

Connect You Too

Quality transport.
Nutritious meals.
Community connection.

ANNUAL REPORT

2025–26



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Connecting our communities

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

Connect You Too is a registered charity under the Australian Charities and Not-for-profits Commission and a not-for-profit public company limited by guarantee.



Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands on which we live and work and pay respect to Elders past and present.

Meet the Directors guiding our organisation



Robert Little



Peter Hudson



David Kelvin



Garry Payne



Deyann McDonnell



Annette O’Sullivan

Board changes

Michael Smart retired April 2026.
Annette O’Sullivan joined May 2026.

Board meetings

Board meetings were held monthly.
The Annual General Meeting was held on 22 October 2025.

Governance in action

Director training, guest speakers and risk planning supported governance during the year.

Thank you to our volunteers

Area	Volunteers
Gulmarrad	Joseph Briguglio, Michael Collins, Jacqui Briers
Maclean	Linda Huxstep
Ashby	Gren Little, Denis Donkin
Iluka	Tony Crupi
Yamba	Greg Starr, Judy Patterson, Russell Eather, John Tucker, Paul Bailey, Peter Jarman, Peter Maddock
Brushgrove	Stephen Smith
Grafton	Darryl Brotherson, David Anderson, David Paget
South Grafton	Robert Warwick

Role	Volunteers
Drivers	John Nolan, Lindsay Haddow, Debbie Thwaites, Trevor Wells, Peter McIntosh, Richard Jones, Michael Roberts
Kitchen hands	Leonie Lancaster, Terry Hill, Dale Mackie, Margaret Preston
Driver and delivery	Carol Holmes, Jeffrey Swords, Alwyn Piper
Delivery	Joyce Hiu Ling Chan, Maria Dunn, Ben Doherty, Rod Gillies, Michael Smith, Vicki Watson-Brown
Delivery pack administration	Jenny Gillies
Packing	Kerrie McLean

Every journey, meal delivery and friendly conversation makes a difference.

Message from our Chairperson

A year of growth, stability and greater community awareness

The financial year just ended has once again been one of continued growth, financial stability and, I believe, greater community awareness of our services. Of particular satisfaction was the financial growth of Meals on Wheels.

I would like to personally thank each and every person who has been involved with the Company, from our volunteers to our staff and especially my fellow Directors. It has been a privilege for me as Chairperson to see the fantastic culture and work ethic exhibited throughout the Company, especially by Management. We had one Director resign in April 2026, and we gained a new Director in May 2026—Annette O'Sullivan.

Significant achievements during the year

• The Company posted another positive financial result for the year.

• Meal services continued their growth and financial viability.

• The Volunteer Recognise and Reward Program continued to grow. Our sponsors are Access Fuels, Coles, Harwood Hotel, Lawrence Tavern and Yamba Bowling Club.

• Advertising of Connect You Too and its services gained much-needed traction, especially on radio.

• Our vehicle fleet was upgraded to meet community needs.

• The Staff Development Day and Open Day were both great successes.

• Transport software was upgraded to meet demand.

• Director training was undertaken in partnership with Community Transport Organisation.

• A number of guest speakers were invited to Board meetings.

• A Fuel Supply Insecurity Risk Plan was developed due to ongoing world tensions.

• The Townsend Collective developed from a concept involving various community organisations into a solid plan. It now sits with Clarence Valley Council for final ratification.

Challenges we face in 2026–2027

• Remaining a preferred provider of community services in the Clarence Valley.

• Continuing to remain financially viable in today's economic conditions.

Message from our Chairperson / continued

• Maintaining ever-closer ties with all levels of government—Federal, State and Local—to ensure greater access to financial opportunities as they arise.

• Planning for new premises as Connect You Too continues to grow.

• Exploring alternative options for Connect You Too if the Townsend Collective does not proceed.

