



ANNUAL REPORT

2023-2024

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ConnectGV acknowledges and pays respect to the Traditional Custodians of the land on which we are located in Shepparton which forms part of the Yorta Yorta Nation. We honor and pay our respect to Elders and leaders, past, present and emerging and we celebrate their continuing culture.

From 1st July 2024, we launched our new

Vision, Purpose and Values



VISION

We are leaders in delivering innovative individualised services to realise the outcomes that our participants are seeking for their lives. We are values driven, with a culture of care, compassion, and inclusion. We are a professional team that demonstrates excellence in the disability sector.

OUR PURPOSE

At ConnectGV we:

1. Believe in demonstrating excellence by supporting our people and families with care & compassion and positively contributing to our community.
2. Genuinely care about working with our participants to develop individualised services that increase opportunities and realise the outcomes they are seeking for their own lives.
3. Have a passion for fostering a sense of belonging by building relationships, partnerships and connecting with our community.

OUR VALUE PROPOSITION

1. We foster a sense of community and belonging by enabling friendship groups to flourish and by building connections within the community.
2. We are registered and credentialed with a strong compliance record.
3. Our proud 70 years of continued service within our community means we are highly experienced, trustworthy and here for the long term.
4. We are training and development focused with pathways for staff and participants.
5. Our scale and range of services enables us to offer a holistic service for each participant encompassing whole of life transitions and needs.
6. Our strong culture of care, compassion, integrity and respect for our participants.
7. We celebrate and value diversity and inclusion within our staffing group and participant cohort. Our diverse backgrounds, skills and experiences create a unique and supportive environment.

BOARD OF DIRECTORS

Meeting Attendance List 2023-2024

DIRECTORS	POSSIBLE ATTENDANCES	JUL	AUG	SEP	OCT	AGM	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	
		26th	30th	27th	25th		29th		31st	28th	27th	24th	29th	26th		
Scott KELLY	11	✓	✓	✓	✓	✓	A	No Board Meeting Held	✓	✓	A	✓	✓	✓	9	
Jenny FOOTT	11	✓	✓	A	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	10
Sal PENNISI	11	✓	✓	✓	✓	✓	✓		✓	✓	✓	A	✓	✓	✓	9
Jenny COOK	11	✓	✓	✓	A	A	✓		✓	A	✓	✓	✓	✓	✓	9
Melissa PACE	11	✓	✓	A	✓	✓	A		✓	A	A	✓	✓	✓	A	6
Angela BUXTON	11	✓	✓	✓	A	A	✓		✓	A	A	✓	✓	✓	A	7
Peter EASTAUGH	11	✓	A	✓	✓	✓	✓		✓	✓	✓	✓	A	✓	✓	9
Sadie VALE	2	✓	✓	R											2	
Jacinta RUSSELL	11	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	11

✓ = Present

R = Retired

A = Apologies



Scott Kelly
BOARD CHAIR



Jenny Foott
DEPUTY BOARD CHAIR



Sal Pennisi
BOARD TREASURER



Jenny Cook
BOARD DIRECTOR



Angela Buxton
BOARD DIRECTOR



Melissa Pace
BOARD DIRECTOR



Peter Eastaugh
BOARD DIRECTOR



Sadie Vale
BOARD DIRECTOR (RETIRED)



Jacinta Russell
COMPANY SECRETARY

LIFE MEMBERS

Mrs A. Bollinger
Miss F. Cochran
Mr B. Kelly
Mrs M. McNabb

Mr G. Carmichael
Mr A. Levett
Miss E. Slender
Mr M. Darveniza

Mr R. Stephens
Mr D. West
Mr K. Trudgen
Mr B. Kruse

Mrs D. Walton
Mrs V. Bambrook
Mr J. Douglass
Mr. R. Oldfield

LEGAL ADVISORS

Russell Kennedy Lawyers Camerons Lawyers

SUB COMMITTEES FOR 2023-2024

BOARD FINANCE, AUDIT & INFRASTRUCTURE

Salvatore Pennisi (Chair) Scott Kelly Jenny Cook Jenny Foott
Jacinta Russell (CEO/Company Secretary)
Ramesha Jayasuriya (Financial Controller/Manager of Corporate Services)

BOARD QUALITY & SAFEGUARDS

Angela Buxton (Chair) Peter Eastaugh Melissa Pace Jenny Cook
Jacinta Russell (CEO/Company Secretary) Stacey Ferrito (Executive Manager - NDIS Services)
Brant Doyle (Executive Manager - People, Quality & Safety) Linda Glover (Manager Quality & Safety)

BOARD FUNDRAISING

Jenny Foott (Chair) Angela Buxton Melissa Pace Jacinta Russell (CEO/Company Secretary)



“ConnectGV have helped me get my license, get a unit and helped me get full custody of my son and assist with what I need to do to help him with school. I’m regularly involved in events ConnectGV hold where I have got to meet lots of new people.

With these supports, I have even recently got a full-time job!”

JAYSON SMITH
- OUTREACH PARTICIPANT

Board Chair and Chief Executive Officer Report

ConnectGV started as a community led disability service in 1954.

This year, we celebrate **70 years** of continually serving people with disabilities in the region and being one of the most trusted and high-quality service providers in the NDIS environment locally. We are a not-for-profit, for purpose, charitable organisation whose sole purpose is to support and enhance the lives of people with disabilities.

BOARD DIRECTOR LEADERSHIP

During the year, the Board of Directors' main priority was the updating of the new strategic plan which will be operational from the 1 July 2024 – 30 June 2028. The plan was developed through 2023-24 with extensive consultation with our participants, community, employees and stakeholders, ensuring we had diverse and rich input into ConnectGV's future. The Strategic Plan process also updated our Vision, Value Proposition and Values to align and resonate with our participants, families, employees and community expectations.

In September 2023, we bid farewell to Board Director Mrs. Sadie Vale after 12 months on the Board. Sadie has a son living in one of our residential houses and was a wonderful contributor to our meetings. Unfortunately, due to personal reasons, Sadie was unable to continue but we sincerely thank her for her time and commitment for the year she was with us.

We have been very fortunate to continue with a fantastic volunteer board of directors, who give their time and expertise to lead the organisation. We would sincerely like to thank Jenny Foott (Deputy Board Chair and Chair of Fundraising), Salvatore Pennisi (Treasurer and Chair of Finance, Audit and Infrastructure sub-committee), Angela Buxton (Chair of Quality and Safeguards Sub-Committee), Dr. Peter Eastaugh, Melissa Pace and Jenny Cook.

The 2023-24 financial year has been another challenging year for the disability sector, with the findings of the Royal Commission released, NDIS reviews and continued financial restraints as the federal government tries to rein in the NDIS national spending. We are fortunate at ConnectGV to have an amazing team of people that work together to continue to provide high quality support to participants every day whilst meeting the challenges presented to us.

