

Renewed Purpose

C2A has made a significant strategic change in its branding with the creation of a brand platform and positioning statement – **Disability** without limits.

Disability without limits refers to a mindset or philosophy that challenges subjective perceptions of disability as something that limits a person's potential.

Freedom to pursue their goals and dreams

People with disability may face barriers in accessing education, employment, or social opportunities. **Disability without limits** means having the freedom to pursue their passions and ambitions, regardless of their disability.

Empowerment to advocate for themselves

Disability without limits means being able to advocate for individual needs and rights, and inclusion in an unbiased society.

Disability without limits means:

- having the tools and resources to self-advocate and push for change.
- being included and valued for their unique perspectives and contributions.

Inclusion in all aspects of life

Disability without limits is about removing the barriers and perceptions that prevent people with disabilities from living full and meaningful lives. Its about creating a society that celebrates and supports their diversity and capabilities.





Joint Chair and CEO Report

Tim Crowe and Steven Johnston

We are pleased to advise all Connecting2Australia (C2A) stakeholders that there has been continued improvement in both our operating performance and the financial position of the organisation.

As you may recall, in the 2021-22 financial year, C2A spent \$2.4 million more on expenses than we earnt in income, which forced us to sell a property to ensure that we could continue to pay our bills as and when they fell due.

In the 2022-23 financial year, we closed that gap to a \$0.4 million cash loss on the back of considerable hard work from the entire C2A team. In 2023-24, we generated a cash surplus of almost \$0.3 million, primarily due to our growth strategy. Importantly, we have been able to invest the proceeds of the property sale to generate income, and only depleted this reserve to fund the small operating loss and much needed capital investment in our properties, vehicles, systems and equipment.

The organisation delivered a number of improvements that will underpin our ongoing financial security:

- The introduction of a new client management system (SupportAbility) that simplifies our billing processes, puts important client data at the fingertips of our DSWs, and provides a single repository for all client information. This change has also meant the removal of two software subscriptions and the decommissioning of a physical server.
- Rolled out a Community Program at our Bendigo site.
- Upgraded all mobile phones to provide access to SupportAbility and replace tablets and PCs at sites which will reduce our ongoing capital expenditure.
- Significant improvements made to the presentation of our Frankston site.
- Investment in 7 vehicles.

In 2024-25, we expect to face continuing financial headwinds on the back of the removal of NDIS transitional payments and added costs arising from the inclusion of Supported Employees and Support Office staff in the Portable Long Service Leave scheme.



Despite these headwinds, with a stabilised financial position, we will focus on delivering our strategic agenda:

Customer growth

- Increase our number of day service participants across existing sites and introduce community to new sites. In FY24 we grew our participant numbers from 136 to 164 - a net gain of 28.
- Increase our number of Supported Employees by pursuing profitable new business opportunities with less dependence on weather. In FY24 our Supported Employee numbers grew by 1 to 168.

Process Improvement

- Leverage SupportAbility to reduce our system complexity and eliminate manual processes. We had replaced or eliminated 28 out of 36 identified processes by the end of FY24.
- Invest in making our Community facilities attractive to existing and new participants. Our Frankston site was beautified during FY24 and planning commenced for improvements to Traralgon in FY25.

Become an Employer of Choice

- Keep quality people. We had an overall staff turnover rate of 12% in FY24 (18% for DSWs and 9% for Supported Employees) which is significantly below industry benchmarks.
- Recruit the best candidates. This is a revised strategy with new approaches being considered to become even better in this space.

Build our Financial Resilience

- Make an operating surplus to enable reinvestment. The net cash from operating activities was \$276k in FY24 versus a loss of (\$425k) in FY23.
- Maintain healthy liquidity. We had access to direct cash and liquid investments of \$2.5 million at June 30 2024.
- Grow charitable donations. Our Opportunity Shops have produced outstanding results and managed slight growth in contribution across the financial year.

Our improved results and robust plans for the future, are the direct result of people's considerable accumulated efforts. We would like to recognise the contributions of our important stakeholders:

C2A Board (who are all volunteers)

Retiring directors

- Gordon Frankland after 13 years and most recently as Chair of our Mergers, Acquisitions & Property Committee.
- Lisa Charter who has been a director for four years and brought considerable marketing and communications expertise to the board.