Ray Chesher Chairperson



Raymond Chesher | Chairperson

Message from our General Manager

Service, connection and organisational development

The 2025–2026 financial year was one of continued service delivery, community connection and organisational development for Connect You Too. Throughout the year, we remained focused on helping people maintain their independence, wellbeing and quality of life through accessible transport, nutritious meals and meaningful opportunities for social connection.

Our transport services continued to provide an essential link for people across the Clarence Valley. We supported older people, people experiencing transport disadvantage, NDIS participants and Home Care Package recipients to attend medical appointments, access shopping and essential services, and participate in social and community activities. We also continued to provide renal dialysis transport to Grafton Hospital, along with private hire, charter and airport transfer services through A2B Transport Solutions.

By the end of April 2026, Connect You Too had delivered 24,235 passenger trips across its transport programs. This included 15,520 CHSP trips for eligible older people, 2,882 Community Transport Program trips for transport-disadvantaged people under 65, and 917 Health Related Transport trips. Our shopping buses and social outings also continued to reduce isolation by helping customers remain active, build friendships and stay connected with their communities.



Kerry Little
General Manager

Message from our General Manager / continued

We continued investing in the safety and reliability of our transport services. GPS tracking across the fleet strengthened vehicle monitoring, maintenance scheduling, driver safety and communication with customers. We also progressed vehicle replacement and commenced development of a new five-year fleet plan to ensure our fleet remains safe, accessible and responsive to future community needs. Staff and drivers undertook training in the new Polixen transport software and driver application to support more efficient scheduling and service coordination.

Clarence Meals remained another important part of our work, providing accessible meal choices and friendly home delivery across Iluka, Maclean and Yamba. By the end of April 2026, 9,479 CHSP-funded meals had been provided to eligible customers. The service continued to offer meals from multiple suppliers, giving customers greater variety and choice while supporting their nutrition, independence and ability to remain living at home. A new freezer was installed at our Townsend site to increase storage capacity and respond to growing demand.

During the year, Connect You Too became registered under the Aged Care Act 2024 as a Category 1 provider of Home and Community Care Services. We continued preparing for changes across the aged care sector and aligning our services with the strengthened Aged Care Quality Standards. Our partnership with HART Services also supported access to locally managed Support at Home packages and social support services in the Lower Clarence.

Community engagement remained a strong focus. Our successful “Around the World” Safari Open Day brought together customers, families, community organisations and local businesses for a day of information, entertainment and connection. We also completed the actions within our Reflect Reconciliation Action Plan and continued building relationships with First Nations Elders, health workers, organisations and communities.

Message from our General Manager / continued

None of these achievements would be possible without our dedicated staff, Board members, community partners and volunteers. Our volunteers remain at the heart of Connect You Too, generously giving their time, care and companionship through transport and meal delivery services. I sincerely thank everyone who contributed throughout the year. Together, we have continued to deliver on our commitment to connecting people with quality transport, meals and community support.

Kerry Little General Manager



Community, care and connection

Our mission. Our vision.

Mission statement

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

Objects from the Connect You Too Constitution, August 2019

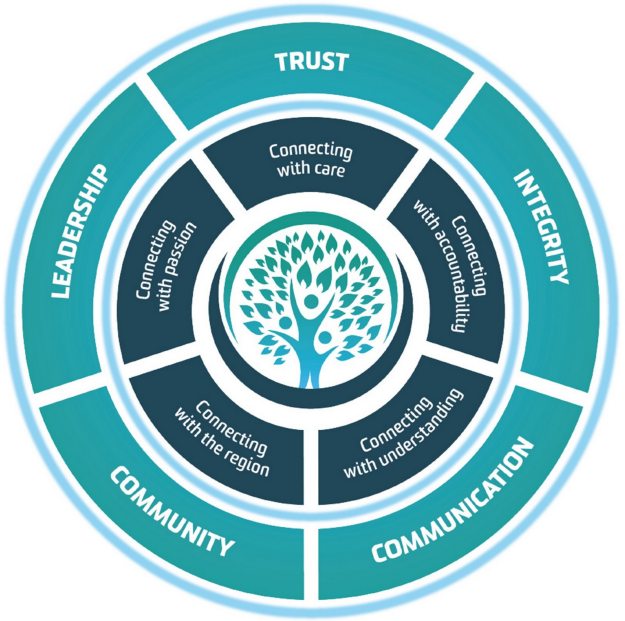
The Company is a not-for-profit public company limited by guarantee which is established to be, and to continue as, a charity.