At ConnectGV, the work we do continues to meet the highest standards including successfully completing the mid-term NDIS audit held in 2023. Our focus on continuous improvement is firmly entrenched to ensure we are providing high quality, person-centred safe services. ConnectGV is committed to always providing the highest quality and safe support services to our participants. We are proudly a registered NDIS provider and welcome external auditors to review our governance, leadership and service delivery.

EXECUTIVE LEADERSHIP

ConnectGV is led with an executive team, consisting of Brant Doyle, Executive Manager, People, Quality and Safety and from 1st December 2023, additionally looked after the social enterprise businesses. Stacey Ferrito, started with us in July 2023 as the Executive Manager NDIS Services, overseeing the NDIS Intake and Billing, Residential Services, Day Programs and Outreach. Ramesha Jayasuriya, started as the Financial Controller & Manager of Corporate Services June 2023 after an internal promotion, overseeing Finance, Payroll, IT, Corporate Services areas and professional supervision of Plan Management. The CEO and executive team, lead the organisation with a focus on quality and safety for participants, workplace culture and safety, and person centred active supports in a financially responsible manner. We maintain high standards of accreditations, legislation and NDIS funding and safeguards requirements at all times.

HIGHLIGHTS AND SIGNIFICANT EVENTS

The highlights of our working day, is always when a participant has achieved a new skill, enjoyed their day participating in activities, programs or individual support, or we have felt we have made a significant impact in their daily lives. We are proud of the people we support, who are always trying their very best in employment, programs of support, to learning a new skill or connecting within the community.

At the 2023 AGM, we launched our new logo and branding, as well as a new website. The new website has provided a more user-friendly and accessible experience for our participants and community and showcases the important work we do. In May 2024, we also launched our new television advertisement, called 'We're Connected', which was a fantastic experience for our staff and participants to be part of.

In 2023-24, the HR team rolled out a new e-learning platform called ETrainU, which has specific training designed for the disability sector. We also trained many staff members in Level 1 Positive Behaviour Support Training and now have a Certified Behaviour Support Trainer who provides the training in-house to staff. Three staff members have completed Mental Health First Aid course and we have also completed 3 days of leadership training for our senior leadership team. Mandatory training and First Aid continue to be updated all year round along with other specific to participants training needs.





From January 2023 to January 2024, ConnectGV helped support the Goulburn Flood Recovery Service with three staff being seconded for 12 months. Under the Shepparton Community Share partnership (ConnectGV, Primary Care Connect, The Bridge and FamilyCare) with FamilyCare as the leading agency for this work, we assisted in the stand up and ongoing support with our three disability support workers (who have additional qualifications) gaining fabulous experience as flood recovery case workers. Thank you to the three staff who assisted the community in this way, we were proud to support and be part of the collective effort to be part of this consortium and assist our community after another natural disaster.

From January 2024, we welcomed the Greater Shepparton Secondary College Year 10 Active Volunteering Program into our centre each week during term. This is a terrific partnership that brings our wider community into our service whilst completing their normal schooling day. The students and teachers have become welcome additions to the corridor laughter, and it is wonderful to see the two cohorts working so well together.

In May 2024 we launched the Over-the-Counter Container Deposit Scheme at our Billabong Garden Complex which will provide participants with experience in customer service, counting eligible containers and performing the transactions.

In May our team of golfers joined the Rotary Club of Shepparton's annual charity golf day. It was a great day with everyone having a lot of fun and enjoying the company of many other organisations around the region. The Rotary Club of Shepparton do a terrific job raising money and organising these events which help and assist ourselves and the community.

We would sincerely like to thank all of our sponsors, donors and community partnerships that make ConnectGV a fabulous place to be. We are truly appreciative of the hard work that goes into raising money and supporting us and we know that the money is wisely spent on providing additional experiences and equipment for our participants.

We would not be the wonderful organisation that we are without the amazing staff that are part of our ConnectGV family. Everyone leads with their heart and provides the best support to every participant whether that be in their home, in programs or out in the community. Thank you to our administrative staff who keep everything running smoothly and have shown enormous resilience and perseverance over the past 12 months. It has truly been inspiring!

Finally, to our most important of all, our VIP's. We are here for one reason, which is to support people living with disabilities to have a meaningful, fulfilling life. We hope that with the support you received you are ticking off all of your goals and looking at what you can do next. We love being your service of choice and will continue to work with you to further grow and improve our services to the next level.



Scott Kelly
BOARD CHAIR



Jacinta Russell
CEO



Scan the QR Code with your phone to watch our CDS video!



Amongst many of the participant highlights throughout the year, Tri State Games is always a firm favourite. Our team of participants and staff had a fantastic time in Cobram and are looking forward to the 2024 games in Portland.

More information regarding our service highlights are available in the annual report.




mind[®]
Help, hope and purpose



Scan the QR Code with
your phone to watch our
collaboration video!

I just wanted to provide some feedback from yesterday's ministerial visit from Minister Shing, Homes Victoria, ABC news and Shepparton News relating to the gardens and potential collaborations for a dual-facilitated program. They all commented on how lovely the grounds looked. When talking to Minister Shing about a potential collaboration for a program between the Haven Mooroopna and Connect GV that includes growing and using the produce, she was really impressed to hear that community organisations are coming together to provide these opportunities to their clients.

As you're probably well aware, the state of the gardens prior to Christmas was a very stressful situation. I am very thankful to be working with Connect GV to help us maintain the site. Please pass along my appreciation and thanks to Christine and the team for the wonderful work they are doing in maintaining our gardens. We are receiving some lovely feedback from residents, families and the community too.

- Trudy Fuller, SIL Haven

2023 AWARDS

The Cameron Gray Award

This award has been presented annually since 1993 to recognise the effort and achievement throughout the year of a member of the ConnectGV community.

The Gray family were unfortunately unavailable to attend the presentation, however, they have thanked ConnectGV for the ongoing contact through the years and have said:

“The award in Cam’s memory was created to pay special tribute to one person, like Cam, who achieved something special through the year that enriched their lives with newfound skills, independence and agency. Such important attributes for all of us. Cam was one who broke down barriers, made connections, built relationships and friendships, accessed community services and lived a rich and full life.”

This year’s Cameron Gray Award goes to **Robert Goulding**.



Rob has improved his fitness and health with his weekly gym workouts and more recently taking up the local park run. In Rob’s quest for fitness, it has made him healthier all round. Rob has taken more control of his independence and has gained more valuable life skills in communication and being clear on his goals and targets. With Rob becoming more confident in his abilities, he has been able to go on independent holidays without family members and thrives in his independence. This has led Rob to enjoy new experiences and take the lead planning his own activities.

Congratulations Rob! We’re so proud of you!



*We're
Connected!*

Scan the QR Code with your phone to watch
the ConnectGV TV Commercial!



PRESENTED BY THE CEO

The CEO Award

The CEO Award is presented annually and recognises the achievements of supported employees, in particular an individual who works independently and has shown progress in their work throughout the year.

This year, the CEO Award goes to **Tony Conte**.

Tony has been an integral part of the ConnectGV Services team for many years and was an integral part of the Packaging team at New Dookie Road until moving to Billabong Garden Complex.

