional marketing and advertising strategy that serves to promote and represent our community and services.</p> <p>Aim: To identify any growth opportunities to meet priority community needs and increase business streams that are compatible to CU2 values.</p> <p>Aim: To research and identify flexible and socially responsible ways of providing services.</p>	<p>Increase in meal sales of 30%.</p> <p>Increase in trip numbers of 16%.</p> <p>New strategic plan in place</p>

OBJECTIVES

STRATEGIC INITIATIVE 3 - TO BE AN EMPLOYER OF BEST PRACTICE AND A PROVIDER OF CUSTOMER CONNECTIONS AND SATISFACTION WITH A FOCUS ON CONTINUOUS IMPROVEMENT.		ACHIEVEMENTS 2024-2025
3	Developing services and teams	Newsletter now issued bimonthly and distributed to over 100 medical and health facilities
	Aim: To develop and implement communication strategies that meet the needs internally and externally of staff, volunteer and customers in a continuous improvement framework.	
	Aim: To have in place a volunteer management system to meet all regulations, meet the growing demand for services and provide our volunteers with the training and support to provide quality services.	New strategic plan adopted with a focus on growth and social enterprise
	Aim: To have a system and philosophy in place at CU2 that increases efficiency, quality and staff, volunteer and customer satisfaction in an ongoing way that identifies, implements and reviews our processes.	Mandatory requirements and training all set and complied with over the year.
	Aim: To establish networks with services, community members and others that will lead to strong partnerships for the benefit of the community. To develop and increase staff and volunteers from a range of diverse communities.	Membership of a number of key organisations – Community Transport NSW, NSW MOW Association.
		Regional Transport organisations quarterly meetings.
		Governance meetings Transport for NSW twice per year.



OBJECTIVES

STRATEGIC INITIATIVE 4 - IDENTIFICATION OF THE GROWING NEEDS OF OUR COMMUNITY IN OUR REGION WHICH WILL LEAD TO DEVELOPMENT AND NEW IDEAS FOR OUR CUSTOMERS AND SERVICES		ACHIEVEMENTS 2024-2025
<p>Innovation and development</p> <p>4</p>	<p>Aim: To have in place an IT strategy that outlines the systems and support required and ongoing that meets the needs of CU2, our customers and reporting requirements.</p> <p>Aim: To have a philosophy and proactive approach to environmental improvements in all of our service provision.</p>	<p>IT strategy updated in conjunction with ICT provider. Upgrade of server, cloud based and computers.</p> <p>Software investigated to meet the needs of transport, meals and any other types of services that may be included in the future.</p>

STRATEGIC INITIATIVE 5 - CU2 WILL BE A FINANCIALLY PROFITABLE AND A RESPONSIBLE RURAL AND REGIONAL SERVICE PROVIDER.		ACHIEVEMENTS 2024-2025
<p>Financial management and excellence</p> <p>5</p>	<p>Aim: To have in place a financial system and resources that meets the current and future needs of CU2.</p> <p>Aim: To provide a profitable multi service business while ensuring that community obligations are met.</p>	<p>Improvements to service financial reporting and Board reports.</p> <p>Review of fee structure in line with Contribution to Care Policy and business needs.</p> <p>Annual financial audit completed and recommendations of auditor adopted.</p>

Areas

WE COVER

Clarence Valley Council area shown below:



CLIENT SATISFACTION FEEDBACK

*'I just had to ring
and let you know
how wonderful your
service is. The
drivers are so great
and really care, they
take you right to the
spot.'*

Map courtesy of
clarenceconversations.com.au

TRANSPORT SERVICES TRAVEL TO:

- Ballina
- Byron Bay
- Coffs Harbour
- Gold Coast
- Lismore
- Richmond Valley
- Tweed Valley

CLARENCE MEALS DELIVERS TO:

- Ashby
- Harwood
- Iluka
- Maclean
- Woombah
- Yamba

Report from

CORPORATE SERVICES

Another busy year for us at CU2 (Connect you Too). It has been a year of growth, community engagement, and meaningful development for both our staff and volunteers. Throughout it all our focus has remained on providing high quality transport and meal services to our community.

Staff participated in the Winter Wellness mental health training series equipping them with strategies to support both themselves and our customers. Our Annual Staff Development Day was both educational and fun, with a treasure hunt, workshops on vision and hearing impairment awareness and sessions on understanding wheelchair travel. A highlight was hearing directly from our customers who shared how CU2 impacts their daily lives – reminding us of the importance of the work we do.

