CONNECTGV
Disability Support Services

ANNUAL REPORT

2025 - 2026





ANNUAL REPORT 2025-2026

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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 honour and pay our respect to Elders and leaders, past, present and emerging and we celebrate their continuing culture.

BOARD OF DIRECTORS

Meeting Attendance List 2025-2026

DIRECTORS	POSSIBLE ATTENDANCE	JUL 30th	AUG 27th	SEP 24th	OCT 29th	AGM	NOV	DEC 3rd	JAN 28th	FEB 25th	MAR 25th	APR 29th	MAY 27th	JUN 24th	TOTAL
Jenny COOK	12	✓	✓	A	✓	✓	No Board Meeting	✓	A	✓	✓	✓	✓	✓	10
Jenny FOOTT	12	A	A	✓	✓	✓		✓	✓	✓	✓	✓	A	✓	9
Salvatore PENNISI	12	A	✓	✓	✓	✓		✓	✓	A	✓	A	✓	✓	9
Scott KELLY	3	✓	✓	✓											3
Angela BUXTON	12	✓	✓	✓	✓	✓		✓	A	A	✓	✓	A	✓	9
Melissa PACE	12	✓	✓	✓	✓	✓		✓	✓	✓	✓	A	✓	A	10
Peter EASTAUGH	12	✓	✓	✓	✓	✓		✓	✓	✓	A	✓	A	✓	10
Geoff JACOBSON	12	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	12
Jacinta RUSSELL	12	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	12

✓	= Present	A	= Apology	LOA	= Leave of Absence	O	= Observer



Jenny Cook
BOARD CHAIR



Jenny Foott
DEPUTY BOARD CHAIR



Salvatore Pennisi
BOARD TREASURER



Peter Eastaugh
BOARD DIRECTOR



Scott Kelly
BOARD DIRECTOR



Angela Buxton
BOARD DIRECTOR



Melissa Pace
BOARD DIRECTOR



Geoff Jacobson
BOARD DIRECTOR



Jacinta Russell
CEO/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
Mrs D. Walton
Mrs V. Bambrook
Mr J. Douglass
Mr R. Oldfield
Mr R. Stephens
Mr D. West
Mr K. Trudgen
Mr B. Kruse

LEGAL ADVISORS

Russell Kennedy Lawyers
Camerons Lawyers

SUB COMMITTEES FOR 2025-2026

BOARD FINANCE AUDIT & INFRASTRUCTURE
SalvatorePennisi (Chair) Jenny Cook Jenny Foott
Jacinta Russell (CEO/Company Secretary) Ramesha Jayasuriya (Financial Controller/Manager Corporate Services)

BOARD QUALITY & SAFEGUARDS
Angela Buxton(Chair) Peter Eastaugh Melissa Pace Geoff Jacobson Jenny Cook
Jacinta Russell (CEO/Company Secretary) Brant Doyle (Executive Manager - People, Quality & Safety)
Philippa Murray (Executive Manager - NDIS Services) Linda Glover (Manager Quality & Safety)

JENNY COOK AND JACINTA RUSSELL

Board Chair and Chief Executive Officer Report

2025–26 was a year of significant transformation and progress for ConnectGV as we advanced the second year of our Strategic Plan 2024–28. We strengthened our digital capability, deepened our commitment to inclusive governance, expanded community connections, and continued to advocate strongly for participants during a period of substantial NDIS reform. These achievements reinforce ConnectGV's position as a values-led, resilient organisation delivering high-quality, individualised disability services.

OUR ORGANISATION

ConnectGV has proudly supported people with disabilities since 1954. As a registered NDIS provider and not-for-profit organisation, we now support more than 200 participants across Residential Accommodation, Day Programs, Individual Support, Supported Employment and Plan Management. Our workforce has grown to 160 staff operating across eight sites, reflecting our ongoing commitment to providing safe, inclusive and person-centred services.

Our principal charitable objective remains unchanged: to advance social and public welfare and education in the field of disability by establishing and maintaining facilities and supports that enable people with disabilities to thrive. We continue to operate with ACNC charitable registration, Deductible Gift Recipient (DGR) status and Public Benevolent Institution (PBI) endorsement.

Billabong Nursery and Social Enterprise, located at Billabong Garden Complex, continues to be a cornerstone of our purpose-driven model. As a Social Traders certified enterprise and People and Planet First Verified organisation, Billabong provides safe, inclusive opportunities for participants to develop work skills through our social enterprise programs, being our large wholesale plant nursery, rag program, lawns and garden maintenance, container deposit scheme and our flower arrangements.



Our 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'

STRATEGIC PROCESS

TECHNOLOGY TRANSFORMATION

A major achievement this year was the implementation of Lumary by Salesforce, our new Customer Relationship Management system. After seven months of learning, training and workflow development, Lumary went live on 16 March 2026. This transition represents a significant shift in how we manage information, compliance and service delivery. The introduction of the mobile app for disability support workers has modernised frontline practice and strengthened real-time information and decision-making.

We also implemented new Plan Management software, ensuring clients and care teams have immediate access to accurate statements in real time. Both technology upgrades directly support our strategic goal of improving IT capability to enhance compliance, usability and participant experience.

INCLUSIVE GOVERNANCE

In May–June 2026, the Board of Directors and Executive completed an Inclusive Governance project with the Social Impact Hub. The project identified opportunities to strengthen representation of people with disabilities at board and senior executive levels. The review confirmed a strong foundation and genuine appetite for inclusive governance, positioning ConnectGV to lead in this space.

WORKFORCE CAPABILITY

We continued to progress our Workforce Plan, focusing on building our future workforce through student placements, work experience and structured career pathways. Significant work was undertaken to develop our Psychological Safety Framework and risk register, reinforcing our commitment to safe, high-quality services for both staff and participants.

COMMUNITY ENGAGEMENT

ConnectGV remained highly visible across the community through Open Days, Transition Days, Futures Expo, Career Days, fundraising and events. A highlight was the ConnectGV Art Show held on 3 December 2025 at our Billabong campus, celebrating International Day of People with Disabilities. The event showcased a large number of creative and professional art pieces produced throughout the year. Brett entertained the crowd with guitar and singing, our Café Programs provided morning tea, and Mr Sam Birrell, Federal MP for Nicholls, and Tank the Artist selected prize winners. Congratulations to Sharmaine Horton and Caitlin Panettieri (People's Choice Award) and the Skill Development Program (Artist Award). The event was a vibrant celebration of creativity, inclusion and community connection.





ADVOCACY & SECTOR LEADERSHIP

The changing NDIS environment required strong advocacy at local, state and federal levels. Funding changes and deteriorating ratio levels continue to impact participant outcomes and staff safety. ConnectGV has been a consistent voice for fair, safe and sustainable supports, and we will continue to advocate for participants whose needs are not being met under current funding models.

BUILDING CONNECTIONS

We strengthened relationships with key community organisations, including new connections with Primary Care Connect and Gowrie Street Primary School. These connections expand opportunities for participants and reinforce our role as a trusted community organisation.





GOVERNANCE

The Board of Directors continued to provide strong leadership and oversight. Jenny Cook (Board Chair), Jenny Foott (Deputy Board Chair), and Salvatore Pennisi (Treasurer and Chair of the Finance, Audit and Infrastructure Committee) were joined by Directors Melissa Pace, Geoff Jacobson, Peter Eastaugh and Angela Buxton (Chair of the Quality and Safeguarding Committee). Their expertise, commitment and generosity continue to enrich ConnectGV's governance and strategic direction.

In September 2025, we farewelled Board Director and former Board Chair (2022–24), Scott Kelly, after eight years of service. Scott's leadership was instrumental in the Bowenhall Street building project, fundraising initiatives and broader organisational growth.

OUR PEOPLE

ConnectGV operates 24 hours a day, seven days a week across eight locations. Our 160 staff remain the backbone of our organisation. Their commitment to the NDIS Code of Conduct, participant choice and control, and safe, high-quality practice is deeply appreciated. We also recognise the vital role of families, friends and support teams in participants' lives and continue to work collaboratively to honour their insights and preferences.

The Executive and Senior Leadership Teams demonstrated exceptional resilience and professionalism throughout the CRM transition while maintaining compliance, continuous improvement and innovation activities.

OUR PARTICIPANTS

We thank our participants for choosing ConnectGV and for contributing to the vibrant, inclusive culture that defines our organisation. Their achievements, friendships and personal growth remain the heart of our work.