Ongoing directors

- Marc DiGenova who has been a director since 2018 and chairs our Finance & Audit Committee.
- Con Tsoukas who brings a wealth of marketing and IT skills to the table.
- lain Spear who brings management, governance and lived experience to the board.

Incoming directors

- Ella Joyce who brings considerable sector and governance experience.
- Benjamin Hill who operates in a highly competitive FMCG environment and brings strategic intelligence..

C2A Leadership Team

The team has begun the journey towards high performance:

- Marcela Mandarino as our People & Culture Manager
- Terry Pieper as our Sales & Marketing Manager
- Tina Hewett Quality, Services & Operations Executive
- Mary Anne Morison Finance Manager
- Darian Doutch Risk & Compliance Manager
- Sally Thorpe Operations Manager



C2A Staff

The board and leadership team wish to acknowledge the outstanding contribution made by all team members across the 2023-24 financial year as in many cases the financial improvement has come at an individual cost to staff. Our staff do a wonderful job of enriching the lives of Participants who choose to spend their days with us, and we cannot succeed without their outstanding contributions both individually and collectively.

C2A Volunteers

We are most fortunate to have around 70 volunteers assist us with our operations with the most significant number involved in our four Opportunity Shops. We cannot thank them enough for their tireless efforts in collecting, sorting and merchandising donations for sale.

C2A Customers

We are also fortunate to have the support of many commercial customers who not only understand the social procurement framework but appreciate the quality of work that we do for them across timber furniture making, garden maintenance, recycling, house cleaning, emergency vehicle washing, and building site cleans.

Participants

And finally, to all our wonderful clients who choose to spend their time with us. We thank you for choosing C2A as your trusted partner in life.

Individualised Support Services

2023-24 was a year of continued progress for our disability support services.

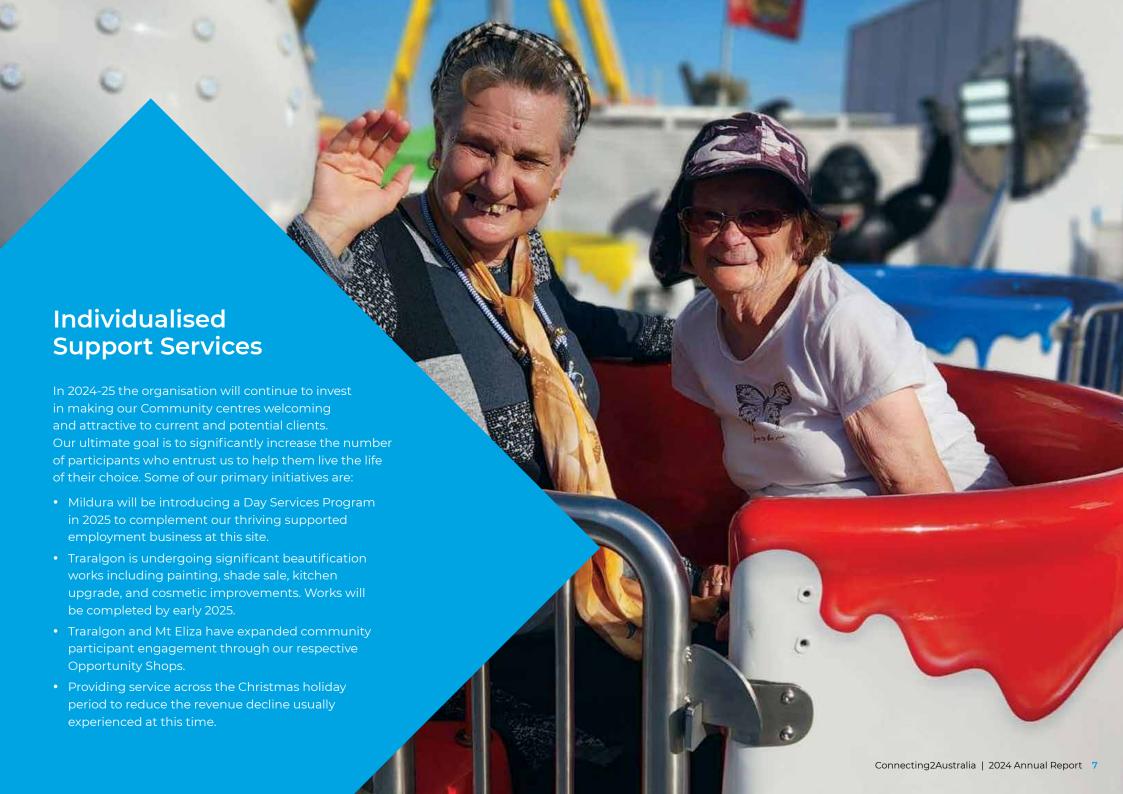
We introduced a Community Program at our Bendigo site, thereby expanding our Community offer to five locations that are all dedicated to providing a range of Social and Community Participation Programs for our wonderful clients.