We welcomed 5 new team members Steve, Anthony, Dorothy, Greg and Tracy – each bring valuable skills and enthusiasm to CU2. We're also proud to have begun our Reconciliation Action Plan (RAP) journey with the formation of a RAP committee and plan.

CU2 was active in the community throughout the year, attending local

seniors' groups and holding a stall at the library during Senior's Week. This gave us an excellent opportunity to explain how we operate and answer questions directly from potential and current customers. Our second open day was a vibrant success. The Rio Carnival theme brought color, music and excitement, attracting a strong attendance from the community. Feedback was very positive, highlighting the great food, wonderful costumes and atmosphere. There were a variety of service providers here on the day which gave the community an opportunity to have health checks on the spot, learn about other services within the Clarence Valley, meet the staff and socialise. The benefits of these open days are invaluable.

In November we hosted our first combined board, staff and volunteer Christmas celebration since COVID -19. It went exceptionally well. It was a wonderful occasion to acknowledge the incredible contributions of our volunteers with awards and tokens of appreciation. CU2 was also featured in a case study by our peak body Community Transport Organisation CTO NSW. They highlighted our effective

use of their training portal – a proud moment for our team.

The past year has certainly strengthened Connect You Too's presence in the community, developed the staffs' skills and celebrated the contributions of our volunteers.

Highlights for 2024-2025

- Winter wellness program
- Staff Development Day
- Open Day - RIO CARNIVAL
- CTO Case study recognition
- Reconciliation Action Plan



Desley Tyler
CORPORATE SERVICES
MANAGER

Report from the SCHEDULER

That's a wrap on another big year at Connect You Too—a year filled with many highs, a few lows, but overall, great progress. We continue to grow stronger, and on many days, we are reaching our full capacity, which is a fantastic achievement.

Our transport service remains in high demand. November and May stood out as our busiest months, with 2,148 trips recorded in November and 2,028 trips in May. These numbers reflect both the need for our services and the dedication of our team.

As our service expands, so does our need for dedicated drivers. This year, we've welcomed:

- Three new casual drivers: Steven Ward, Greg Hayward and Anthony Ryder
- Five new volunteer drivers: Peter Maddock, Jacqui Briers, John Dalton, Stephen Smith and David Paget

At the same time, we've also said farewell to several valued team members who have moved on to new adventures:

- Ray Hoad, Alan Pitkin, Mal Whitby and David Beaumont

Sadly, we also mourn the loss of Bryan Bullock, a long-time volunteer driver

who had been part of the CU2 family since 2009. Bryan's dedication and service will not be forgotten.

There's been some movement in our Customer Care Team as well:

- Denise has moved over to work alongside Lesley to support the growth of Clarence Meals, which continues to expand each week.
- We're pleased to welcome Tracy-Lea to the Customer Care Team. She has hit the ground running and joins Belinda, Tracey, and Sue in assisting with bookings and customer enquiries. They are well assisted by Renee and Brittney who are our frontline in reception.

Together, this hardworking team ensures that each customer interaction is friendly, efficient, and supportive.

We've had some changes to our fleet this year - both losses and additions:

Write-Offs:

- Hyundai iMax – Written off due to an accident.
- Hyundai Santa Fe – Written off due to hail damage.

New Additions:

- Toyota RAV4 – Based in Grafton.

- Toyota RAV4 (Additional Vehicle) – Also based in Grafton.
- Renault Kangoo – Based in Iluka, dedicated to meal deliveries.
- LDV Van with Freezer Unit – Based in Townsend for meal deliveries.

These new vehicles support our expanding services, especially in the growing area of meal delivery, and help us meet the increasing transport needs of the community.

A Thank You to All - To our volunteers, staff, community partners, and supporters—thank you. Your tireless efforts, dedication, and community spirit make Connect You Too what it is. Let's welcome another prosperous and impactful year ahead.