LOOKING AHEAD: 2026-27 PRIORITIES

The coming year will require bold, timely decisions as NDIS reforms continue to reshape funding, ratios and service expectations. ConnectGV is committed to adapting quickly while maintaining strong foundations, compliance and participant-centred practice.

Key priorities for 2026–27 include:

- Strengthening financial sustainability within changing NDIS pricing and ratio requirements.
- Continuing to build workforce capability, retention and psychological safety.
- Optimising Lumary and Plan Management systems to enhance data quality, compliance and participant experience.
- Implementing Lumary Payroll system integration with the Lumary CRM
- Advancing inclusive governance
- Focus on our Housing and Land Strategy for the next 10 years.
- Deepening community connections to expand opportunities for participants.
- Maintaining strong advocacy for fair, safe and sustainable supports.

Our objective remains unchanged: We are leaders in delivering innovative, individualised services that realise the outcomes our participants seek for their lives.

With Thanks,

Jenny Cook
Board Chair

Jacinta Russell
CEO



Our People

PRESENTED BY THE CEO

The CEO Award

In December 2025, ConnectGV CEO, Jacinta Russell, was proud to announce Graeme (GT) Torney as the recipient of the CEO Award.

The CEO Award recognises a supported employee or participant involved in ConnectGV's social enterprise businesses at Billabong Garden Complex. It acknowledges individuals who demonstrate commitment to their employment goals, ongoing development of work skills, increasing independence, and a consistent willingness to learn, contribute and perform to the best of their ability.

GT is a highly deserving recipient of this year's award. Throughout 2025, GT has demonstrated outstanding dedication to learning new skills and embracing opportunities across a range of areas within the business. He is recognised for his positive attitude, strong work ethic and the genuine kindness he brings to his interactions with colleagues and customers alike.

GT has shown particular strength in supporting others, patiently teaching new tasks and confidently stepping into increased responsibilities.

In his role supporting the Container Deposit Scheme, he plays an important part in providing a welcoming customer experience, greeting visitors and engaging in meaningful conversations. He has also contributed to broader initiatives, including participating in a social media campaign for Visy Recycling and appearing on WIN News, further showcasing the impact of ConnectGV's social enterprise programs.

Over time, GT has gained experience across multiple areas of the organisation, including Lawns and Gardens, the Wholesale Nursery and Billabong Rags. More recently, he has taken on a key role supporting daily operations of the Container Deposit Scheme, including site set-up, pack-down and customer service.

Beyond his work with ConnectGV, GT demonstrates a strong commitment to his community through his involvement with the Kyabram SES. He has completed extensive training, including chainsaw operation, traffic control, storm and water damage response, first aid, land search and general rescue. His contribution reflects not only his personal growth, but also his dedication to supporting others in the community.

We congratulate GT on this achievement and commend him for the enthusiasm, growth and contribution he brings to both his workplace and the wider community.







Graeme (GT) Torney

Our People

2025 AWARD

The Cameron Gray Award

The Cameron Gray Award has been presented annually since 1993 and recognises a participant who promotes greater community understanding and inclusion of people with disability through active involvement in clubs and community organisations. Recipients of this award demonstrate resilience in navigating daily challenges, whilst pursuing a meaningful, active and fulfilling life, and achieving personal growth and development.

In 2025, we received two outstanding nominations of equal merit. For the first time, joint recipients were recognised, with the Cameron Gray Award presented to Umut Bolat and Bradley McGillivray.

Umut Bolat is known for his positive attitude, friendly nature and genuine enthusiasm for life. He consistently demonstrates a strong commitment to inclusion and community participation, contributing both on and off the field.

Over the past year, Umut has shown significant personal growth and maturity, actively embracing feedback and translating this into meaningful actions. His increasing confidence is evident in his willingness to take on new challenges and responsibilities.

Umut's involvement spans a wide range of activities, including ten pin bowling, all abilities carnivals, football and basketball. He is also dedicated to strengthening his communication and decision-making skills. We congratulate Umut on this well-deserved recognition of his efforts and achievements.

Bradley McGillivray exemplifies determination, discipline and a strong commitment to achieving his personal goals.

Motivated and focused, Bradley actively prioritises his health and wellbeing whilst contributing positively to his community. He is a valued and well-known member of the Shepparton Parkrun community and a regular at the gym, where he continually challenges himself.

Bradley is also highly inclusive, ensuring those around him feel welcomed and supported. In addition to his community engagement, he works at Shepparton Marketplace, demonstrating responsibility and independence.

We congratulate Bradley on an outstanding year and for the dedication he brings to both his personal journey and the community around him





Umat Bolat & Bradley McGillivray

COMMUNITY CONNECTIONS
Volunteering

GOWRIE STREET PRIMARY SCHOOL

Our Events and Planning Day Program have built strong connections with Gowrie Street Primary School through volunteering. Julie and Michelle have helped restore the school library, organising thousands of books and bringing the library back into use for students after being inactive for over ten years.

They also support the school's Community Pantry, helping distribute fresh food, pantry staples, frozen meals and toiletries to local families. This initiative reduces food waste while providing valuable support to people in need.

Volunteering has created a positive impact on the school and wider community, while giving Julie and Michelle opportunities to build connections, contribute to others and develop a greater understanding of community responsibility.





BEGA TATURA MILK INDUSTRIES

During August 2025 BEGA Tatura Milk Industries welcomed ConnectGV onsite for the day while they showed our participants around the facility.

The tour provided was enjoyed by our participants and it was a fantastic opportunity for our participants to learn about BEGA Tatura Milk and the work they do.

Participant Feedback

"I really enjoyed the whole visit, looking at the machinery that makes the powdered milk. It was fun, I enjoyed the cheese and Ice Coffee milk" - Sam C





Staff Feedback

"Accessibility onsite was fantastic which offered a great opportunity to a variety of our participants"

COMMUNITY ENGAGEMENT

Social Impact





DOLLY DAY

On May 8th, 2026, we wore blue in celebration of Dolly Day, helping to raise awareness of bullying and the importance of kindness, inclusion and standing up for others.



R U OK? Day

R U OK? Day reminds us to check in with the people around us and start meaningful conversations with friends, family, colleagues and people in our community. It encourages us to notice when someone might be struggling, reach out, listen without judgement, and let them know that they are not alone.









THE GREAT RICE DRIVE

Throughout May and June 2026, we registered as a donation point for Shepparton FoodShare's Great Rice Drive. Staff and participants generously donated rice, which was delivered to Shepparton FoodShare, helping to provide over 700 meals for people in our local community. It was a fantastic example of our ConnectGV community coming together to support those in need.

INTERNATIONAL DAY OF PEOPLE WITH DISABILITY 2025

On 3 December 2025, ConnectGV celebrated International Day of People with Disability with a vibrant and inclusive art show held at the Billabong Garden Complex. Participants from across ConnectGV submitted their artwork for display, showcasing their creativity, individuality and talents.

The event was attended by local artist Tank and Sam Birrell, Federal Member for Nicholls, who joined participants, families, staff and community members in celebrating the achievements of our artists. Tank awarded the People's Choice Award to both Caitlyn Panettieri and Sharmaine Horton and the Artist's Award went to the Skill Development Program. The celebration was a wonderful opportunity to recognise the talents and contributions of people with disability and to bring the ConnectGV community together through art and creativity.



Caitlyn Panettieri
People's Choice Award



Sharmaine Horton
People's Choice Award



Skill Development Program
Artist's Award















"When we required supports, ConnectGV delivered quick, high quality supports at short notice."

- Participant Family Feedback 2026



BRANT DOYLE

EXECUTIVE MANAGER PEOPLE, QUALITY & SAFETY

Over the past 12 months, ConnectGV has continued to strengthen workforce capability, organisational culture, governance and quality systems across the organisation. A strong focus has been placed on leadership, change management, workforce planning, safeguarding, compliance, employee wellbeing and continuous improvement.

A key area of focus throughout the year was strengthening organisational governance and oversight. This included a review of the organisational risk register to improve oversight of operational and strategic risks, alongside implementation of a Psychological Safety Framework and Psychosocial Hazards Risk Register to support a proactive approach to employee wellbeing and workplace safety.

Workforce capability and development remained a priority throughout the year. ConnectGV undertook a review and restructure of position descriptions to strengthen workforce structure, improve recruitment outcomes, support career progression and deliver greater role clarity across the organisation. The organisation also completed a review of the Training and Development Framework, supporting improvements to mandatory training compliance, workforce capability and alignment with organisational and regulatory requirements.