Tony has adapted to the tasks required of him to maintain his role. Tony produces good quality t-shirt rags and can adapt to the changes in sizing of cloth as well as weight required. Tony has been using the Cutting machine for towels and is progressing well with his technique.

Recently Tony has been helping on-site in the Nursery with plant maintenance, ensuring plants are in high quality condition, so they can stay on display for customers to purchase.

Tony is a reliable worker in the lawn mowing area as well and contributes with a high standard of work and reliability in completing tasks. Tony uses his initiative to make sure all tasks are carried out.

Tony has joined the Bowling competition of a Tuesday night for social interaction. He initially started to be a substitute for friends who were away, and is now in a team and never misses a game.

Tony is also a member of Kiwanis, however, he has been inactive due to his health, but is confident he can return in the new year.

Congratulations Tony, you're doing great!

OUR PARTNERSHIP WITH GSSC

Active Volunteering Students

In 2024, we signed an MOU with Greater Shepparton Secondary College to partner with the Year 10 Active Volunteering course to be on-site at ConnectGV. The Year 10 Active Volunteering subject is a year long work readiness and personal development program incorporating VET Certificate II in Volunteering to help students become ready for employment or further training. The partnership between GSSC and ConnectGV provides students with a venue outside the school each Wednesday. This has helped simulate an adult working environment and support community and industry involvement.

Both ConnectGV and GSSC have benefited from this partnership by:

- Building a group space where the students feel comfortable to personally develop.
- Helping students discover their unique skills and strengths so they can plan for their career.
- Help understand possible training and work pathways through a range of career development and industry engagement activities.
- The work environment exposure has created an adult space for the students to learn and integrate.
- ConnectGV participants (adults with a disability) have welcomed and supported the students each week, integrating them within the normal work environment at ConnectGV.
- GSSC students are exposed to the disability employment sector and have learnt new skills in communicating and working with people with a disability and normalising this environment.

This partnership brings together our younger generation and adults with disabilities to integrate and be part of each other's day. The GSSC students have joined in on programs and interact with participants whilst going about their daily activities on-site. It is a wonderful program in learning from each other and familiarising the GSSC students to a disability support service.

(Photos: GSSC students and a ConnectGV participant work together on-site at ConnectGV)



GREATER
SHEPPARTON
SECONDARY
COLLEGE



WE ASKED THE STUDENTS WHAT THEY ENJOY ABOUT BEING AT CONNECTGV EACH WEEK...

"Easier to socialise with each other."

"I trust the people there."

"Relaxed atmosphere."

"Breaks up my school week."

"More relaxing at ConnectGV."

"Day is less structured than in our classrooms."

"More relaxing, less stress."

"It's a reset day."

"Relaxed environment."

"Enjoy the fun atmosphere of the location."

"Not sure, but it is better than school!"

People, Quality and Safety Report

WORKFORCE

Our workforce continues to be engaged, capable, safe and productive. This remains one of our greatest strengths as an organisation.

We embrace the diversity of our differences in our identities, experiences, and perspectives. This variety supports our environment, culture, and services, benefiting our employees, participants, clients and the communities we serve.

Our HR team supports a positive workplace culture that aligns with our organisational purpose and values. With a focus on enabling employees to thrive and to provide the best possible support to participants, the function oversees attraction, recruitment, engagement, learning and development, retention and industrial relations. It leads proactive initiatives to promote inclusion and diversity and supports our workforce's physical safety and mental wellbeing.

During the year, ConnectGV improved the way staff are onboarded, by implementing both a site-specific induction process, in addition to an organisational wide orientation program, facilitated by members of the executive and senior leadership teams and run quarterly. This has ensured a well rounded and inclusive experience for our new staff.

We continue to invest in educating our workforce in a range of compliance and professional development programs, which

addresses key organisational risks and opportunities. We implemented a new learning management system, eTrainu, which provides training directly linked to the NDIS Practice Standards and Quality Indicators.

During the year, we developed our senior leaders with essential skills and knowledge to effectively lead in a dynamic environment. The sessions focused on building high-performing teams, authentic communication, meaningful results, challenging mindsets, encouraging innovation, accountability, and emotional intelligence, all key skills for supporting ConnectGV's future growth.

ConnectGV also implemented a talent acquisition software program which supports with managing the entire recruitment process through an online recruitment tool. The system will support ConnectGV to build a talent pipeline of candidates to support with future resourcing.

ConnectGV offered and coordinated student placement opportunities, providing people with the skills they need to transition successfully from study to work. Our student placements, offered to secondary students (work experience) and post-secondary students provide the opportunity to enrich learning experiences while increasing the number of work-ready graduates. The majority of post-secondary students were studying a Certificate IV in Disability.

FUTURE FOCUS

In the coming year, we will prioritise enhancing the employee experience by focusing on wellbeing and psychological safety, informed by insights from our employee engagement survey. Our workforce plan will emphasise training, including leadership development, and recruitment, while also engaging volunteers and students. We are committed to fostering a positive staff culture by building an inclusive and supportive environment and improving communication and engagement. Additionally, we will align our new set of values and behaviours with our performance management system to ensure consistency and integrity in our operations. Strengthening relationships with stakeholders and partners will remain a key focus as we continue to grow and achieve our goals.



QUALITY AND SAFETY

Over the past 12 months, ConnectGV has maintained its strong commitment to delivering quality and safe services as a registered NDIS provider. To enhance our focus on these areas, we increased the hours of the Quality and Safety Manager role to full-time. This adjustment ensures comprehensive management of activities and programs aligned with best practices and compliance in quality and safety.

The Occupational Health & Safety Committee convened regularly throughout the financial year, with a focus on reviewing health and safety policies and procedures, assessing incidents and hazards, and enhancing the skills and knowledge of all committee members. Incident reports were consistently completed to acknowledge, respond to, and manage incidents effectively. The Quality and Safety team reviewed these incidents and identified trends to ensure that corrective actions were both effective and appropriate, aiming to reduce the risk of harm to participants, staff, and the community.

We also managed a robust complaints and feedback process, fostering a culture that values and learns from these inputs. During the financial year, ConnectGV received 18 complaints, compliments and feedback. This process helps us meet participants' needs and continuously improve our services. We actively promoted the right to speak up and are committed to ensuring that individuals feel confident to express any concerns. The Senior Leadership Team reviewed all complaints, compliments, and feedback, ensuring that appropriate actions were taken to address the issues raised.

Incident Reports were presented and reviewed at Senior Leadership Team meetings and the Board Quality and

Safeguards Sub Committee in the last financial year. The Quality and Safety team also conducted audits and in-depth investigations into various areas, including meal management plans and medication processes.

ConnectGV remains dedicated to continuous improvement through the completion of Corrective and Preventive Action processes. Our policies, procedures, and operations adhere to legislated requirements, standards and frameworks. These are reviewed regularly to ensure they remain relevant and appropriate to the current needs of the people we support.