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

- Transport for people who are frail aged, elderly, persons with a disability, disadvantaged people and the carers of these groups.
- Meals, meal preparation and meal delivery for people who are frail aged, elderly, persons with a disability and disadvantaged people.
- 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.

CUSTOMER FEEDBACK

"Brilliant service, very supportive of our group."

01 — Quality corporate governance

Adapting to all government reforms to meet standards and develop the sector.

OUR AIMS

- Achieve 100% compliance, demonstrate best practice and attain the highest ratings.
- Continue pride in, and promotion of, our compliance record.
- Use the LOGIQC Quality Management System to benefit the service, improve reporting and ensure compliance.
- Adapt to government reforms in a timely and proactive manner.

Government reforms • Best-practice quality management system

REPORTED ACHIEVEMENTS

- Food Safety Standards met for Iluka and Townsend sites.
- Point to Point and BOAS accreditation achieved.
- Participation in consultations with Commonwealth representatives as part of Reform at Home changes.
- Attendance at the Community Transport Organisation conference in Sydney.

02 — Growth and sustainability

Building social capital and opportunities to diversify, develop and grow the service.

OUR AIMS

- Maintain a professional marketing and advertising strategy that promotes and represents our community and services.
- Identify growth opportunities that meet priority community needs and increase business streams compatible with Connect You Too values.
- Research and identify flexible, socially responsible ways of providing services.

REPORTED ACHIEVEMENTS

- Meal sales increased by 7%.
- Trip numbers increased by 3%.
- A new strategic plan was put in place.

Business growth • Diversity in services • Social enterprise development • Targeted marketing

03 — Developing services and teams

Being an employer of best practice and a provider of customer connection and satisfaction, with continuous improvement.

OUR AIMS

- Develop and implement communication strategies that meet the internal and external needs of staff, volunteers and customers within a continuous-improvement framework.
- Maintain a volunteer management system that meets regulations and growing service demand while providing volunteers with training and support.
- Increase efficiency, quality and staff, volunteer and customer satisfaction through systems that identify, implement and review processes.
- Establish networks that build strong partnerships for community benefit, and increase staff and volunteers from diverse communities.

REPORTED ACHIEVEMENTS

- The newsletter is now issued bimonthly and distributed to more than 120 medical and health facilities.
- The new strategic plan focuses on growth and social enterprise.
- Mandatory requirements and training were set and complied with throughout the year.
- Memberships included Community Transport NSW, NSW Meals on Wheels Association and regional transport organisations.
- Quarterly regional transport meetings and twice-yearly Transport for NSW governance meetings were attended.

Recognise and reward volunteers • Cultural diversity • Succession planning • Board responsibilities • Continuous improvement

04 — Innovation and development

Identifying growing community needs in our region to develop new ideas for customers and services.

OUR AIMS

- Maintain an IT strategy outlining the systems and support required for Connect You Too, customers and reporting requirements.
- Take a proactive approach to environmental improvements across service provision.

REPORTED ACHIEVEMENTS

- The IT strategy was updated with the ICT provider.
- Server, cloud and computer systems were upgraded.
- New transport software was introduced in April 2026.

Planning for change • Growth through technology • Environmental responsibilities and leadership

05 — Financial management and excellence

Being a financially profitable and responsible rural and regional service provider.

OUR AIMS

• Maintain a financial system and resources that meet the current and future needs of Connect You Too.