Several key policies and procedures were reviewed and updated throughout the year to strengthen governance, workplace safety, safeguarding and compliance obligations. This work supported improved consistency, accountability and operational practice across services. ConnectGV also implemented a Reward and Recognition Program during the year, reinforcing organisational values and supporting employee engagement and morale.







ConnectGV maintained a strong focus on quality, safeguarding and compliance throughout the year, ensuring services remained aligned with the NDIS Practice Standards, safeguarding obligations and workplace safety requirements. A robust internal audit program continued across the organisation, reviewing key areas including service delivery, documentation, medication management, incident management, restrictive practices and workplace safety systems. Audit outcomes demonstrated strong overall performance, with identified improvement opportunities addressed through corrective actions and continuous improvement initiatives.

Positive Behaviour Support remained a key focus throughout the year. This included strengthening staff capability, embedding person-centred approaches and implementing proactive strategies aimed at improving participant outcomes and reducing restrictive practices where possible.

Significant work was also undertaken to strengthen safeguarding, risk management and organisational oversight. This included improving internal review processes, strengthening oversight of high-risk incidents and complaints, enhancing medication management systems and practices, and establishing the Safeguarding and High Risk Incident and Complaint Review framework.

Together, these initiatives strengthened, accountability, improved organisational oversight and supported a proactive approach to risk management across services.














The organisation maintained strong systems for incident, complaint and risk management throughout the year. Incidents and complaints were reviewed appropriately, with oversight processes supporting trend analysis, risk mitigation and continuous improvement activities.

Keeping participants and employees safe remained a key priority. Workplace safety inspections, hazard reporting processes and safety improvement initiatives continued across services, supported by ongoing training in safeguarding, incident management, behaviour support and workplace safety responsibilities.

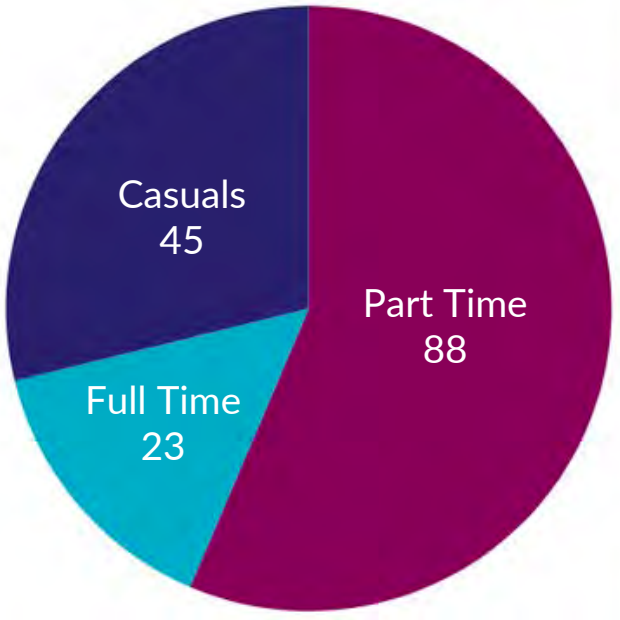
The OH&S Representatives Committee continued to play an important role in workplace safety, consultation and continuous improvement. The Committee met formally throughout the year, supported by regular discussions regarding workplace safety matters and emerging risks. Committee members, including employee representatives, Health and Safety Representatives and management representatives, focused on hazard management, psychosocial safety, incident trends and opportunities to strengthen safety practices across the organisation.

Looking ahead, key priorities over the next 12 months will include implementation of Lumary Payroll to strengthen payroll and workforce systems, preparation for the NDIS mid-term audit, and progressing workforce management and capability initiatives aligned with the Workforce Plan to ensure workforce planning continues to meet operational requirements across recruitment, rostering and workforce availability.

Additional priorities will include strengthening organisational data and reporting to support improved oversight and decision-making by the Senior Leadership Team and Board, undertaking the next Staff Engagement Survey to better understand employee experience and organisational culture, and progressing the establishment of ConnectGV's Volunteer Program.

ConnectGV remains committed to delivering safe, respectful and high-quality supports while continuing to strengthen governance, compliance and organisational capability to support positive outcomes for participants, employees and the broader community.

WORKFORCE DEMOGRAPHICS



LENGTH OF SERVICE

Less than 1 year	12
1 to 2 years	54
3 to 5 years	31
6 to 10 years	18
11 to 15 years	13
16 to 19 years	8
20 plus years	20

EMPLOYMENT AGE PROFILE

18-24	15
25-34	38
35-44	43
45-54	30
55-64	23
65 plus	9

156
employed as of 30 June 2026

42
is the average age of employees

66
Employees with more than three years of service

15
Supported Employees

57%
Staff with over three years of service

6.9
Years average length of service

65.4%
Female employees

CONGRATULATIONS TO OUR

Service Award Recipients

29th October 2025 - 28th October 2026

5 YEARS

Ainslea Liew
Anthony Gagliardi
Jodi Dryden
Karen Casey
Kia Lowrie
Rebecca Aiken
Rukmal Jayawardena
Sean Grant
Sonia Ahmed

10 YEARS

Antonio Conte
Benjamin Grapentin
Jacqueline Ciszewski
Kuldeep Kaur
Sarah Adams

15 YEARS

Nicole Dorward

20 YEARS

Graeme Torney
Dallas McGraw







SOCIAL ENTERPRISES

15
Supported Employees

9
Social Enterprise Participants



10,830
Hours worked by supported employees

57,000
Plants grown

50,000
Plants sold

2624
Bags of Billabong rags sold in various sizes across the state

3565
Billabong flowers, fresh flower vases and arrangements prepared and delivered to local businesses and sold through the nursery

60
Ongoing commercial and residential Billabong Lawns and Gardens customers

BRANT DOYLE

CONNECTGV SOCIAL ENTERPRISES

ConnectGV's Social Enterprises continued to provide employment, skill development and social inclusion opportunities for people with disability throughout the year. Through a range of supported employment and enterprise activities, supported employees and participants built confidence, developed practical workplace skills and engaged meaningfully within the community.

Billabong Social Enterprises continued operating across several key business areas, including Billabong Wholesale Nursery, Billabong Flowers, Billabong Lawns & Gardens, Billabong Rags and the Over-the-Counter Container Deposit Scheme. These enterprises provided opportunities for supported employees and participants to develop skills in horticulture, customer service, recycling, grounds maintenance, logistics and workplace safety, while supporting independence and community participation.

Throughout the year, supported employees and participants undertook a variety of meaningful work activities and community-based employment opportunities. This included providing commercial cleaning services for a large local engineering and construction business, helping to develop workplace capability, teamwork, confidence and customer engagement within real work environments.

Community engagement also remained a strong focus, with supported employees working directly with customers and community members across a range of enterprise activities.

Leadership within the Social Enterprises portfolio also transitioned during the year. We farewelled Jennie Walker in February, and Jane Harris served as Interim Social Enterprises Manager from March to June 2026. In June 2026, ConnectGV welcomed Megan Waters as Social Enterprises Manager. Megan brings a strong commitment to person centred support and community participation and will lead the ConnectGV's Social Enterprises portfolio into the future.

ConnectGV continued to strengthen workplace participation and inclusion opportunities. During the year, Supported Employee Ben Devening was nominated as a Health and Safety Representative and successfully completed accredited five-day occupational health and safety training through TAFE which is a terrific achievement.

BILLABONG NURSERY

Billabong Wholesale Nursery continued supplying plants and contract growing services across regional Victoria and interstate, while the Container Deposit Scheme provided opportunities for supported employees and participants to develop customer service, teamwork, financial transaction and recycling skills. These enterprises continue to provide inclusive workplace experiences that promote participation, confidence and community connection.

Billabong Wholesale Nursery proudly attended the Bolobek Plant Fair in Macedon in October 2025, providing an opportunity to showcase the nursery while supporting skill development and community engagement for supported employees. The event was attended by supported employees Ben Devening and Michelle Woodyard, alongside staff members Lynne McCartney, Jennie Walker, Sally Moseley and Irene Timm. The fair provided valuable opportunities to build confidence, strengthen customer service skills and experience working in a large public event environment.

The Fair supported with brand awareness, establishing new customer connections and generating sales revenue. More than 200 plants were sold across the weekend, positive customer feedback was received, and new subscribers were added to the nursery's weekly plant list.