FUTURE FOCUS

Looking ahead, ConnectGV will look to enhance our quality and safety systems to meet the evolving needs of our organisation and those we support. Our initiatives will focus on refining our quality management system, supporting staff wellbeing through targeted programs, streamlining reporting processes with user friendly tools, expanding feedback mechanisms to ensure open communication, strengthening our incident management framework, and adhering to and exceeding industry standards. These efforts will drive our commitment to excellence, continuous improvement, and the overall wellbeing of our participants and staff.

Goulburn Flood Recovery Service

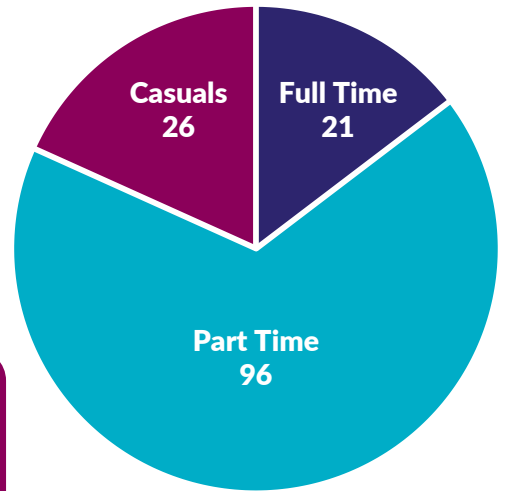
Shepparton and the region experienced devastating 100yr level floods, with flood water from the Goulburn River peaking at 12.06m on the 17 October 2022. More than 7,000 homes and businesses were affected across Greater Shepparton with over 800 road closures.

In the immediate weeks following the flood, FamilyCare coordinated a localised place-based response in collaboration with other Shepparton Community Share partners (ConnectGV, Primary Care Connect and The Bridge Youth Service) along with OzChild, Uniting Care and Nexus. The collaboration was known as Goulburn Flood Recovery Service (GFRS). The localised response enhances community connectedness using trauma-informed partnerships and place-based models of disaster response and recovery.

ConnectGV is a proud partner of the Goulburn Flood Recovery Service, providing three seconded disability support workers to work as case managers in the GFRS team from January 2023 to January 2024. An evaluation of the partnership approach which was adopted by the GFRS was funded by FamilyCare and authored and published by Swinburne University of Technology in August 2024. The evaluation determined that a localized response coordinated by community leaders and organisations provided a holistic service provision that expands much further than the direct flood impacts, but can also have improved social outcomes and connections for families recovering from a natural disaster. ConnectGV was proud to be part of this partnership that had a positive outcome for people in our community affected by the October 2022 floods.



WORKFORCE DEMOGRAPHICS



57%
staff with over
three years of
service

5.7
years average
length of service

62
employees with
less than three
years of service

73%
female
employees

44
years is the
average age of
employees

15
supported
employees

LENGTH OF SERVICE

Less than 1 year.....	16
1 to 2 years.....	46
3 to 5 years.....	31
6 to 10 years	22
11 to 15 years.....	13
16 to 19 years.....	8
20 plus years	7

EMPLOYMENT AGE PROFILE

18 - 24.....	11
25 - 34.....	32
35 - 44.....	32
45 - 54.....	32
55 - 64.....	28
65 plus.....	8

143
employed as of
June 30 2024



SOCIAL ENTERPRISES

16

supported
employees and
participants

13,350

hours worked
by supported
employees

48,000

propagation
plants
grown

3,100

Billabong Rags bags sold
and distributed to our
customers throughout
the region and nursery

3,600

Billabong Flowers fresh
flower vases and arrangements
prepared and delivered to local
businesses and sold
through the nursery

BRANT DOYLE

Social Enterprises

ConnectGV operates social enterprise businesses to provide meaningful employment opportunities, skill-building, and empowerment for participants interested in areas such as nursery and horticulture, lawn and garden maintenance, flower arranging, and rag preparation.

These enterprises enable participants to gain valuable work experience, develop practical skills, and build confidence in a supportive, inclusive environment.

BILLABONG FLOWERS

Billabong Flowers enables participants to improve their skills in communication, flower arranging, banking, and local navigation for deliveries. The program is supported by numerous businesses in the community, offering participants practical experience and the chance to interact with local organisations.

BILLABONG LAWNS & GARDENS

The Billabong Lawns & Gardens team offers garden maintenance and lawn mowing services to a local customer base, including private clients, ConnectGV properties, and larger organisations (including a not-for-profit integrated social housing organisation and government agencies). Supported employees undertake various tasks, including mowing, whipper snipping, and garden upkeep, under the guidance of a supervisor. The team serves around 45 ongoing customers, providing reliable and quality service.

OVER-THE-COUNTER CONTAINER DEPOSIT SCHEME

The Container Deposit Scheme engages participants in collecting and processing eligible containers from customers in the community. This initiative offers new learning opportunities, enhancing participants' abilities in customer service, counting, financial transactions, and keeping a workplace clean and safe whilst also learning more about recycling processes.

PROPAGATION PROVIDES STOCK TO:



Victoria - Shepparton, Kyabram, Mooroopna, Tatura, Euroa, Bendigo, Strathbogie Shire towns, Moira Shire towns, Echuca, Benalla, Jamieson, Ballarat, Cobram, Rochester, Yackandandah, Yarragon, Alexandra, Wodonga, Wonthaggi, Woodend, Castlemaine, Colac, Morwell, Bright, Woori Yallock, Melbourne. NSW: Sydney, Bombala, Armidale, Burringbar, Wagga, Woodville, Albury, Central Coast, Pennant Hills ACT: Canberra, SA: Burton

BILLABONG WHOLESALE NURSERY / PROPAGATION

The propagation nursery at ConnectGV continues to support the growth and confidence of supported employees in horticulture. The wholesale nursery serves local councils, landscapers, and retail nurseries, providing contract growing services and plants and maintenance for government projects. This year, new garden beds were installed, and participants have been actively involved in propagating stock for market sale. The nursery also maintains an Ozbreed license, allowing the growth of exclusive plant varieties.

BILLABONG RAGS

At Billabong Rags, supported employees are involved in sizing and weighing products, such as T-shirts, towelling, and sheeting, for delivery. This enterprise provides hands-on experience in product preparation and distribution, fostering skill development in logistics and customer service.





SAY HELLO TO
Graeme Torney
SUPPORTED EMPLOYEE

"I work mainly in the Billabong Rags team where I check the shelves for the rags needing to be cut, and I get to help with getting orders ready and sometimes do deliveries. I have been able to help out in the Container Deposit Scheme on Thursday afternoon, this is new, and I like doing something different and learning new things."

I was born in Kyabram and have lived in the same house all my life, with my Mother and Father, two sisters and two brothers.

I went to school in Kyabram where I completed year 12 on a modified VCAL Program. I played footy for my school in under 12s and under 14s and then Lancaster footy club under 18s. From there I went to Ky Footy Club and played reserves. I also volunteered as a score board operator. I played cricket under 14s and under 16s with the Kyabram Cricket club, and B grade for the Wyuna Cricket club.