• Provide a profitable multi-service business while ensuring community obligations are met.

REPORTED ACHIEVEMENTS

• Service financial reporting and Board reports were improved.

• The fee structure was reviewed in line with the Contribution to Care Policy and business needs.

• The annual financial audit was completed and the auditor’s recommendations adopted.

Rural and regional service provision • Financial responsibility

Our service region



Connect You Too operates throughout the Clarence Valley, across the lands of the Bundjalung, Yaegl and Gumbaynggirr peoples.

Transport services travel to

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

Clarence Meals delivers to

Iluka · Maclean · Yamba · Ashby · Harwood and surrounding Lower Clarence communities

Map reproduced from the supplied AGM draft.

Report from Corporate Services

What a year!

Looking back over the past 12 months, there have been many changes, achievements, celebrations and, of course, a few challenges along the way.

This year we welcomed a new trainee staff member, Craig, to the Connect You Too team, and Shane to our driving team. It has been wonderful watching them learn new skills and become part of the Connect You Too team.

We also celebrated one of our staff members completing their Certificate of Transport Management through the University of Sydney. This is a fantastic achievement and shows the commitment our staff have to learning and development. Congratulations, Sue.

One of our biggest projects this year was changing over to the TRIPS web version. Staff and volunteers commenced training around six months before we went live, giving everyone plenty of time to learn the new system. There was a lot of hard work behind the scenes, and the team did an amazing job getting us ready to successfully go live on 1 April 2026.

Our volunteer team also grew, with Alwyn, Stephen, Erin, Ben, Michael, Jackie, Linda and Jeff joining us. Our volunteers are such an important part of Connect You Too, and we are very grateful for the time and support they give to our clients.

In April we held our Staff Development Day at Chatsworth, giving everyone the opportunity to learn, share ideas and enjoy some time together outside the usual work environment.



Desley Tyler
Corporate Services Manager

Report from Corporate Services / continued

Our Around the World — Safari Open Day in September was another highlight, bringing staff, volunteers, clients and the community together for a fun-filled day. We also celebrated NAIDOC, recognising and celebrating Aboriginal and Torres Strait Islander culture and achievements.

Our Meals Service continued to grow, with Bowen’s Fine Foods joining our menu and giving our clients more choice. We also added new vehicles to our fleet and successfully passed our BOAS audit in November—another important achievement for the organisation.

And, of course, we finished the year with our Christmas celebration at Lawrence Tavern, one of our sponsors. The food was excellent, and it was lovely to celebrate together with our staff, volunteers and Board members.

A huge thank you to our Board, volunteers, clients and staff for making another busy and successful year possible. I look forward to seeing what the next year brings!

Desley Tyler Corporate Services Manager



Community, care and connection

Report from the Scheduler

Wow, where did that year go? My mum always used to tell me that as you get older, the years seem to pass faster, and I think she was absolutely right!

This year, our organisation has continued to grow, and it has been amazing to see the progress we've made over the past four years since I started. Growth naturally brings change, and we have been delighted to welcome some new faces to the team. A warm welcome goes to our new volunteer drivers, Joe Briguglio, Linda Huxstep and Kim Veal.

At the same time, Denis Donkin, one of our valued volunteer drivers from Ashby, is taking a well-deserved break. We thank Denis for his contribution and hope to see him back behind the wheel with us in the New Year.

It goes without saying that without the support and dedication of our volunteers throughout the valley, we would not be able to continue growing and providing such an important service to our community. If you have some spare time during the week and would like to make a real difference, please consider becoming a volunteer driver and joining our amazing team.

We have also expanded our fleet this year with the addition of three new RAV4 vehicles, which are proving to be very popular with both our drivers and clients.

Our Customer Care Office team has grown as well, with the addition of Craig, who has joined us in a traineeship role, and Linda, who works with us two days a week in reception and has quickly become our "jack of all trades". With these additions, we now have four full-time Customer Care Officers supporting our services.