BILLABONG LAWNS & GARDENS

The Lawns & Gardens team provides garden maintenance services to a wide range of clients, including private residential and commercial customers, ConnectGV owned properties, not-for-profit social housing providers, and government agencies across the Shepparton region. Supported employees perform tasks such as mowing, edging, and general garden care under supervision.



CONTAINER DEPOSIT SCHEME (CDS)

The Container Deposit program engages participants and supported employees in counting and processing eligible drink containers as part of the Container Deposit Scheme. Through this enterprise, participants build skills in customer service, financial transactions, counting, workplace safety, and environmental awareness, while demonstrating strong teamwork and initiative.

BILLABONG FLOWERS

Billabong Flowers offers participants opportunities to build skills in floral design, communication, customer service, cash handling, and deliveries. Supported by local businesses, this enterprise continues to provide a platform for creative growth and community engagement.



BILLABONG RAGS

At Billabong Rags, supported employees are involved in sorting, cutting and sizing, and weighing t-shirt, towel, and sheet products. This hands-on work strengthens skills in logistics, order fulfilment, and customer service, contributing to greater independence and job readiness.



VALE IRENE TIMM



Irene was a valued member of the ConnectGV team for 28 years. Her extensive knowledge of the organisation, unwavering commitment and genuine care for others made her an integral part of our team and an extraordinary colleague.

Irene built strong, genuine relationships with participants, supported employees and colleagues. She was deeply respected for her reliability, loyalty, patience and dedication to her work. She brought a standard of excellence, care and professionalism to everything she did. She was our anchor, a clever and practical problem solver, and someone who could always be relied upon, no matter the circumstances.

Irene always made time to listen, offer support and advice. When someone needed help, they never felt rushed or like they were asking too much. Irene approached every person with patience, kindness and understanding, especially when teaching something new.

We are profoundly grateful to have worked alongside Irene, to have learned from her and to have shared so many years of friendship. While we deeply miss her presence, her influence will continue through the lessons she taught us, the relationships she nurtured and the example she set every day.

Irene was a wonderful colleague, a loyal teammate and a dear friend. Her legacy of care, kindness and excellence will live on in our team forever.

Our People

SAY HELLO TO

Ben

SUPPORTED EMPLOYEE

Growing Skills, Growing Confidence

Ben is often one of the first people to notice when something needs doing.
Whether it's preparing plant orders for landscapers, potting stock, or helping maintain bays in propagation, he approaches his work with care, consistency and attention to detail.
"I like potting plants because I enjoy seeing the plants grow," Ben says.

Working in propagation at Billabong has given Ben the opportunity to build practical horticultural skills while being part of a supportive team environment. Over time, he has developed confidence not only in the tasks he completes, but also in his ability to take on greater responsibility.

When Ben first started, he recalls the biggest challenge was remembering plant names and learning the different varieties. Now, he confidently recognises most of the plants he works with each day.

A good day at work for Ben is simple: getting his tasks finished and enjoying time with his workmates. "I enjoy working with Daphne and Anthony and the whole team" he says. "They are nice and helpful."

That sense of teamwork has played an important role in Ben's growth. Ben's supervisor, Lynne, describes him as someone who is thorough in his work, willing to help others, and increasingly stepping into leadership within the team.

"Ben has become a really positive mentor for newer supported employees," Lynne explains. "He takes pride in doing a job properly and pays close attention to detail."

Over the past 12 months, Ben has continued to challenge himself by taking on new learning opportunities. One of his proudest achievements has been completing certificates in Horticulture and Occupational Health and Safety.

Recently, Ben also volunteered to become an OH&S Representative for supported employees, reflecting his growing confidence and willingness to contribute to the wider team.

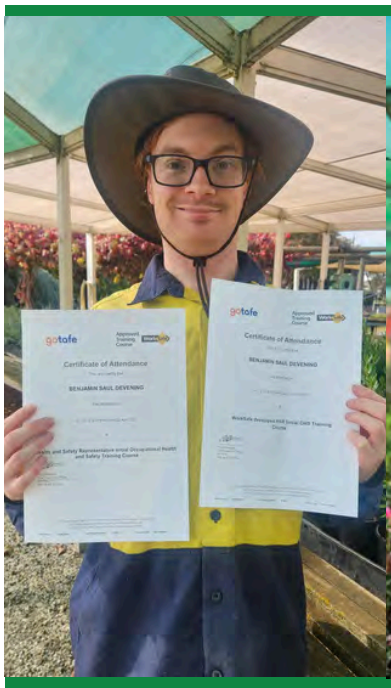
"His confidence has grown enormously," Lynne confirms. "When he is given responsibility, he takes extra care to make sure the job is done well."

After completing some work experience at Mitre 10 in Cobram, Ben started at Billabong Wholesale Nursery in 2013. Outside of work, Ben enjoys spending time with his partner and friends, gaming online, listening to podcasts, and learning about history.

Looking ahead, Ben is keen to continue building his skills and hopes to learn how to drive a forklift in the future.

For Ben, supported employment has been about more than learning tasks, it has been about building confidence, friendships and belief in his own capabilities.

Like the plants he helps care for each day, Ben's growth continues.





Our People

SAY HELLO TO

Mikaela

SUPPORTED EMPLOYEE

Finding Belonging Through Teamwork

For Mikaela, some of the biggest achievements at work haven't just been about learning new tasks, they've been about stepping outside her comfort zone.
"When I first started, talking to everyone was hard," she says.

Today, Mikaela is a confident and valued member of the Billabong propagation team, working across potting, cuttings, weeding and customer orders.

Surrounded by teammates she describes as fun and supportive, she has found not only new skills, but new friendships and confidence along the way.

Mikaela enjoys work that keeps her hands busy and her mind focused. "I love doing orders and potting because it's relaxing and something I enjoy," she says.
That calm, methodical approach has quickly become one of her strengths. Staff describe Mikaela as patient, determined and highly focused when completing tasks. Her attention to detail has helped her develop strong skills in propagation, particularly in cuttings, an area she mastered almost immediately.

"The second week Mikaela started, she tried cuttings for the first time," her supervisor Anthony, explained. "She was shown once and picked it up straight away. She is always willing to try every task and complete it to the best of her ability."

While learning the practical side of the job has been important, Mikaela says one of the biggest changes has been in herself. "Working here has helped me ask for help and get out of my comfort zone," she says.

For Mikaela, work is about more than completing tasks, it's about being part of a team.

"It's fun, relaxing and I learn new things," she says. "I love working with everyone."

That sense of belonging has helped Mikaela build friendships, confidence and consistency in her work routine. Mikaela is already thinking about what comes next.

She would like to learn how to use more machines at work and hopes to take on extra shifts in the future as her skills continue to grow.

Outside of work, Mikaela enjoys gaming, art, colouring, Lego, movies and spending time out and about with her family.

While she describes herself as "funny and chill," there's also something else that stands out about Mikaela, her willingness to keep challenging herself, one step at a time.

At Billabong, growth doesn't just happen in the nursery, it happens in confidence too.



PHILIPPA MURRAY

EXECUTIVE MANAGER NDIS SERVICES

The past 12 months have been a year of growth, change and continued learning across ConnectGV's NDIS Services. It has been a year where we have celebrated wonderful participant achievements, strengthened our programs and systems, and continued to adapt to an NDIS environment that is becoming increasingly complex for participants, families and providers.

Across Day Services, Individual Services, Residential Services, Plan Management and our broader NDIS supports, the focus has remained the same: supporting people to live connected, meaningful and fulfilling lives. I have been proud to see our teams continue to place participants at the centre of their work, while also responding to significant operational and sector pressures.

DAY SERVICES

There have been many highlights throughout the year. Day Services continued to listen closely to participants and families, with feedback contributing to the return of the half-day program model in the 2026 Program Booklet. This has created greater choice, flexibility and clarity for participants when planning their week. The 2025 end-of-year performance was also a wonderful celebration of creativity, confidence and joy, and a reminder of the importance of creating opportunities for participants to be seen, heard and celebrated.



INDIVIDUAL SERVICES

Individual Services has continued to grow its role in supporting participants to access their community, build independence, explore employment and volunteering opportunities, and take part in sport and recreation. The achievements of the ConnectGV Stars at the Tri-State Games were a particular highlight, with participants proudly representing ConnectGV and returning with an impressive collection of awards and medals. Beyond the medals, the confidence, teamwork and pride shown by participants was what really stood out.



RESIDENTIAL SERVICES

Residential Services has also seen many positive moments, with residents continuing to build independence, strengthen routines, personalise their homes and take part in meaningful activities. It has been wonderful to see residents grow in confidence and connection, and to see the important role that safe, stable and supportive home environments play in people's lives.