During high school I did work experience at the Kyabram Hospital as a gardener and worked after school in the family Tyre shop as a tyre fitter. I have volunteered at the Kyabram Senior Citizens with preparing and packaging meals for meals on wheels.

I started at the GV centre mowing lawns in December 2005. I have had many roles at ConnectGV since, working in propagation for a period of time and moving to the factory to help with packaging of soaps and checking white king for Pentol soaps. Working in the rag area learning new skills and helping out again in the lawn mowing area. I now work mainly in the Rag area where I check the shelves for the rags needing to be cut. I help get orders ready and sometimes do deliveries. I have been able to help out in the Container Deposit Scheme on Thursday afternoon, this is new and I like doing something different.

Outside of work I like to volunteer in my community with the Kyabram SES, I have been a member for 16 years and joined to follow in my father's footsteps. I am involved in the training exercises and going out to call outs.

I like spending time with my family and support my nephew with his footy. I enjoy babysitting my nieces and nephews too and catching up with my friends.



“Having only recently relocated to Mooroopna, and feeling quite overwhelmed and anxious, my Supports from ConnectGV have helped me explore my new surrounds. They’ve also helped me travel to places I wouldn’t have been able to go to on my own, and given me more confidence to start getting out and about independently.”

AMBER GRACE
- OUTREACH PARTICIPANT



SAY HELLO TO Dallas McGraw

SUPPORTED EMPLOYEE

“I work in the propagation area, where I work with the team to maintain our mother stock beds and take care of general garden upkeep. I am also involved in potting stock and maintaining the bays. My favourite job is weeding.”

I was born in Kerang and then moved with my family to a dairy farm at Cobram. I have fond memories of being on the farm. I enjoyed milking the cows and riding the pet Brahman bull. After the farm was sold I moved to Shepparton. In the past I enjoyed ten pin bowling, winning Elite Champion at the Star bowl.

I also loved clay shooting with my father when I was younger.

I came to Connect GV in 2007 as a member of the supported employee crew. I began my work here with the lawn mowing team and love the outdoor aspect of mowing and using the whipper snipper. When the opportunity came up to move across to the factory, I took on the change and spent some time packing soap.

I then moved onto my current position at Billabong Garden Complex in the propagation team. I ride my bike to and from work every shift.



STACEY FERRITO

NDIS Services

In July 2023, I had the privilege of joining the Executive Team ConnectGV and have been able to support the organisation through changes in service delivery, staffing, and implementing new processes.

In the spirit of community, ConnectGV actively participated in several key events that foster inclusivity and awareness, including RU OK? Day, Jeans for Genes Day, Daffodil Day, and the International Day of People with Disability (IDPWD). These occasions, along with other special holidays celebrated by our diverse cultural and religious communities, have been pivotal in bringing us together. We take pride in supporting our participants, families, staff, and the wider community as we collectively celebrate and participate in these observances, reinforcing our commitment to unity, support, and the recognition of every individual's value.

In January 2024, we welcomed Michelle Bye as our full-time Residential Manager. Michelle, a tenured staff member has dedicated a decade of service to ConnectGV, contributing to roles from Disability Support Worker to Service Leader at our residential houses.

We also welcomed April Cardilini to ConnectGV as the Service Leader of one of our residential houses. Leah Down joined the team in October 2023 as the new NDIS Services Manager overseeing our Intake, Billing, and Service Agreement areas. Leah's experience and NDIS knowledge have been a welcomed asset to the team.

We recently had two team members promoted to Participant Engagement Coordinators. As I reflect on these changes, I am grateful and excited for the journey ahead with our new leaders and staff.

CEASING OF SUPPORT COORDINATION SERVICE

This year, we faced a challenging decision, which was the cessation of our Support Coordination Services. Our focus remains on advancing other service delivery areas and enhancing participant-centred active supports. This change has

not only been successful but also pivotal in reducing the conflict of interest within ConnectGV of being both a service provider and support coordinator.

OUTCOME REPORTING

In February 2024, we introduced a new method for reporting Outcome Measures for each participants daily activities, this was an innovative step towards providing exceptional support to our participants.

This approach is aligned more strongly with the NDIS goals down to program level. It allows our support workers to document the progress each participant makes in a way that is both meaningful and specific to their individual goals.

The implementation of this method marks a commitment to not just meeting, but exceeding the expectations of our participants. It empowers us to deliver support that is tailored, impactful, and reflective of each person's journey towards their goals. This new outcome recording makes it much easier for support workers to support participants in small incremental goals in every program for their day-to-day activities and skill building.

OPEN DAYS AND EXPOS 2023/2024

For our 2023 Open Day, we tried a different approach to previous years, which was to be open in the evening to support people wishing to visit after the typical working hours of 9am-5pm.

In August 2023 and 2024 we had the opportunity to participate in the Cobram Futures Expo. We also attended the and the School Leavers Expo in August 2023. Both Expos provided us with valuable opportunities to engage with our community and evaluate our standing in the disability services market. These events allowed us to connect with potential participants and gain insights into the evolving needs of our service users.

ConnectGV also played an instrumental role in the coordination and facilitation of the 2024 Shepparton Disability Expo. This event, initiated by the Network of Disability Services (NODS), marked the first of its kind in our region post-COVID. It was a testament to the power of collaboration and community spirit, bringing together various stakeholders in the disability sector to showcase their services and foster connections.



STACEY FERRITO

NDIS Services

CHANGES TO THE NDIS

In October 2022, the Minister for NDIS Mr. Bill Shorten commenced an independent review on the NDIS design, operations, and sustainability. It also looked at how to build a more responsive, supportive, and sustainable market and workforce. The final report was published in December 2023, titled 'Working together to deliver the NDIS'. Out of the review, there were 26 recommendations made, with 139 actions to implement to change the system that supports people with a disability.

The recommendations are underway, and we have already seen a change in the Pricing Arrangement and Price Limits and how the funding flexibility is now less flexible for participants. We are now seeing a reduction in Plan Reviews based on overutilisation of funding; and this is impacting participants' choice and control over services and supports they are accessing. The housing and living supports are also being assessed against a stricter criterion, however the impact on legacy residents in our SDA's and receiving SIL will be safeguarded.

In September 2023 the Royal Commission released its Final Report into Violence, Abuse, Neglect and Exploitation of People with Disability. Nearly 10,000 people shared their experience of violence, abuse, neglect and exploitation by making a submission or participating in a private session. The Royal Commission has made 222 recommendations on how to improve laws, policies, structures and practices to ensure a more inclusive and just society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation.

In October 2023, the NDIS rolled out its new, purpose-built computer system: PACE. Navigating the new system has posed some challenges early on, however as we have transitioned over from the old system our NDIS Services Team have noted a more user friendly and streamlined system.

In July 2024, changes to the Residential Tenancies Act came into place, and has pulled into a new focus on how we review and develop ConnectGV's home and living services. We have multiple existing residences which are group homes. The changes to the Act would promote the exploration of new opportunities for residential accommodation while also ensuring we are delivering quality services for our existing participants in their current residential house for retention of services. In response to the changes in the SDA and SIL funding, and in line with the Residential Tenancies Act changes, we are proactively reviewing our housing strategy within our current strategic plan in accordance with the direction of the NDIS and the market.