As we look ahead, we are excited to see what the coming year will bring. We look forward to continuing our growth and expanding our support within the community and surrounding areas.

Thank you to everyone who has contributed to another successful year. Your support, dedication and commitment make everything we do possible.

Suzanne Essex Senior Customer Care Officer



Suzanne Essex

Senior Customer Care Officer

Our vehicle register

Rego	Vehicle	Location / use
5691MO	2013 Toyota Coaster DLX Bus	Shopping, social and charters — 20 seats
CP60XS	2014 Toyota Hiace Commuter Bus	Shopping; Malabugilmah/Baryulgil trips — 10 seats
5690MO	2015 Toyota Coaster Bus	Shopping, social and charters — 20 seats
TV6440	2017 Toyota Hiace Commuter Bus	Shopping, social and charters — 11 seats
DC29QH	2021 Toyota Hiace Commuter Bus	Shopping, social and charters — 11 seats
DD64JG	2022 Toyota Hiace Commuter Bus	Shopping, social and charters — 11 seats / wheelchair
CU18ZB	2019 Toyota Hiace Bus SLWB 2.8L	Townsend community — 10 seats / wheelchair
CJ99XH	2017 Hyundai i40 Wagon	Townsend community — sold 2026
EHZ42F	2023 BYD SC2E electric sedan	Townsend community
CS40NC	2019 Hyundai Santa Fe SUV Wagon	Yamba area — sold 2026
DG99UQ	2023 Haval B0121 Wagon	Grafton area
CY94FB	2020 Hyundai Santa Fe SUV Wagon	Iluka area
EHT34S	2020 Hyundai Santa Fe SUV Wagon	Yamba area
DK63LL	2024 Haval B0121 Wagon	Maclean area
BY82YY	2014 Suzuki APV Van	Iluka Meals — sold during the financial year
DI54FC	2023 Hyundai Staria Wagon	Townsend — six seats, wheelchair and four-wheel walkers
DL13NK	2017 LDV G10 diesel freezer van	Clarence Meals — Townsend

Report from Clarence Meals

This year was another busy and rewarding one for Clarence Meals as demand continued to grow across the Clarence Valley. We welcomed many new customers and remained focused on providing nutritious meals, friendly visits and reliable support to help people stay independent at home.

Over the past year, we delivered more than 24,000 meals to customers across the region, demonstrating the increasing need for our service and the dedication of our staff and volunteers. Our most popular meal for the year was Tasmanian salmon with white wine sauce, which proved to be a clear favourite among customers.

During NAIDOC Week, we attended community events in Yamba and Grafton where we offered meal tastings and information about our service. These events gave us a wonderful opportunity to connect with the community and showcase the quality and variety of meals available.

We were pleased to introduce Bowen's as a new local meal supplier, expanding the range of meal options available to our customers while supporting a local business.

One of the most enjoyable highlights of the year was our "Restaurant at Home" offer. Complete with a delicious meal, dessert and complimentary drink, it gave customers the chance to enjoy a special night without having to leave home. The offer proved very popular and brought a little extra fun to mealtime.

Our annual Open Day took visitors on a World Safari, with our meals room transformed into an African-inspired space full of colour and adventure. Guests enjoyed sampling a variety of delicious meals, and the tasting experience was a very popular part of the day.

Once again, our local community showed incredible generosity. The Lions Club donated Christmas puddings for our customers, while Rotary provided toiletry packs that were distributed as Christmas gifts. These thoughtful contributions helped make the festive season a little brighter for many people.

During National Volunteer Week, we hosted a morning tea at Club Iluka to thank our volunteers for their dedication and support. We were especially proud to recognise John Nolan for 15 years of volunteering and Carol Holmes for 20 years of service to Meals on Wheels. Their commitment reflects the caring spirit that makes our service so special.