NAVAGATING CHANGES

A major focus for the year has been strengthening the systems that sit behind good service delivery. The implementation of Lumary was a significant organisational change, and while no major system change is without challenges, it has helped improve the way we record supports, track participant goals, manage service information and support consistent documentation. We have also continued to strengthen service agreements, schedules of support, billing processes and communication with families and plan managers.

At the same time, we know this year has not been without uncertainty. Many families are experiencing the impact of changing NDIS expectations, plan reviews, funding reductions, delays, and tighter interpretation of what the NDIS will and will not fund. Changes to Short Term Accommodation, now more commonly referred to as Short Term Respite, have also created uncertainty for some participants and families who have previously relied on this support.

These changes are not abstract policy issues. They affect real people, real families and real routines. A change in funding can mean uncertainty about whether a participant can continue attending the programs they enjoy, whether informal carers receive the break they need, or whether supports can be delivered in the way they have been in the past. Families understand this complexity, and many are already navigating it every day.

As a provider, our role is not to pretend the uncertainty does not exist. Our role is to respond to it with honesty, care and practical support. This means having early conversations with families when funding may not match support needs, helping people understand their service options, supporting clear documentation, and working collaboratively with support coordinators, plan managers and other professionals where needed.

It also means making sure our own services are sustainable and well governed. We need to be confident that the supports we provide are safe, appropriate, properly documented and aligned with participant plans. This is not always easy, particularly when the needs of participants and the funding available do not always line up neatly. However, it is an essential part of continuing to provide high-quality services into the future.

LOOKING AHEAD

Looking ahead, ConnectGV's NDIS Services will continue to focus on strengthening quality, communication and responsiveness. We will keep investing in our workforce, improving our systems, and developing services that reflect the goals and needs of the people we support. We will also continue to advocate, problem-solve and walk alongside participants and families as the NDIS continues to change.

The year ahead will no doubt bring further challenges, but it will also bring opportunities. What gives me confidence is the commitment of our teams, the strength of our relationships with families, and the resilience and achievements of the people we support every day. At the centre of all of this work are our participants — their goals, their choices, their homes, their friendships, their communities and their futures.







LEAH DOWN

NDIS SERVICES MANAGER

Over the past year, NDIS Services has continued to strengthen the systems, processes and communication that support participants, families and service teams across ConnectGV. Much of the team's work happens behind the scenes, but it plays an important role in making sure services are set up correctly, participant funding is understood, billing is accurate, and key documents such as service agreements and schedules of support are kept current.

One of the most significant achievements of the year was the rollout of Lumary across ConnectGV. Moving to a new client management system was a major change for the organisation and required considerable work across service delivery, administration, billing and management teams.

A major area of improvement for the NDIS team has been the tracking of service agreements and schedules of support. These documents are important in helping participants and families understand the services they have agreed to receive, how those services will be delivered, and how funding will be used.

The team has worked to improve oversight of when agreements are due for review, whether documentation has been completed, and where follow-up is required. This has supported clearer communication with participants and families and helped ensure that services remain aligned with current funding and support arrangements.

NDIS Services has worked closely with service teams to identify funding changes and support timely conversations with participants and families. While these discussions are not always easy, early and clear communication is essential to reducing uncertainty and finding practical service options.

Looking ahead, a key priority will be strengthening participant budget monitoring across all ConnectGV services. Better visibility of funding usage will help identify potential issues earlier, including plans that may not cover the expected level of service or funding that is being used more quickly than anticipated.

The team will also focus on responding more quickly when participant plans change. This includes reviewing service arrangements, updating agreements and schedules of support, and ensuring participants and families receive clear information about any potential impact on their services.

As the NDIS continues to evolve, NDIS Services will remain focused on accuracy, transparency and collaboration.

By strengthening the systems behind service delivery, the team helps ensure participants and families can access supports with greater clarity and confidence.





MICHELLE BYE

RESIDENTIAL SERVICES MANAGER

RESIDENTIAL SERVICES: A YEAR OF GROWTH, CONNECTION AND SUPPORT.

Over the past 12 months, Residential Services has continued to support residents across our homes to feel safe, settled and connected. Our focus has remained on providing person-centred support that helps each resident build independence, confidence and a good quality of life.

It has been wonderful to see residents continue to make progress towards their individual goals, take pride in their everyday routines, and enjoy activities and experiences that are meaningful to them.

SUPPORTING EACH PERSON AS AN INDIVIDUAL.

A strong focus this year has been continuing to understand and support each resident as an individual. Staff have worked closely with residents, families, behaviour support practitioners and allied health professionals to make sure supports are tailored to each person's needs, preferences and goals.

This teamwork has helped residents build daily living skills, increase independence, and achieve outcomes that are important to them and their families.

BUILDING SKILLS AND CONFIDENCE

Residential Services has made positive progress in supporting residents with emotional regulation, communication and daily living skills.

In partnership with behaviour support practitioners, staff have continued to use proactive and consistent strategies that support positive behaviour outcomes. This has included a focus on reducing reliance on medication where appropriate, and building each resident's skills, confidence and wellbeing over time.
Often, it is the small day-to-day achievements that show the most meaningful progress — a more settled routine, trying something new, communicating a need, or taking another step towards independence.

STAYING CONNECTED

Residents have been supported to take part in a wide range of activities throughout the year, including recreational, social and family engagement opportunities.

These experiences help residents stay connected, build relationships, and feel part of their wider community. Whether spending time with family, taking part in local activities, or enjoying social outings, these moments continue to be an important part of life in Residential Services.





OUR RESIDENTIAL SERVICES TEAM

Our team has continued to show commitment, adaptability and care throughout the year. Staff have taken part in ongoing training and development to build their skills and confidence, and have continued to work together to provide consistent and respectful support.

The introduction of the new client management system has also helped staff more easily record progress, access important participant information, and keep supports linked to each person's goals.

There have also been some leadership changes during the year, including one Service Leader finishing in the role and a new Service Leader commencing. We have used this as an opportunity to review and strengthen our leadership structure, with a focus on providing consistent day-to-day support across homes while also improving broader oversight across Residential Services.

Recruitment has remained ongoing across both permanent part-time and casual roles, helping us continue to build a stable and skilled workforce. Ensuring we have the right staff in the right jobs continues to be an area which has our focused attention.

CURRENT VACANCIES

Residential Services currently has two vacancies over our 6 houses. Recruitment and intake work is underway, with a strong focus on finding the right match for each home.

Compatibility is an important part of creating positive living environments, and we want to make sure future residents are well matched with the home, housemates and support environment.

LOOKING AHEAD

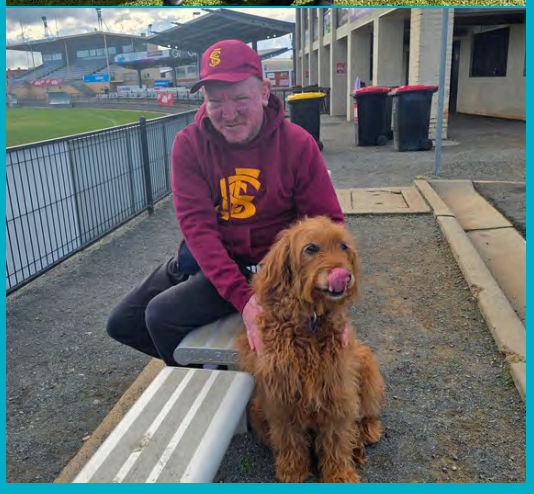
Overall, Residential Services has continued to grow in capability, consistency and quality.

The progress made this year reflects the dedication of staff, the strength of connections with families and professionals, and our shared commitment to supporting residents to live meaningful, connected and fulfilling lives.

Looking ahead, Residential Services will continue to focus on ongoing improvement and providing high-quality, person-centred supports that meet the changing needs of each individual.








SAY HELLO TO

Joel

RESIDENTIAL PARTICIPANT

This year has been a wonderful year of growth, confidence and new experiences for Joel. He has taken some big steps towards greater independence, reconnected with his community, and shown just how much is possible when he feels settled, supported and ready to try.

One of the highlights of Joel's year has been returning to regular day supports and spending more time out in the community. Joel is now attending programs three days per week giving him plenty of opportunities to get involved in activities he enjoys and maintain strong connections with the people around him.

It has been wonderful to see Joel participating in a broader range of experiences and embracing opportunities to get out and about. Whether attending programs, social activities or community outings, Joel has enjoyed a busy and fulfilling year, with his increased participation opening the door to many new experiences.