Our Frankston, Mornington, Traralgon, Wonthaggi and now Bendigo sites have all implemented many initiatives to ensure that our Day Services remain relevant to an increasingly discerning client base.

During the year we:

- Upgraded our Frankston site to make it more welcoming and modern.
- Expanded our range of out-of-hours group sessions and tailored one-to-one programs including mix and mingles, dinners, shows, excursions and other activities that were taken up by participants with great enthusiasm.
- Made significant repairs to the Mornington site to improve access and choice for clients.
- Traralgon added a gaming room along the lines of the Mornington initiative and created sporting facilities at the front of the location.
- Continued to develop Program outlines that were shared across each of our sites to establish best practice approaches to achieving desired participant outcomes.
- Continued showcasing our Disability Programs on social media, to raise awareness, build a supportive community and encourage more participation.
- Continued to train our staff on how to provide the very best care to our participants with complex support needs.





Supported Employment



2023-24 saw a significant 12% increase in commercial revenue that was only offset by a 3% increase in expenses resulting in a 175% uplift in surplus for our Work Connections operations.

We have been consciously exploring how to diversify our portfolio to reduce our reliance on grounds maintenance (which is both seasonal and weather dependent) and this has started to bear some fruit. Recycling now represents 27% of our commercial income – up from 19% in FY21.

We implemented a number of initiatives to ensure that we could profitably grow our commercial business in 2023-24:

- We applied price increases to reflect our rising cost of doing business.
- A job costing tool was developed to check that our price generated sufficient contribution after calculating actual costs.
- Improved our Capability Statement to reflect our increased work options.





In 2024-25 we will seek out new business opportunities that are less weather dependent and ensure that the business we do is worth doing. Other initiatives include:

- Procure and leverage a Customer Relationship Management platform to efficiently manage costings, quotes, contracts, invoices, and scheduling.
- Invest in equipment to maintain productivity in the field, including the trialling of battery powered gardening equipment to reduce our carbon footprint.
- Evaluation of the business model for our unique Brunswick Timber Furniture operation to expand our offer to new and emerging markets.
- Determining ways to employ People with Disability in our support activities.
- Evaluating how to create pathways to open employment.

The way that we approach supported employment is a key differentiator for C2A.



Work Connections

We hold long term business relationships across the construction, education, industrial, health and local government sectors, retail and aged care markets. C2A has a strong history of supporting people with disabilities for over 70 years, empowering them to live their best lives. Our commitment to this mission drives our diverse range of commercial services, and we are proud of our proven track record in various areas, including:

Garden Maintenance: For over 15 years, we have successfully managed grounds and parks maintenance, including high-profile contracts such as Melbourne Airport and large-scale streetscape projects.

Car Washing: We have been providing car washing services for Vic Police and other community services for over 8 years, demonstrating our reliability and commitment to quality.

Commercial Cleaning: Our experience includes contracts with organizations such as the Department of Health and Human Services (DHHS), ensuring a clean and safe environment.

E-Waste Recycling: With over 10 years in this field, we have developed efficient and responsible recycling practices.