Report from Clarence Meals / continued

We also prepared for the introduction of the new aged care reforms in November 2025 and worked hard to ensure our service was ready for the changes. Our team embraced the new requirements and successfully implemented them, strengthening our ability to continue delivering quality services into the future.

As we look ahead, we remain committed to meeting the growing demand for our service and continuing to support older people throughout our community with nutritious meals, friendly faces and strong community connections.

Lesley Reid Service Administrator — Clarence Meals



Community, care and connection



Time, care and companionship

Celebrating the people who keep our community connected.

Community connection in action









Staying connected

Shopping buses, social outings, the Safari Open Day, NAIDOC events and newsletters create opportunities for connection.

Recognising commitment

John Nolan was recognised for 15 years and Carol Holmes for 20 years of volunteering with Meals on Wheels. The newsletter also celebrated Board service milestones.

In our customers’ words



> “There are never any hassles & it’s such a relief to me especially at this time.

Customer feedback • 10 February 2026

> “Michael made me feel at ease and was a delight to travel with.

Customer feedback • 11 June 2026

Everyday care matters

The register also describes patient drivers, helpful customer care and trips that ran smoothly. These are individual compliments, not a representative satisfaction survey.

Listening. Learning. Taking action.

During 2025–2026, Connect You Too continued to progress its commitment to reconciliation through the implementation of our Reflect Reconciliation Action Plan. We are pleased to have completed the actions identified within the plan, strengthening cultural awareness, relationships and inclusion across our organisation.

Our work included providing cultural competency training for team members, recognising National Reconciliation Week and NAIDOC Week, and building stronger connections with local First Nations Elders, Aboriginal health workers, Aboriginal Medical Services and Land Councils. We also continued to consider cultural safety and First Nations perspectives in our service delivery and decision-making.

Our Reconciliation Action Plan has provided an important foundation for listening, learning and taking meaningful action. We remain committed to strengthening relationships with Aboriginal and Torres Strait Islander peoples and ensuring our transport and meal services are welcoming, respectful, culturally safe and responsive to the communities we serve.





Meet Eddie

A reminder to listen, learn and build respectful relationships.



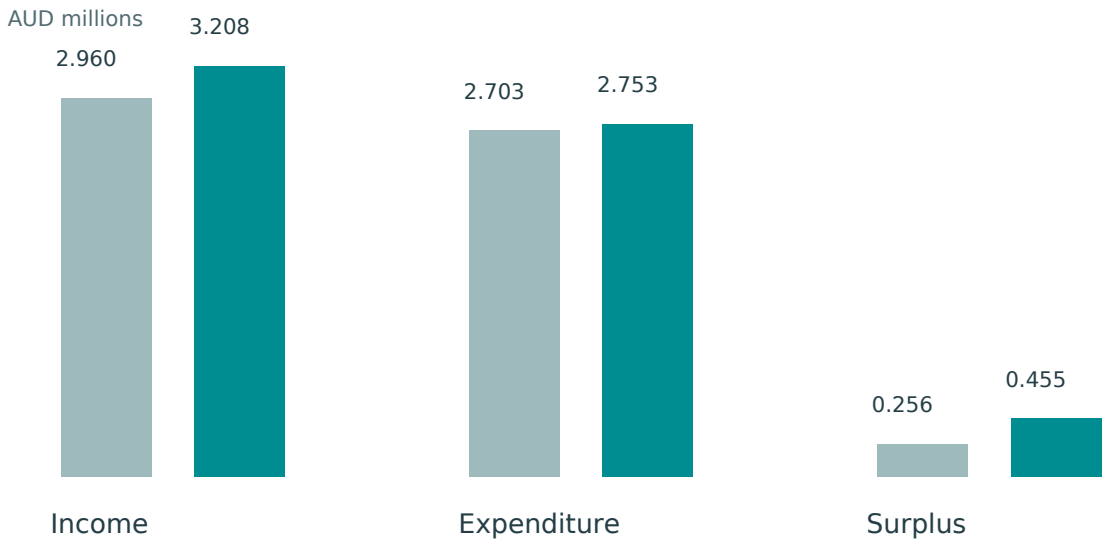
Financial performance

A positive result, with income growth exceeding expenditure growth.