FUTURE FOCUS

Over the 2023-24 financial year we have continued to grow our services and we have placed a large emphasis on recruitment and training to ensure we are able to deliver these services safely and to a high quality.

ConnectGV is continuing to evolve under the NDIS and we strive for continuous improvement. We hold a strong commitment to providing high quality and safe services and welcome and encourage feedback from participants and families. Our primary focus is to support participants with their rights, choices and providing person-centred active supports.

LEAH DOWN

NDIS Services

The past 12 months have been a very busy and challenging time for those in the NDIS Services team.

I began as the NDIS Services Manager in October 2023 and we had two new Participant Engagement Coordinators begin in September and December 2024. The team is responsible for billing our services to NDIS and TAC with some state government funding as well. We are also responsible for preparing all of the service agreements, schedule of supports and any changes needed to these documents when people increase their time with us.

Throughout 2023-24 we have seen a consistent flow of participant intakes joining us across Day Services, Outreach, Individual Support, Plan Management and our social enterprise Billabong programs. With some adjustments made to the Intake process we are aiming to achieve a much timelier and streamlined onboarding process.

Over the past 9 months, we have overhauled the billing process to ensure that it is efficient, transparent and aligned with NDIS guidelines and practice standards. The Participant Engagement

Coordinators have worked incredibly hard to ensure we provide excellent service to our participants and their families/carers/nominees by continually updating participant information, providing quotes, creating service bookings and service agreements along with timely invoicing.

The NDIS Services team spent the latter half of 2023 and early 2024 focused on reducing the outstanding debtors' figures. This has paid off with the reports now showing a much larger reduction in outstanding debt.

In March of 2024 the decision was made to cease Support Coordination at ConnectGV. While this was a difficult time for all involved, we continued to provide excellent care and support for our participants during the transition process to new Support Coordinators.

With the introduction of PACE to the NDIS, Plan Management has become an interesting and challenging workspace also. Until the PACE transition is fully complete Plan Managers will have to work between two different systems when supporting their participants. Our Plan Management team work hard at ensuring compliance, transparency whilst having no conflict of interest with the other areas of the services offered.



“Being supported by ConnectGV has helped with my fitness and health, making friends and going to events which has made me live a very happy life.”

**BRAD MCGILLIVRAY
- OUTREACH PARTICIPANT**



MICHELLE BYE

Residential Services

Here at ConnectGV we support individuals on the NDIS as well as a scheme called Disability Support for Older Australians (DSOA).

Older Australians often face a unique set of circumstances when it comes to disability. These can include physical impairments, cognitive decline, or chronic health conditions that compound the difficulties associated with aging. The complexity of these issues requires a multifaceted approach to disability support, one that integrates healthcare, social services, and community resources. While the NDIS supports individuals with disabilities under 65 by providing tailored support plans and funding to help them achieve their goals and maintain independence, we also provide support to two participants in the Disability Support for

Older Australians (DSOA) program who received funded supports due to being over 65 when the NDIS rolled out. These individuals live in our residential accommodation, where they receive the same high level of support and services through a different funding arrangement.

ConnectGV is proud to work alongside a multidisciplinary team in offering specialised programs, advocacy, and support networks that enhance the quality of life for older Australians living with disabilities. These efforts are complemented by initiatives aimed at improving accessibility, promoting inclusion, and fostering a culture of respect for the rights of older individuals.



WHAT OUR DOA RESIDENTS HAVE TO SAY

Mark Darveniza & Ray Patterson

What do you like to do in the community?

I like to go and have coffee at the marketplace and look in BigW. Staff take me out there and assist me. - *Mark*

How do staff support you to access the community?

Sometimes we go out on the bus and we get to drive around to places and look at the farms and animals on the way to the pub for lunch. - *Mark*

What do you like to do at home?

When I'm at home I collect the eggs, we have 2 chickens. Rosie and Ruby, they came inside the other day when I left the back door open. It was funny, when they walked around the kitchen and I had to get them out. - *Ray*

When I at home I like to watch my TV, staff assist me to put my records on and we sing along to my favourite band the Rolling Stones. - *Mark*

RESIDENTIAL SERVICES

Connecting with Culture

ConnectGV promotes and is inclusive all cultures, religions and identities that a participant may identify with.

One of our residential and Day Service participant Sharmaine Horton has a close connection with her Aboriginal culture and family connections are very important to her. Sharmaine has completed many fantastic art works with her sister and as an individual. Being able to express herself through artwork has assisted Sharmaine work through some challenging times over the years and is a positive way to connect with her culture and community.



How does painting make you feel?

When I paint, I feel happy.

Do you paint with anyone else?

I used to paint with my sister a lot. But now staff have started to assist me to attend a program and I get to do more painting with Julie. Painting with Julie has been fun and I have completed a picture with her and myself on it. We are on an island called Flinders.

Have you been to Flinders Island?

Yes, I was born there and it has lots of animals. I am going to put my painting in the show this year.

Have you put things in the show before? Yes, I enjoy making things and putting them in the show, staff are going to help me have it added to show and on display. When the show is on, we all go and look at our stuff. It's going to be so fun.



MICHELLE BYE

2024 in Review

ConnectGV has focused on Behaviour Management and Restrictive Practices, aiming to reduce restrictive practices and promote positive behaviour reinforcements. Many participants have Positive Behaviour Support Plans (PBSP) or NDIS Behaviour Support Plans (BSP). Staff have received training through Team Teach, facilitated by our Quality & Safety Manager, which emphasises team building, personal safety, communication, and de-escalation techniques for managing behaviours of concern.

Throughout the year, we collaborated with Behaviour Practitioners to understand behaviours, triggers, and support needs. These practitioners provided individualised training to residential staff on implementing strategies from Behaviour Support Plans. As a result, all houses have reported a significant reduction in behavioural incidents, and the overall health and wellbeing of participants has improved due to the consistent and positive approaches taken by staff.

Additionally, sensory and activity spaces have been introduced in residential houses, allowing participants to engage in activities or use the space to relax and express their emotions positively. Fostering community involvement remains a key focus of our Behaviour Support Plans, helping participants feel more connected, valued, and a sense of belonging within their communities. We are proud of the progress made by our participants, staff, and management this year.



DANIEL FALLA

Outreach Services

Over the past 12 months the Outreach Program has continued to expand supports, both with intake of participants and onboarding staff, but also with existing ConnectGV participants increasing or adding Outreach supports. This has seen an increase of about 20% of supports that were delivered in June 2023.

The Outreach Program also had a substantial increase in Short Term Accommodation (STA) supports that were delivered in this time. These STA supports included some tradition respite model of supports, but mainly the STA supports delivered involved taking participants away for weekends to enjoy new experiences which included football trips, concerts and exploring all that Victoria has to offer as well as venturing to other states.