2023 has seen the beginning of our success in the Social Procurement Framework, and opportunity to work with Tier 1 Construction organisations such and Lend Lease and expend our commercial service offerings out of seasonal work into profitable sustainable projects.

Recent contracts have expanded into Commercial Building Site Cleaning and car park cleaning in Frankston Hospital and Goodstart Early Learning Kindergartens Centre grounds maintenance, driven by a can-do attitude and a willingness to diversify our skill set to meet the evolving needs of our clients.















Brunswick Timber Furniture

Brunswick Timber Furniture is a business unit of Connecting2Ability (C2A). There are misconceptions held in the community regarding people with disability, and their ability to participate in and add value to the community.

The products we manufacture at Brunswick Timber Furniture speak for themselves, not only in quality, but they also demonstrate the abilities of people with disability.

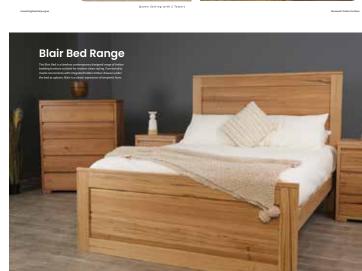
Providing premium furniture to retail, Brunswick Timber Furniture has expanded its timber manufacturing processes to include commercial markets with precision timber joinery secured by successful contracts under the Victorian Government's Social Procurement Framework.

This has helped provide employment, capability building, purchase of new equipment and inclusion and independence for people with disability. That's social value. That's the difference.











Brunswick Bookshelf

Bed Range

Bed Options

Buffet Unit

6 DRAWERS & 2 DOORS

WIDTH 2000

DEPTH 450

HIDDRY 850









LEACTH 1800
MICHAEL 1800
MICHAEL 200
2100 EENCH SEAT
LEACTH 2100
MICHAEL 2100
MICHAEL 2100
MICHAEL 2100
MICHAEL 200
MICHAEL 200
MICHAEL 200
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MICHAEL 200
2700 BENCH SEAT
LEACTH 2700
MICHAEL 200
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10 Brunovick Timber Fumbu



Opportunity Shops

2023-24 was another solid year for our four Opportunity Shops.

Revenue increased by almost 17% and contribution grew by almost 8% producing a surplus of over \$500k for the organisation.

- Traralgon has been heavily supported by their local community as they remain a "true" Op Shop with great value and incredible volunteers.
- Mildura has become a more traditional Opportunity Shop and reaped the reward with significant income growth of 30%.
- Wonthaggi income grew by almost 18% on the back of a successful volunteer recruitment drive and expanded opening hours.
- Mt Eliza is benefiting from increased Community client involvement.

Given the tight financial constraints imposed under the NDIS funding regime, the surpluses generated through the Op Shops are vital to fund our capital purchases such as replacement IT, vehicles, equipment, and property improvements.

In 2024-25 we will continue to support our teams to grow their revenues by taking true local ownership of their stores.

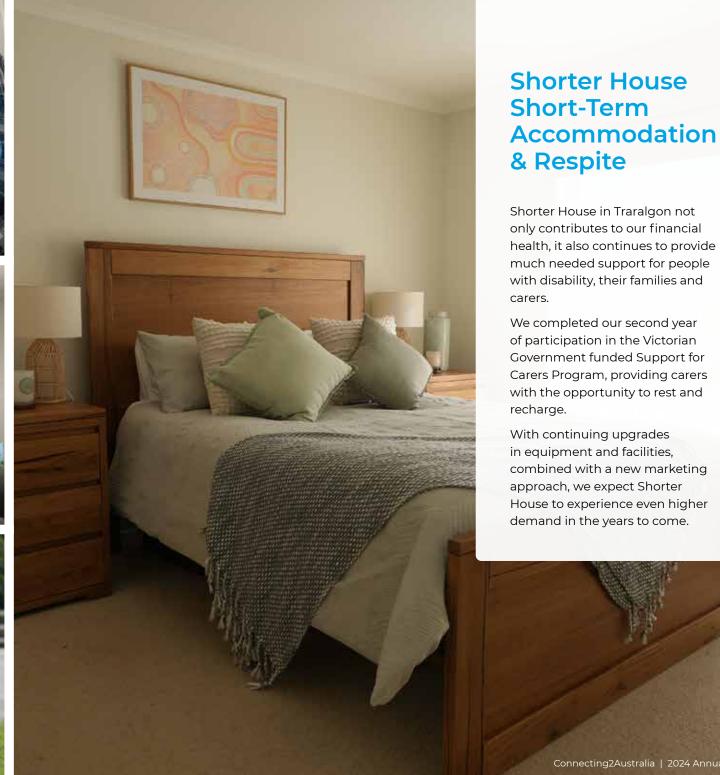
- Traralgon has undergone a significant shift with a committed group of volunteers calling it a day, whilst at the same time we will be introducing Community clients on Saturdays.
- We expect Mildura to build on the momentum gained from its reconfiguration in 2023.
- We will increase promotion of the Wonthaggi Op Shop to the local community as we are on the outskirts of town.
- Mt Eliza will transition to being 100% run by Community participants and supported by dedicated DSWs.