$455,041
Surplus

$3.160m
Revenue

$2.788m
Net assets



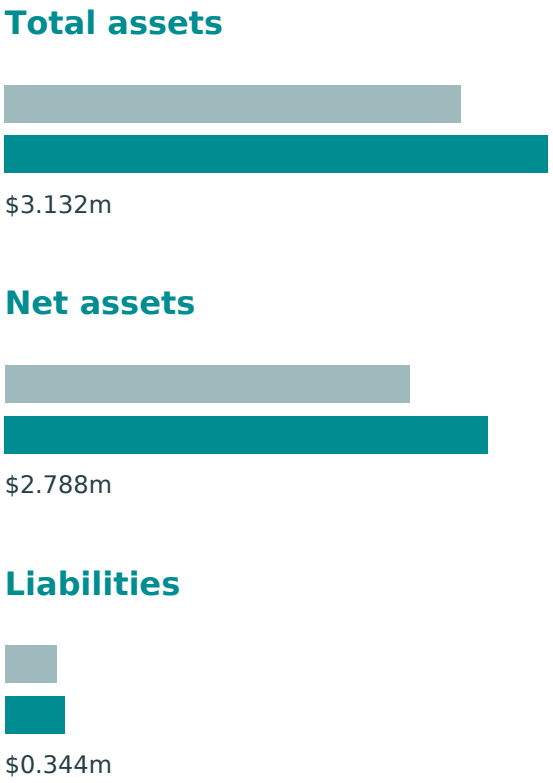


Income rose 8.4%, while expenditure rose 1.8%. The surplus increased from $256,165 to $455,041.

Source: supplied financial statements, marked DRAFT. Figures remain subject to finalisation.

A stronger financial position

Measure	2026	2025
Revenue	$3,159,830	$2,938,410
Interest revenue	$45,920	$33,629
Other income (net)	($1,659)	$25,481
Surplus	$455,041	$256,165
Current assets	$2,173,414	$1,731,592
Non-current assets	$958,643	$898,672
Total assets	$3,132,057	$2,630,264
Current liabilities	$315,585	$280,014
Non-current liabilities	$28,635	$17,454
Total liabilities	$344,220	$297,468
Net assets / equity	$2,787,837	$2,332,796
Cash at bank	$572,322	$494,054



Teal: 2026 / Grey: 2025

Source: supplied DRAFT statements, pages 3–4. The detailed income schedule uses a different gross presentation but reconciles to the same surplus.

Thank you for making it possible

Volunteer Recognise and Reward Program

We thank the local businesses that support the Volunteer Recognise and Reward Program: Access Fuels, Coles, Harwood Hotel, Lawrence Tavern and Yamba Bowling Club.

Funding partners

Our service is supported by 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.



> "Every contribution helps keep our community connected.

Our year in numbers

Fleet vehicles



14 cars

Board members



7

Years of staff service



102

Registered clients



3,142

Fleet vehicles



2 vans

Employees



26

Years of volunteer service



162

Meals & desserts



22,582 meals • 5,408 desserts

Fleet vehicles



7 buses

Volunteers



35

Passenger trips



29,931

Kilometres travelled



983,402

Draft totals are reproduced as supplied. Some differ from narrative reports and require reconciliation before publication.

Connect with us

Connect You Too

1/134 Jubilee Street, Townsend NSW 2463
02 6645 3200
Monday to Friday, 8:30am to 5:00pm

Clarence Meals

54 Spenser Street, Iluka NSW 2466
02 6646 6742
Monday to Thursday, 8:30am to 12:00pm

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

Connect You Too Limited
ABN 39 634 926 131