Suzanne Essex
SENIOR CUSTOMER
CARE OFFICER



List of Vehicles

REGO	VEHICLE TYPE	LOCATION/USE
XO74VV	2013 Toyota Coaster DLX Bus	Shopping, Social and Charters (20 seat)
CP60XS	2014 Toyota Hiace Commuter Bus	Shopping trips – Malabugilmah/Baryulgil trips (10 seat)
CG46JQ	2015 Toyota Coaster Bus	Shopping, Social and Charters (20 seat)
TV6440	2017 Toyota Hiace Commuter Bus	Shopping, Social and Charters (11 seat)
DC29QH	2021 Toyota Hiace Commuter Bus	Shopping, Social and Charters (11 seat)
DD64JG	2022 Toyota Hiace Commuter Bus	Shopping, Social and Charters (11/WCH)
CU18ZB	2019 Toyota Hiace Bus SLWB 2.8L	Townsend—Community (10/WCH)
CJ99XH	2017 Hyundai i40 Wagon	Townsend—Community
EHZ42F	2023 BYD SC2E SED ELECTRIC	Townsend—Community
CS40NC	2019 Hyundai Santa Fe SUV Wagon	Yamba area
DG99UQ	2023 Haval B0121 WAG	Grafton area
CY94FB	2020 Hyundai Santa Fe SUV Wagon	Iluka area
EHT34S	2020 Hyundai Santa Fe SUV Wagon	Yamba area
DG63LL	2024 Haval B0121 WAG	Macleay area
BY82YY	2014 Suzuki APV Van	Iluka – Meals (sold during this financial year)
DI54FC	2023 Hyundai Staria WAG	Townsend (6 seat & w/chair/4 Wheel Walkers)
DL13NK	2017 LDV G10 Van Diesel (freezer)	Clarence Meals—Townsend
DL98WN	2021 Renault Kangoo Van	Clarence Meals—Iluka
FEW32E	2023 Haval SUV - Blue	Grafton area
DM25ME	2024 Rav4 HY Cruiser	Grafton area
DM78ZQ	2025 Rav4 HY Cruiser	Grafton area

Report from

CLARENCE MEALS

It's been a big year for our Meals Service—a year defined by growth, community spirit, and unwavering care for our customers. As demand continued to rise, we welcomed many new customers and successfully delivered: 22,575 meals, 5,374 desserts and 894 soups.

Behind these numbers is a dedicated team that ensured every delivery was made with genuine care, warmth, and attention to individual needs.

In September, our Annual Open Day at Townsend took on a vibrant Rio Carnival theme. The event was a resounding success, with free tastings of our delicious, nutritious meals on offer. It provided a fantastic opportunity for customers to meet the Meals team and volunteers and for the broader public to learn more about our services. The feedback was overwhelmingly positive, with many praising the quality of the food and the welcoming atmosphere.

In December, we were delighted to welcome Denise Jones to the Meals team—just in time for the busy Christmas period. Denise's caring nature and commitment to quality have already made a significant positive impact, helping the team meet increasing demand with consistency and compassion.

To support our growing service and improve delivery efficiency, we added two new vehicles to our fleet this year, including a freezer van. These additions have enhanced our ability to keep meals at the correct temperature, extend our reach, and streamline inter-depot transfers.

When Cyclone Alfred brought extensive flooding to the region in early 2025, our team sprang into action. In anticipation of the weather event, we pre-delivered meals to all customers, ensuring no one went without during the emergency. This was a powerful demonstration of our team's ability to plan, adapt, and deliver under pressure.

In May, we celebrated National Volunteers Week with a heartwarming morning tea at Club Iluka. Volunteers were honoured with awards and gift vouchers, with special acknowledgments from Kevin Hogan and Richie Williamson. Our volunteers remain at the core of what we do, and we are immensely grateful for their time, dedication, and energy.

This year, our meals customers received a generous gift from Lions Club Australia (Maclean Branch)—120 grocery boxes filled with pantry essentials and thoughtful extras. These

donations were a beautiful reminder that our clients are supported by a caring and connected community. The response from recipients was full of gratitude and joy.

Our customers made their preferences clear—seafood was the standout favourite across the valley! The most popular dishes of the year included:

- Curried Prawns with Pilaf Rice – Lite n' Easy
- Barramundi in Lemon Butter – Gourmet
- Crumbed Fish – Grafton Meals on Wheels

Reflecting on 2024–2025, we are proud of what we've accomplished—from expanding our reach and responding to emergencies, to celebrating our volunteers and growing our team. We're excited for what lies ahead and look forward to continuing to serve the Clarence Valley with care, connection, and quality meals in the year to come.



Lesley Reid
SERVICE ADMINISTRATOR -
CLARENCE MEALS

Report from ADVERTISING & MEDIA

CU2 marketing in 2025...

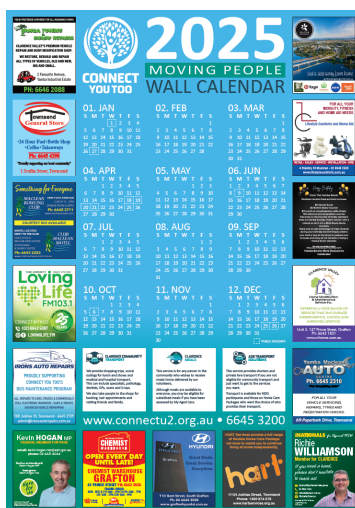


NEW look 23-24 Annual Report.