One of Joel's biggest milestones this year was going on a cruise. While he has previously enjoyed shorter stays and family visits, the cruise was a major achievement and a wonderful opportunity for Joel to try something new, spend time away and enjoy a real adventure.

He had a fantastic time, and it was a proud moment for everyone who has supported him along the way.

Joel has also been enjoying a range of recreational and social activities. He attends swimming every second Monday and especially enjoys using the spa. He has selected several concerts to attend and has also enjoyed time away with family at their holiday house in Victoria. Looking ahead, Joel is excited to celebrate his upcoming birthday with a Michael Jackson concert and another live event.

Another positive part of Joel's year has been seeing him appear more settled, confident and comfortable in his day-to-day life in the residential house he lives in. He is engaging well with others, enjoying more opportunities to be out and about, and showing a greater sense of ease across his routines and activities.

Joel's family have shared how pleased they are with his progress. They have noticed a remarkable improvement in his overall wellbeing and presentation during home visits and often share their appreciation for the positive changes they are seeing.

Joel's journey this year is something to be celebrated. He has worked hard to try new experiences and take meaningful steps forward. It has been wonderful to see Joel being more settled, connected and well supported as he takes on new challenges.







DANIEL FALLA

INDIVIDUAL SUPPORT SERVICE MANAGER

INDIVIDUAL SERVICES: BUILDING SKILLS, CONFIDENCE AND COMMUNITY CONNECTIONS

Over the past 12 months, ConnectGV's Individual Services team has continued to grow and strengthen the range of supports we provide.

Individual Services plays an important role in helping people build confidence, develop independence and take part in the activities and opportunities that matter to them. Over the past year, this has included support in the home, in the community, through sport and recreation, and in working towards employment and volunteering goals.

IN HOME SUPPORT

Whether it be helping with showering and getting dressed for the day, light house-work, assisting with cooking meals, attending appointments, help with budgeting and scheduling appointments, shopping for groceries, clothes or other items, the ConnectGV Individual Support team is here to assist you. We have been growing this area of the organisation over the past 12 months and have received fabulous feedback on the enthusiasm, training and discretion from all of our support workers. As a registered NDIS provider, we know about Quality and Safeguards and supporting people to the highest of standards. Our In-Home support team continues to grow as needs become higher.

SUPPORTING EMPLOYMENT AND VOLUNTEERING GOALS

Supporting participants to explore employment and volunteering opportunities has remained a key priority throughout the year. Staff have assisted participants to build resumes, attend appointments with employment services, navigate job search platforms and prepare for interviews.

It has been exciting to see several participants successfully secure paid work and volunteer roles. These achievements have been a great source of pride and have encouraged participants to set new goals for their future, both personally and professionally.

CELEBRATING SPORT AND INCLUSION

Sport has continued to be a strong area of participation and achievement for Individual Services participants.

In November 2025, the ConnectGV Stars proudly competed in the Tri-State Games held in Portland, Victoria. The team attended with five participants and two dedicated staff members, joining athletes from across the region in a week-long celebration of sport, inclusion and teamwork.

The ConnectGV Stars achieved an impressive total of 18 awards and medals across a range of events. More importantly, the experience gave participants the opportunity to challenge themselves, support one another, build confidence and proudly represent ConnectGV.

Participants have also taken part in a wide range of inclusive and mainstream sporting activities throughout the year. This has included competing in the Harmony Cup cricket event, playing with the GV Stars football club, participating in basketball, soccer, lawn bowls and local parkrun, and contributing to clubs through training sessions and game-day responsibilities.

Through these experiences, participants have built friendships, strengthened their sense of belonging, and gained confidence to pursue further social and community opportunities.









ADAPTING TO CHANGES IN SHORT TERM RESPITE

Recent changes to NDIS Short Term Accommodation, now referred to as Short Term Respite, have had an impact on the way this support is planned, accessed and funded.
The updated guidelines place a stronger focus on respite-related needs and capacity-building outcomes.

This has meant Individual Services has needed to review the way we deliver respite-based supports, as many participants may no longer meet the updated criteria for Short Term Respite. We will continue to work with participants and families to explore appropriate support options and help them understand how these changes may affect their services.

LOOKING AHEAD

Looking ahead, Individual Services will continue to focus on providing flexible, meaningful supports that help participants build independence and stay connected to their community.

A key focus for the year ahead will be strengthening our in-home support options. This includes supporting more participants in their own homes and continuing to upskill our staff to provide higher levels of personal care and more complex support where needed. ConnectGV is registered for High Intensity Supports which includes dysphagia support, complex bowel care, sub-cutaneous injections, and complex wound care. This will help ensure participants can receive safe, respectful and practical support in the environments where they feel most comfortable.

Individual Services will also continue to develop weekend events and activities for participants. These activities will provide further opportunities for social connection, community participation and skill development.

In collaboration with other ConnectGV programs, Individual Services will continue to build strong connections across the Greater Shepparton area and commit to ensuring a high quality service provision to meet the diverse needs of people accessing our services.

SAY HELLO TO

Jaas

INDIVIDUAL SUPPORT PARTICIPANT

Jaas is a friendly, energetic young man who brings plenty of personality wherever he goes. He enjoys being around people, sharing his interests, and getting involved in activities that keep him active, engaged and connected.

Over the past year, Jaas's confidence has continued to grow. He is increasingly making choices about his day, trying new experiences and taking pride in what he can do. Whether he is heading out into the community, joining in with a group activity, or helping with everyday tasks, Jaas is continuing to show more independence and initiative.

Jaas has a wide range of interests and is always happiest when he is busy. He enjoys art, which gives him a creative way to express himself, as well as swimming, bowling, music and community outings. He is also a big sports fan, especially when it comes to football and the Richmond Football Club. Jaas also enjoys music, bringing fun and energy to his day.

Sport has been a real highlight for Jaas this year. Through All Abilities Basketball, he has been building confidence, focus and independence in a team environment. He also attends weekly RDA horse riding sessions and enjoys riding Buddy. With encouragement, Jaas is building his confidence and working towards riding larger horses.

Jaas has also enjoyed getting out and about in the community, including walks, ordering and paying for coffee whilst at a café and participating in recreational outings. These experiences have helped him continue building confidence, working on new skills, while strengthening his independence and connection to the community.

One of the lovely signs of Jaas's growing independence has been his willingness to get involved and lend a hand. He has shown initiative by helping with tasks such as cleaning the vehicle — a great example of the pride he takes in contributing.

It has been wonderful to see Jaas continue to shine. His progress this year reflects his personality, persistence and willingness to try new things. Jaas continues to thrive when he has structure, encouragement and opportunities to connect with the people and activities he enjoys.







Our People

SAY HELLO TO

Matthew

INDIVIDUAL SUPPORT PARTICIPANT

For more than 13 years, Matthew has been a valued part of the ConnectGV community, supported by the Individual Supports team as he has grown in confidence, connection and purpose. Those who know Matthew describe him as energetic, friendly and generous with his support of others. Over time, he has developed from someone who once found social situations challenging into a person who now helps others feel comfortable, included and encouraged.

Matthew's lived experience gives him a natural empathy for other participants, particularly those who may be feeling unsure or hesitant. Whether he is welcoming someone new, helping them settle into an activity, or encouraging them to take part in a sports meet, Matthew plays an important role in creating a sense of belonging. His ability to connect with people helps the Individual Supports team build rapport quickly and reminds others that everyone has something valuable to contribute.

"Matt welcomes everyone with open arms and loves meeting and interacting with new clients, staff and community members. He is always friendly, approachable, and interested in getting to know everyone. Matt shows genuine care for others and takes an interest in how people are doing. He enjoys socialising, having conversations and making positive connections with the people around him. Overall, Matt's friendly, caring and welcoming personality is a real strength."



Matthew's contribution is felt in everyday moments: a friendly welcome, a word of encouragement, or the confidence he gives someone to try something new. He continues to be a highly valued member of ConnectGV and a positive presence for participants, staff and the wider community.



Our People

SAY HELLO TO

Bradley

INDIVIDUAL SUPPORT PARTICIPANT

Bradley is a valued ConnectGV participant whose strong community involvement, reliability and friendly nature have made him a familiar face across Shepparton. Whether he is taking part in Shepparton Parkrun or contributing through his work at Woolworths, Bradley approaches each opportunity with commitment, pride and a genuine willingness to connect with others.