Assisting participants with gaining employment or volunteering opportunities has been a continued focus throughout the year, with staff supporting participants with developing resume's, meeting appointments with work agencies, assisting participants with navigating job seeking websites and preparing for interviews. This has led to multiple participants gaining mainstream employment and/or volunteering opportunities. This has motivated participants to set higher career and personal goals for the future.

The Outreach Program has continued to be involved in all-ability sports that included participants playing in the Harmony Cup cricket day, being part of the GV Star football club and the ConnectGV Stars team for the weeklong Tri-state games held in Cobram. Participants have also been an important part of mainstream sports in the region by either participating in the sport itself or assisting with duties at training and on game days. Participants have taken part in clubs that include football, basketball, soccer and lawn bowls.

Being part of these sports helped participants realise their value within a team environment and has assisted them to form new friends and build their confidence to be involved in other future opportunities in a social setting.

Looking forward, the Outreach Program aims at continuing ongoing integration and exploration, along with other ConnectGV programs, into all areas of the Greater Shepparton community and continue exploring new options to offer the wide variety of individuals looking to access or services.

SAY HELLO TO Brett Lancaster

OUTREACH PARTICIPANT

When Brett was growing up, he struggled in primary school due to an undiagnosed intellectual disability. This caused a social disconnect with his fellow students which resulted in Brett being unable to manage his anger and be further isolated amongst his peers that led to him avoiding school and other social settings all together. In 2006 ConnectGV were approached by the Department of Human Services to provide Outreach supports for Brett with the focus on developing an anger management program that would assist Brett integrating back into social settings. Through implementing strategies and activity sampling over the next few years, Brett became passionate about playing guitar, which he also realised would calm him when agitated. As his playing progressed it created opportunities for Brett to attend community events where he would play and sing. On one occasion in 2016, Brett's playing of older country music caught the ear of a passer-by who invited him to play in his band. Over the next 4 years Brett played across the region with the band, meeting and making friends with new people of all ages. In 2020, COVID put things on hold for a while, but with the arrival of his daughter in 2023, Brett has picked up the guitar again regularly playing for her which has led to him to start street 'busking'. Brett now engages in ConnectGV programs with other participants regularly and has taken on a mentoring role and assists others getting involved in social activities.



MELISSA JOYCE

Day Programs

ConnectGV Day Programs moved to a two block system aligned with the NDIS rules and pricing arrangements. Block 1 programs went from 8 January 2024 to 21 June 2024 and Block 2 from the 24 June to 6 December 2024. With a two week summer program prior to, and following Christmas.

ConnectGV Day Program has seen a 13 percent increase in supports delivered over the past 12 months, which we believe is due to the variety of new activities offered, the flexibility to provide supports outside the 9am-3pm model, and of course, the quality of our highly trained staff.

We introduced new activities throughout the year; our most successful new activity was the Easter Hunt.

ConnectGV Stars participated in the Annual Tri State Games, hosted in Cobram, and we eagerly anticipate the 2024 Tristate Games, to be held in Portland.

The annual participant Christmas party was held at our Bowenhall campus with a day filled with celebration and socialising with our ConnectGV community.

Day Programs continued through the year maintaining and building partnerships. These partnerships are important to maintain connections within our local community to provide a wide range of experiences for our participants, including

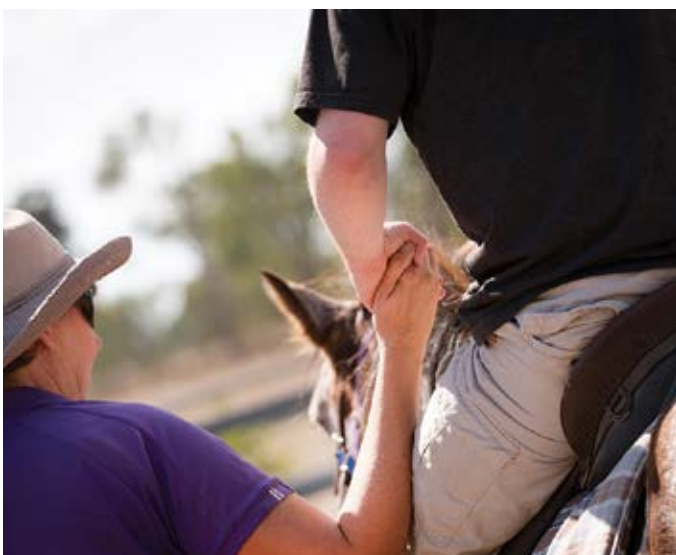
Riding for the Disabled, Sailability, Mooroopna Primary School canteen, and East Shepparton Lawn Bowls.

We fostered a new partnership with Hospice to explore volunteering in the local Hospice Op-Shop. Another exciting new opportunity we have progressed, is operating the over-the-counter Container Deposit Scheme located at Billabong Garden Complex, with participants and staff from Day Programs manning the counter Monday-Wednesday. This provides our participants with the opportunity to learn many great skill-building activities such as customer service, counting, sorting, financial transactions, and keeping a clean and safe workplace. It is also great to be interacting with our local community.

Transitions from Verney Rd School occurred at the end of 2023, which assisted many students to successfully move from a school environment to an adult day programs service at the beginning of 2024.

Throughout the year, our participants have worked hard to build friendships, increase their independence, build skills and be involved in their local community.

Staff working at Day Program continue upskilling to provide the best quality of care to all participants, whilst incorporating a fun environment for everyone to enjoy.





SAY HELLO TO Shawn Tracey

DAY PROGRAMS PARTICIPANT

Shawn Tracey has been a valued participant in ConnectGV day programs since June 2019. Over the years, Shawn has shown a keen interest in computer programs, especially those involving trains and dolphins.

Building Confidence and Exploring New Interests

Staff at ConnectGV have continuously supported Shawn in building his confidence to try new things. Over the past year, Shawn has made outstanding progress in various interests, including:

- Bike Riding
- Football
- Cricket
- Riding for the Disabled: Shawn has built a beautiful relationship with a horse named "Ernie."

Improved Communication and Social Skills

Shawn's communication and confidence with his peers have significantly improved. With staff assistance, Shawn has become more involved in communicating with his peers, leading to many meaningful friendships.

Active Participation in Programs

Shawn actively participates in programs such as football and stadium sports. His progress includes:

- Precision with shooting hoops
- Being able to shoot goals from different positions.
- Joining in various group activities with ease and excitement.

Shawn has a powerful kick and has worked on taking his time to aim. He calls out his peers' names when kicking the ball and is now working towards taking a mark.

Social Engagement and Celebrations

Shawn engages with his peers through short conversations, such as letting others know it's their turn or cheering them on when they do well. He also loves to verbally celebrate his own successes.

Weekly Bowling

Shawn goes bowling once a week, arriving with his lunch and setting up and packing up independently. He ensures he has his wallet ready to go, pays for his bowling, and responds when asked if he would like a receipt. Shawn picks his own ball and loves cheering everyone on with a big "STRIKE" and a high five when they get a strike or a spare.