New fridge magnets.

2025 A2
Promo
Wall
Calendar.



Fleet signage on new vehicles.



New Brochure with our RAP art.



New navy bags
with our RAP art.



New look
double
sided A4
Social
and
Shopping
Calendar.



Editorials in the CVi & NRTimes.



Newsletter with over
950 distributed every 2 months.



Seniors Festival at the Grafton
Library - stand and show bags.



65+ Drivers workshop at
Maclean - talk and show bags.



Rebecca Spence
MARKETING

A plan for

RECONCILIATION ACTION

First Nations Elders and representatives joined with community on Tuesday 3rd June at Connect You Too in Townsend, Yaegl Country, for a special Reconciliation week morning tea.

The National Reconciliation Week NRW 2025 theme, Bridging Now to Next, reflects the ongoing connection between past, present and future.

Bridging Now to Next calls on all Australians to step forward together, to look ahead and continue the push forward as past lessons guide us.

Organised by Dorothy Pholi, Connect You Too's Aboriginal Liaison Officer and Kerry Little, Connect You Too's General Manager, along with community and staff from Connect You Too, used this special morning tea as an opportunity to launch their Reconciliation Action Plan (RAP).

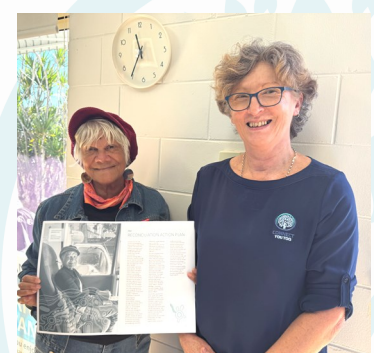
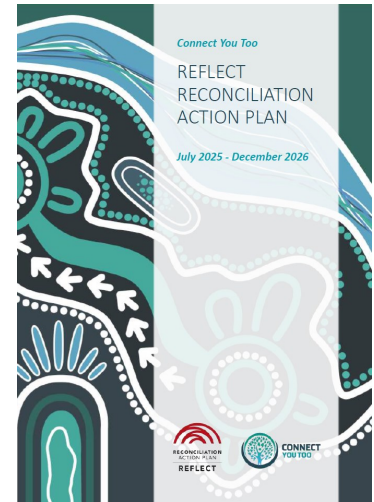
The morning tea began with a Welcome to Country and

smoking ceremony by Shane Eamens, followed by passionate and moving speeches from Elizabeth Smith, Glenda McPhail, Helen Brown and Avery Brown.

"Our RAP will guide us on the reconciliation journey both in our own organisation and as part of our Clarence Valley community," Kerry Little said.

"Our vision is to always strive for quality services that connect our communities. Our Reflect RAP will provide the opportunity to look within our service and to understand our starting point on our Reconciliation journey which will help to progress our connections with communities."

"We seek to grow our understanding of what an inclusive community services sector looks like, for both transport and meals provision to our Aboriginal and Torres Strait Islander communities," Kerry said.



Years of SERVICE

10 YEARS

Bob Little - Board Member
Tracey Brien - Customer Care Officer
Lesley Reid - Service Admin Meals
Ray Hoad - Volunteer Driver



Bob Little
BOARD MEMBER



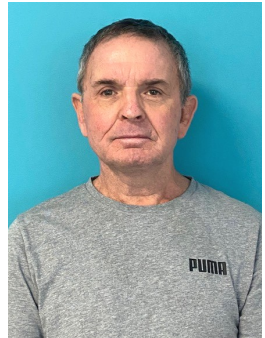
Tracey Brien
CUSTOMER CARE OFFICER

5 YEARS

Peter Hudson - Board Member
Russell Eather - Volunteer Driver
Trevor Wells - Clarence Meals
Jenny Watson - Clarence Meals