At Parkrun, Bradley enjoys being part of a positive and active community, where fitness, routine and connection come together. His regular participation reflects not only his independence, but also the value he places on being involved and recognised in local community life.

Bradley has also built a strong reputation through his work at Woolworths, where he is known for his dedication, reliability and pride in carrying out his duties, including collecting trolleys and supporting the team. His consistent presence and positive attitude have helped him become a recognised and respected part of the workplace.

Through his work, fitness and community participation, Bradley demonstrates the positive impact that comes from being included, supported and encouraged to pursue meaningful opportunities. He is a valued member of ConnectGV and the broader Shepparton community.







AINSLEA LIEW

DAY SERVICES MANAGER

PROGRAM OVERVIEW

As ConnectGV moved towards the end of 2025, we listened closely to feedback from participants and families across the Day Services community. Many people told us they would like to see the half-day program model return, giving participants more choice, flexibility and balance in their week. In response, the 2026 Program Booklet was developed to reflect what people told us and to make program options clearer and easier to plan around.

The 2026 programs are designed to be practical, engaging and enjoyable. Through creative arts, cooking, gardening, community access and interactive workshops, participants can explore their interests, build everyday skills, connect with others and take part in activities that feel meaningful to them. Consistent routines also help create a supportive environment where participants can feel comfortable, confident and ready to learn. Day Services also expanded transport options in 2026, helping make it easier for participants and families to access programs and take part more regularly.

A key focus for 2026 is to keep listening, strengthen program delivery, create more opportunities for participants and continue building welcoming community connections. With anticipated changes to NDIS planning and supports, Day Services will also continue working closely with participants and families to understand what these changes may mean in practice and respond with care, flexibility and clear communication.

HIGHLIGHTS OF THE YEAR

In August, participants worked together on a contract with FOOTT, preparing recycling labels for distribution across the Benalla Shire. The project gave participants the chance to practise teamwork, make shared decisions and build practical work skills. Participants also chose how to use the money earned from the project, purchasing new sporting and gaming equipment for everyone to enjoy in future program activities.

To celebrate International Day of People with Disability, Day Services brought together all areas of the organisation for the ConnectGV Art Exhibition. Participants proudly shared their artwork with peers, families and the wider community, celebrating creativity, confidence and self-expression.

The exhibition also welcomed the wider community into Billabong Nursery, creating a warm and inclusive space for people to connect. Support from local Federal Member Sam Birrell and local artist Tank helped celebrate participants' talents and strengthen the community connections that are so important to ConnectGV.

















PARTICIPANT OVERVIEW

Day Services welcomed many new participants during the year. The team worked closely with participants, families and schools to make these transitions as smooth and supportive as possible. By taking time to understand each person's needs, interests and preferences, Day Services helped new participants feel more settled, included and ready to take part.

Ongoing collaboration with schools, families and community networks helped more people learn about the flexible supports available through Day Services. These relationships continue to support a welcoming, adaptable and participant-focused approach.

As NDIS reforms continue to develop, Day Services is also strengthening the way it responds to changing participant plans and funding arrangements. The team will work alongside participants and families to understand individual circumstances, review support needs early where possible and help identify practical program options that continue to support choice, connection and meaningful participation.

COMMUNITY CONNECTION

A key initiative this year was the connection with the Primary Care Connect gym. This gave participants the opportunity to access a fully equipped gym in a supportive group setting, alongside health professionals and qualified trainers. The program encouraged participants to try new activities, build confidence and focus on their health and wellbeing in a positive and inclusive environment.

Participants also continued to enjoy established annual events, including Harmony Cup, the All Abilities Football Carnival and all-abilities basketball with GSBA. These experiences supported connection, teamwork, friendship and active participation in the community.

Ongoing connections with RDA Shepparton, Shepparton Sailability and Shepparton East Bowls Club gave participants the chance to take part in inclusive and enjoyable community activities. These opportunities helped participants build confidence, strengthen social connections and develop new skills in welcoming community settings.

Expanded volunteering opportunities with the Mooroopna Primary School Canteen Program, Gowrie Street Primary School and The Salvation Army Op Shop gave participants valuable experience in work-related skills, responsibility and community contribution. These opportunities also supported participants to feel proud of the role they play in their local community as volunteers.

TEAM OVERVIEW

During the reporting period, Day Services was supported by a dedicated team of 38 staff, including 13 team members who worked across multiple departments to provide flexible and responsive support. This team approach helped participants receive consistent support from staff who understand their needs, routines and goals.

Staff also took part in targeted training to support safe, consistent and high-quality services. Training focused on the new CRM system, Work Health and Safety requirements, updated documentation processes and responsibilities under the NDIS Practice Standards as well as mandatory First Aid and other learning options (supported decision making, choice and control, person centred supports, positive behaviour supports and many others). This helps ensure participants and families can feel confident that supports are delivered safely, respectfully and in line with best practice.

FUTURE FOCUS FOR 2026-27

Looking ahead, Day Services will continue to grow and improve in ways that reflect the needs, interests and goals of participants and families. A key priority will be enhancing sensory environments with thoughtful equipment and design, creating spaces where participants can feel comfortable, included and supported in their wellbeing.

Workforce development will also remain important, with continued training, reflective practice and leadership opportunities for staff. This will support a caring, skilled and consistent team that can provide person-centred support every day.

Day Services will keep listening to feedback from participants, families and stakeholders to guide future improvements. As NDIS planning changes are introduced, the program will continue to be responsive, proactive and supportive, helping participants and families navigate change with as much clarity and confidence as possible. By working together, continuing to learn and staying focused on what matters most to participants, the program will keep creating inclusive opportunities that support choice, connection, confidence and meaningful outcomes.





"The staff are incredibly friendly and always up for a chat, which I really enjoy!"

- Participant Feedback 2026







Our People

SAY HELLO TO

Maddi

DAY SERVICES PARTICIPANT

Maddi joined ConnectGV in early 2026 and has quickly become a valued and positive presence within the program. She attends four days a week and brings a friendly, outgoing energy to the groups and activities she is part of.

Before joining ConnectGV, Maddi had been looking for more consistent opportunities to take part in the things she enjoys, including RDA and art programs. Reliable transport, regular routines and a welcoming program environment have helped Maddi settle in and feel confident to get involved.

Maddi is a naturally social person who enjoys spending time with others. She has been building strong connections with her peers and continues to grow in confidence when meeting new people, joining conversations and contributing to group activities. She shows kindness and interest in those around her, and is always happy to be part of a shared experience.

Over the year, Maddi has enjoyed a wide range of social and community-based activities that support her goals, wellbeing and independence. She has shown a wonderful willingness to try new things, explore new environments and take part in opportunities that help her build confidence.

One of Maddi's key achievements this year has been building her confidence in the pool. What began as an area where she needed reassurance has become something she is approaching with greater comfort and confidence. Maddi also attends the PCC gym as part of her health and wellbeing goals, showing motivation and consistency in maintaining her routine.

> *"I really enjoy building new friendships and reconnecting with friends from school. It's awesome!"*
> ***- Maddi***

Maddi's progress this year has been lovely to see. She has grown more confident in new environments, strengthened her social skills, and continued to build independence in her daily routines.

Her positive attitude, willingness to have a go, and the strong support of her grandparents have all played an important role in her success. Maddi continues to look forward to building her skills, making friends and achieving her personal goals. She has been a wonderful addition to ConnectGV, and we look forward to seeing her confidence continue to grow.











“I love the variety of programs available at ConnectGV”

- Participant Feedback 2026







RAMESHA JAYASURIYA

FINANCIAL OVERVIEW

FINANCIAL OVERVIEW

The 2025/26 financial year was an exceptionally challenging period for ConnectGV. External factors beyond the organisation's control, including ongoing economic uncertainty and global instability, placed pressure on financial performance. In addition, necessary investment in information technology contributed to higher operating costs during the year. Despite these challenges, ConnectGV recorded a marginal surplus of $68,040.

During the year, ConnectGV implemented Lumary, a new Customer Relationship Management (CRM) system. The transition required the organisation to operate parallel systems during implementation, which resulted in increased computer and technology-related expenses. However, the new CRM system is expected to provide improved visibility over client billing and income streams, supporting better analysis, decision-making, and identification of opportunities to strengthen future financial sustainability.

Investment income and capital growth were lower than anticipated due to prevailing global economic uncertainty. However, additional investments made during the year helped to reduce the impact of operating margin pressures. These investments position ConnectGV to improve operational efficiency, strengthen financial reporting, and support the long-term sustainability of services for clients and the broader community. ConnectGV achieved an average return of 5.37% on share investments during the year.