Community Involvement

Shawn attended 'The Great Chase' held at the Shepparton Greyhound Track, where he enjoyed sitting with his peers and staff, engaging in short conversations with everyone around him.

Continuous Growth

Shawn is continuing to build his confidence, independence, and meaningful friendships, which aligns perfectly with the goals of ConnectGV. We are proud of Shawn's progress and look forward to supporting his journey further.



Financial Overview

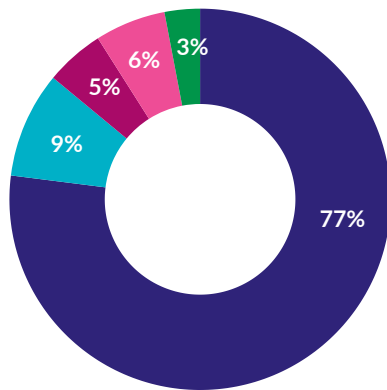
During the financial year 2023/2024, ConnectGV recorded a net surplus. This is a positive outcome given the macroeconomic challenges faced by the industry.

The net income was affected by the increased labour costs and operational expenses. ConnectGV received an average of 5.48% return on investment during the year.

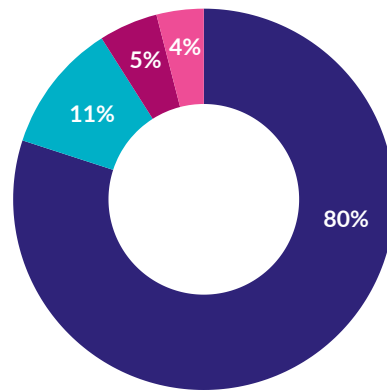
During the financial year six fleet vehicles were replaced with three new Toyota Hi-Ace buses and three new cars. Investment in new fleet vehicles would bring in improved safety for our customers and staff while reducing fleet maintenance costs.

ConnectGV spent \$426,310 in total on capital purchases which included fleet update, IT device upgrades across all departments, flooring, appliance and garden upgrades in residential houses. Much needed security system improvement and new smoke alarm installation were carried out at Billabong Garden Complex during the financial year.

Ruby Saltbush Café which operated at Billabong Garden Complex faced economical and operational challenges since its creation. As a result the decision was made to discontinue operation in March 2024 to minimise further financial losses.



- Client Fees - NDIS Fees 77%
- Retail Sales - 9%
- Client Fees - Other 5%
- Other Income - 6%
- Other Government Funding - 3%



- Employee Benefits Expenses - 80%
- Operational Expenses - 11%
- Cost of Goods Sold - 5%
- Depreciation Expenses - 4%

As we step in to the new financial year of 2024/2025, a set of challenges stand before us. Being a registered NDIS provider the gap between NDIS revenue profitable margins is becoming slimmer. The significant increase in expenses related to labour, social enterprise businesses, fleet maintenance, utilities and other services are ensuring we review all of our contracts and systems to ensure we are running as efficiently as we can be into the future.

One of the main projects ConnectGV is to focus in the year 2024/2025 is system improvements. With the new ConnectGV Strategic Plan 2024-28 we will be reviewing our systems, processes and technology to ensure we have software in place which increases our productivity and integration. Better systems with value added reporting will assist in making timely decisions which is becoming increasingly important given the current NDIS economic conditions.

The Finance Department achieved a 100% compliance rate with all relevant financial, tax regulations and standards in 2023/2024.

Staff Giving Back

Over the past 12 months, ConnectGV staff have raised money for:



COMMUNITY PARTNERS

The following businesses, community and sporting organisations have worked with ConnectGV to provide support, activities and engagement for and with our participants.

- Mooroopna Primary School
- GV Hospice
- Valley Sport
- Parkrun Shepparton
- Aquamoves
- The Salvation Army
- East Shepparton Bowls Club
- Greater Shepparton Secondary College
- DECA
- RDA Australia
- Kialla Golf Club
- Sailability

SUPPORTED EMPLOYMENT STAKEHOLDERS

We would like to recognise the loyal and ongoing support of the local people and businesses that continue to socially procure and support our social enterprise businesses. This means we can employ more people with disabilities within these businesses, in a safe and skill building environment.

- Shepparton Roadworthy
- Everyday Supplies
- SMR Legal
- Lister House Medical
- The Bridge Youth Services
- Solar City Locksmiths
- Mawsons
- Shepparton Foot Clinic
- The Apprenticeship Factory
- Watters Electrical
- Graham Thompson Motors
- Goulburn Motor Group
- GV Carports
- Ian Critchley (Ortho/Surgeon)
- Challenger Valves & Actuators
- VAB Hairdressing
- GV Community Legal
- Goulburn Murray Credit Union
- Shepparton Acupuncture
- Shepparton BMW
- Bruce Mactier Building Designers
- Tina Pesavento Physiotherapists
- Adam Furphy J Furphy & Sons
- Quicklift Crane Hire
- Telford Building Systems
- Heywoods Shepparton Motor Panel
- Verney Road School
- GV Family Care
- Camerons Lawyers
- Byers Electrical
- GV Water
- 360 Health
- Thrive4Life
- CAF Consulting
- Healing Hands
- Norvec Electrical
- Foott Waste
- Conti's Dairy
- Aconia Rail
- Bruce Mactier Building Designers
- Three Treasure Foods
- Actcurious
- GV Flood Recovery Service
- Haven Foundation
- Advanced Ag
- GV Drivers Club

... Plus over 30 residential homes that are ongoing clients! ...

- Allflo Pumps
- BASstone
- Challenger Valves & Actuators
- Dynamic Automotive
- Goulburn Valley Ag
- JJ O'Connor & Sons
- Kitchenwise
- My Ride
- Power n Play
- Shepparton Mitsubishi
- Shepparton Motor Body Builders
- TMF Engineering Solutions
- Aquatec
- Buller Ski Lodge
- Crowies Paint
- ED Parsons
- Graham Thompson Motors
- John King Signs
- LDK Trailers
- NL Drainage
- Shepparton BMW
- Shepparton Motorcycles & Power Equipment
- Shepparton Radiator & Windscreens
- Walls & Windows
- ARB
- Bertoli Farm Machinery
- Darryl Twitt Motors
- Everyday Supplies
- GV Kitchens
- Kellers Rendering
- Liberty Kitchens
- Oil Hydraulics
- Shepparton Mazda
- T&M Batteries

DONATIONS

We wish to convey our sincere gratitude to all of our donor's and sponsors over the 2023 -24 financial year. Without your support we cannot do the important work that we do.

We would like to make a special mention to the family of our beloved supported employee, Stephen Laffan, who passed away in 2023 unexpectedly during a routine medical procedure. Stephen's family made a very kind donation of a purchasing a new defibrillator for our Billabong Garden Complex where Stephen worked.

Thank you to the following organisations who have contributed significantly to assisting us help people with disabilities. They are the Shepparton Club, Greyhounds Victoria and Rotary Club of Shepparton. Thank you for your kind and generous support.

We also thank many individuals who donate to our not for profit, charitable organisation.

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