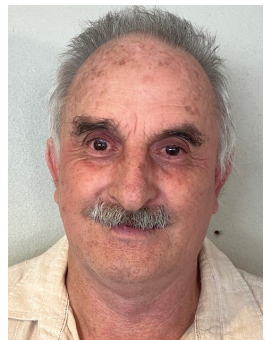
Lesley Reid
SERVICE ADMIN MEALS



Ray Hoad
VOLUNTEER DRIVER

RETIRED/RESIGNED

Robyn Jones - Service Admin Transport
David Beaumont - Driver
Paula Walsh - Board member (retired with 4 years service)
Jenny Watson - Volunteer Driver (retired with 29 years service)
Dot Drinan - Volunteer Driver (retired with 23 years service)
Bryan Bullock - Volunteer Driver (passed away with 16 years service)
Alan Pitkin - Volunteer Driver (retired with 12 years service)
Peter Van den Burg - Volunteer Driver (retired with 7 years service)
Roger Anson - Volunteer Driver (retired with 8 years service)
Janet Lloyd - Volunteer Driver (retired with 10 years service)
Mal Whitby - Volunteer Driver (retired with 1 years service)
Colin Watson - Meals Volunteer (retired with 3 years service)
Marg Preston - Meals Volunteer (retired with 2 years service)
Ian Revell - Meals Volunteer (retired with 1 years service)
Judy Revell - Meals Volunteer (retired with 1 years service)



*Vale
Bryan Bullock*

'I just wanted to call the office to let you know that all your drivers are wonderful and where would we be without this service. A big thank you to all the staff at Connect You Too.'

CLIENT SATISFACTION FEEDBACK

Report from the

FINANCE SECTION

The Board engaged Crowe Australasia as external auditors for the 2024–2025 financial year. I am pleased to report that CU2 has ended the year in a strong financial position, with a surplus of \$256,165. The balance sheet reflects total equity of \$2,332,796, and our equity ratio stands at 87%, indicating a very robust and sustainable financial footing. This level of equity provides CU2 with the capacity to maintain and expand services, while withstanding future challenges. Hopscotch Accounting continues as our finance contractor, providing detailed monthly financial

reports and assisting with all regulatory compliance, including ATO, payroll, ACNC, and other legal reporting requirements. Grant funding represents 70% of our total income, while 55% of our expenditure is allocated to staffing and volunteer-related costs. These proportions reflect our commitment to high-quality, people-focused service delivery. Vehicle-related expenses remain a significant part of operations. While fuel and motor vehicle costs have stabilised this year, CU2 still spends an average of: \$10,550 per month on fuel and \$37,000 per month on

servicing and repairs. In line with rising lease costs, CU2 opted to purchase two vehicles previously under lease, and added one new vehicle to the fleet. This strategic shift will support long-term cost efficiency and sustainability. This year, we also transitioned our banking to BCU Bank, achieving savings on fees and securing improved interest returns. These financial benefits are directly reinvested into service delivery. Additionally, banking with BCU allows us to support a local business and provides convenient access to in-branch services when needed. Overall, CU2 remains in a very strong financial position, well-placed to meet future demand and continues to deliver high-quality services to the community.

EQUITY	2024-25	2023-24
Reserves	\$252,789	\$327,488
Accumulated Funds	\$2,080,007	\$1,749,143
TOTAL EQUITY	\$2,332,796	\$2,076,631

LIABILITIES	2024-25	2023-24
Current Liabilities	\$280,014	\$279,141
Non-current Liabilities	\$17,454	\$56,797
TOTAL LIABILITIES	\$297,468	\$335,938

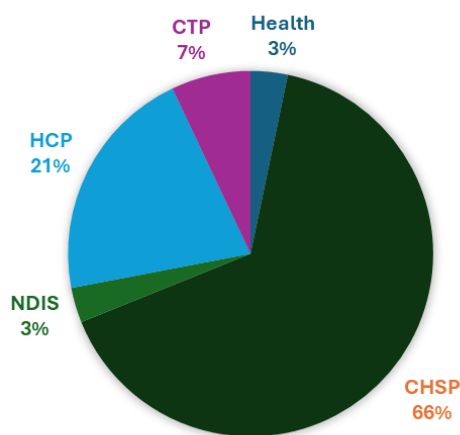
ASSETS	2024-25	2023-24
Current Assets	\$1,731,592	\$1,572,077
Non-current Assets	\$898,672	\$840,492
TOTAL ASSETS	\$2,630,264	\$2,412,569