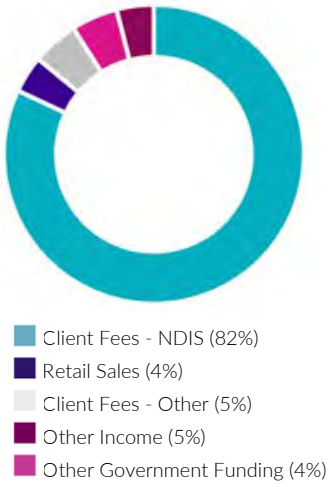
Income from the National Disability Insurance Scheme (NDIS) continued to represent the largest source of revenue for ConnectGV. Staffing costs remained the organisation's largest area of expenditure. During the year, management took steps to address workforce pressures by converting many casual employees to permanent employment. In 2025/26, ConnectGV invested $49,000 in capital purchases, with the majority of expenditure directed towards enhancing information technology systems and hardware.

LOOKING AHEAD

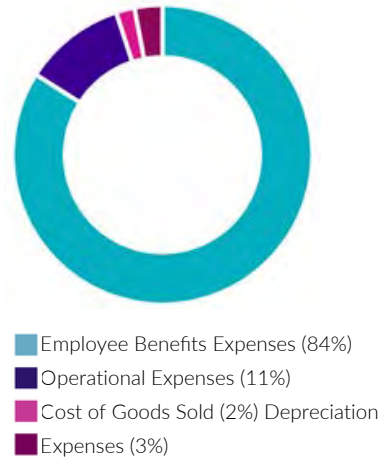
Looking ahead to the 2026/27 financial year, ConnectGV expects to complete the implementation of the Lumary Payroll system, the second phase of the Lumary project. The integration of Lumary CRM and Lumary Payroll will enable stronger linkage between funding income and workforce costs, providing greater visibility of service profitability and opportunities to improve operational efficiency. Enhanced reporting and workforce planning capabilities will support more informed decision-making, ensuring resources are aligned with participant needs. Ultimately, this investment is expected to contribute to improved service delivery, increased participant satisfaction, and stronger organisational sustainability.

Recent government budget measures have introduced significant changes to NDIS funding and pricing arrangements, creating increased financial pressure across the disability services sector. As these changes continue to reshape the operating environment, ConnectGV remains committed to achieving long-term financial sustainability while maintaining high-quality participant outcomes. The organisation will focus on enhancing operational efficiency, strengthening financial management, and adapting service delivery models to align with evolving NDIS funding arrangements and sector requirements.

INCOME BY SOURCE



EXPENDITURE BY TYPE



COMMUNITY SUPPORTERS

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

- Aquamoves
- DECA
- East Shepparton Bowls Club
- Foott Waste
- Gowrie Street Primary School
- Greater Shepparton Basketball Association (GSBA)
- Greater Shepparton Basketball Association (GSBA)
- GV Suns
- Kialla Golf Club
- Mooroopna Primary School
- Primary Care Connect
- Riding for the Disabled Association (RDA)
- Sailability
- Star Bowl
- The Salvation Army
- Valley Sport

SOCIAL IMPACT SUPPORTERS

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.

FLOWERS

- 360 Health
- Banmira Specialist School
- Bruce Mactier Building Designers
- Byers Electrical
- CAF Consulting
- Camerons lawyers
- Conti's Dairy
- Everyday Supplies
- Foott Waste
- Goulburn Motor Group
- Goulburn Murray Credit Union
- Graham Thomson Motors
- GV Carports
- GV Community Legal
- GV Family Care
- GV Water
- Heywoods Shepparton Motor Panel
- Ian Critchley Orthopedic Surgeon
- J Furphy & Sons
- Kim OKeefe
- Mawsons
- More about the Journey
- Norvec Electrical
- Quicklift Crane Hire
- Ricky-Lee Tyrell
- Shepparton Acupuncture
- Shepparton BMW
- Shepparton FootClinic
- Shepparton Roadworthy Centre
- SMR Legal
- Solar City Locksmiths
- Telfords Building Systems
- The Apprenticeship Factory
- The Bridge Youth Services
- Tina Pesavento Physiotherapy
- True Colours Hairdressing
- Vab Hairdressing
- Watters Electrical
- Wellways Australia Limited

FLOWERS

LAWNS

- Acconia Rail
- ACT Curious
- Advanced Ag
- BMD Group
- Bruce Mactier Building Designers
- GV Drivers Club
- Haven Foundation
- MIND Australia
- Rural Group
- Three Treasure Foods
- Plus approximately 40 residential homes that are ongoing clients.

LAWNS

RAGS

- Allflo Pumps & Equipment
- Aquatec
- ARB
- BASstone
- Bertoli Farm Machinery
- Buller Ski Lodge
- Challenger Valves
- Crowies Paint
- Darryl Twitt Motors
- Dynamic Automotive
- ED Parsons
- Everyday Supplies
- Goulburn Valley Ag
- Graham Thomson Motors
- GV Kitchens
- JJ O'Connor & sons
- John King Signs
- Keller's rendering Kitchen Wise
- LDK Trailers
- Liberty Kitchens
- My Ride
- NL Drainage
- Oil Hydraulics
- Power N Play
- Shepparton BMW
- Shepparton Mazda
- Shepparton Mitsubishi Shepparton Motor Body builders
- Shepparton Motorcycles & Power Equipment
- Shepparton Radiator & Windscreens
- T&M Batteries
- TMF Engineering Solutions
- Walls and Windows

RAGS

WHOLESALE NURSERY

- AH Landscaping
- Botanix Plant Supply
- Bridgewater Nursery
- Bulleen Art and Garden
- Cool Country Natives
- Chris Welsh Landscapes & Designs
- Echuca Moama Plant Farm
- Garden Treasure Yarragon
- Greater Shepparton City Council
- Greater Shepparton Secondary College
- Green Gecko Garden Centre
- Hello Hello Nursery (Melbourne)
- JMAC Constructions P/L
- Kensington Gardens
- Michel's Landscaping & Design
- Moira Shire
- Peards Albury
- Peards Wodonga
- Prestons Turf and Garden
- Riverside Garden Nursery
- Robins Nest Nursery
- Rochester Nursery
- Rose Landscape Services
- Shepparton Plant Farm
- Shepparton Villages
- Tatura Lawn Mowing and Gardens
- Viberts Mitre 10
- Wagga Nursery
- YYNAC

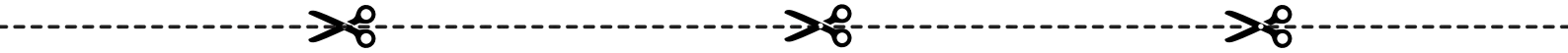
WHOLESALE NURSERY

DONATIONS

We wish to convey out sincere gratitude to all of ourdonorsandsponsorsover the 2025-2026 financial year. Without your support we cannot do the important work that we do.

DONATE TO CONNECTGV

With a vision of an inclusive community, ConnectGV has grown and evolved over seven decades to meet individual needs. It has done so due to the generosity of the local community.
ConnectGV remains committed to building on what matters. Your tax-deductible donation will assist to create a lasting legacy and provide quality service and options for location people with a disability



CONTACT DETAILS

Name: _____

Address: _____

Postcode: _____ Mobile Number: _____

Email: _____

DONATION DETAILS

Your donation amount: $ _____

Do you wish to give this amount once or monthly (please tick)? ☐ Give Once ☐ Monthly

PAYMENT INFORMATION

Credit Card

Cardholders Name: _____

Card Number: _____

Expiry Date: ____/____ CVC Number: _____

Direct Debit - Periodical Payment Authority

I/We of: _____

Postcode: _____ Request you, until further notice in writing, debit my/our bank account in the amount of (in words) _____

Select when you would like the donation debited. ☐ 1st of the Month ☐ 15th of the Month

Account Name: _____

BSB: _____ Account Number: _____

And Credit to ConnectGV Bendigo Bank BSB 633 000 Account Number 107 237 273

Signed authority to process: _____ Date: ____/____/____

Donations over $2 are tax-deductible

Please return completed form to ConnectGV (PO Box 1666 Shepparton VIC 3632) or via email - ceo@connectgv.com.au

ConnectGV is independently audited and complies with all Australian Charities and Not for Profit Commission (ACNC) obligations.

ConnectGV has DGR and PBI status for tax-deductible donations

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