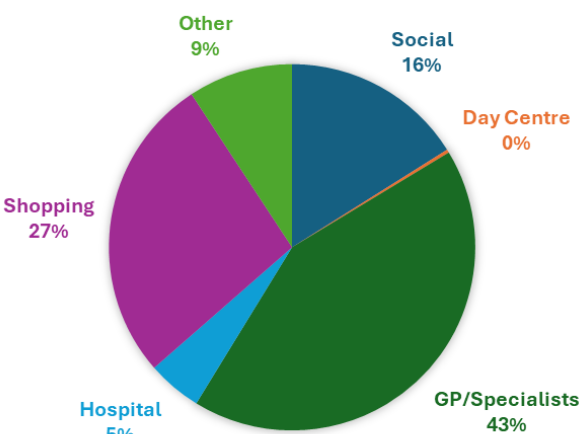
Kerry Little
GENERAL MANAGER

FUNDING & TRIP GRAPHS

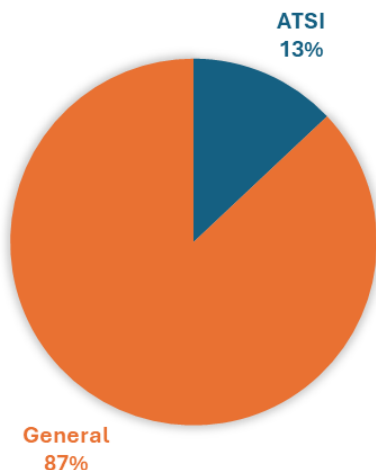
FUNDING TYPES



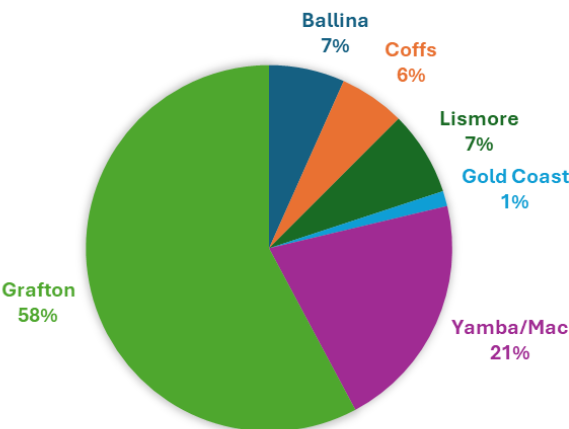
TRIP TYPES



TRIPS FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE



TRIP DESTINATIONS





Acknowledgements and APPRECIATION

VOLUNTEERS RECOGNIZE AND REWARD PROGRAM

Team of the year: Meals Townsend team - Carol, Peter, Joyce, Gren, Ian and Judy.

Most kms:
Grafton - Rob Warwick
63,130kms
Maclean - Ray Hoad
54,550 kms

Gratitude from customers:

- Tony Crupi
- Paul Bailey
- Darryl Brotherson
- Gren Little
- David Anderson

Youngest volunteer:
Jenny Gillies

Most senior volunteer:
Peter Jarman

Longest serving meals volunteer:

John Nolan
Connect You Too appreciates all the community volunteering of our team who assist throughout the year. We could not help our customers without their dedication and service.

FUNDING PARTNERS













Our service is supported by the funding received from:

- Cancer Council NSW
- Department of Health and Aged Care
- NSW Health
- Transport for NSW

COMMUNITY SUPPORT

Throughout the year we received donations from a number of groups and individuals. All donations are very much appreciated and go directly into our services so we can provide for those in need of our support.

Key STATISTICS

FLEET VEHICLES  CARS = 11	BOARD MEMBERS = 7 	YEARS OF SERVICE (STAFF) = 86 	TOTAL NUMBER OF REGISTERED CLIENTS = 2,369 	POPULAR TRIPS: BALLINA = 1,060 COFFS = 1,090 GC = 212 GRAFTON = 9,175 LISMORE = 1,184 YAMBA/ MACLEAN = 3,318
FLEET VEHICLES  VANS = 2	EMPLOYEES = 24 	YEARS OF SERVICE (VOLS) = 162 	MEALS = 22,582 DESSERTS = 5,408 	TRIPS FOR: SPECIALISTS/GP'S = 12,439 HOSPITAL = 1,412 SOCIAL = 4,715 SHOPPING = 7,873
FLEET VEHICLES  BUSES = 7	VOLUNTEERS = 38 	TRIPS = 29,216 	TOTAL KMS = 954,080 	VALUE OF OUR SERVICES: <i>priceless</i>



CONNECT YOU TOO

1/134 Jubilee Street,
Townsend NSW 2463

P: 02 6645 3200

Monday to Friday
8:30am to 5:00pm

CLARENCE MEALS

54 Spenser Street,
Iluka NSW 2466

P: 02 6646 6742

Monday to Thursday
8:30am to 12:00pm

Email: bookings@connectu2.org.au

www.connectu2.org.au