We take this opportunity to recognise the enormous contribution that our volunteers have made to the success of these stores, plus other contributions across specialist programs such as woodworking.









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Treasurer's Report for the Year Ended 30 June 2024

Marc Di Genova

We are pleased to present the financial report for the 2023-24 financial year, a period marked by continued improvement in our operational performance.

Financial Highlights

While our ongoing operations still reflect a net deficit, we achieved a significant reduction in losses over the past year. Compared to FY23, our losses were reduced by \$634,570. Over the past two years, our net loss has decreased dramatically, from (\$3,084,572) in FY22 to (\$580,411) in FY24—a total improvement of \$2.5 million.

Additionally, our net cash from operating activities showed considerable progress. After a reduction from (\$2,416,597) in FY22 to (\$426,639) in FY23, we have now generated a positive cash flow of \$276,244 in FY24 - an overall improvement of \$2.7 million over the two-year period.

Key Drivers of Improvement

The operational improvements achieved in FY24 were a result of several strategic initiatives:

- We successfully claimed additional NDIS funding.
- We implemented price increases to recover rising costs.
- We pursued non-weather dependent commercial contracts, such as building site cleans and liquid recycling.
- We significantly increased our out-of-hours support services.
- Our Opportunity Shops experienced a 17% increase in revenue.
- We remained focused on driving revenue growth without adding to corporate overheads.

Balance Sheet Position

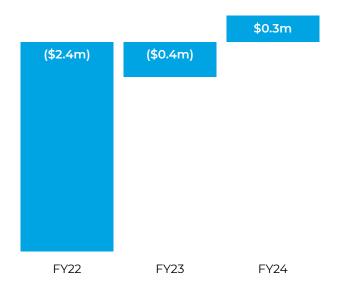
Our Balance Sheet remains strong, despite a decline in Total Equity of \$581,817, which decreased from \$16.5 million to just under \$16 million by the end of the financial year. This reduction is largely attributed to increased capital expenditure during the year.

Much of the proceeds from the sale of assets in late FY22 remain available for allocation in FY25. These funds have been earmarked for important investments, including IT hardware replacements, work connections equipment upgrades, and property improvements. In addition, we have opted to acquire replacement vehicles through leasing arrangements in order to preserve cash.

Outlook

Looking ahead, we remain optimistic about our future prospects. The success of our strategic initiatives, as evidenced by our improved financial performance, provides us with the confidence to pursue new and exciting opportunities for the benefit of our stakeholders.

Net Cash from Operating Activities



Directors' Report

30 June 2024

The directors present their report on Connecting2Australia for the financial year ended 30 June 2024.

Directors

The names of the directors in office at any time during, or since the end of, the year are:

Names	Position	Appointed	Resigned
Tim Crowe	Chair	1/07/2012	
Gordon Frankland	Deputy Chair	1/07/2011	
Marc Di Genova	Treasurer	25/10/2018	
Lisa Charter		25/08/2020	
lain Spear		27/04/2023	
Con Tsoukas		31/01/2023	
Nazih Raffoul		26/09/2023	23/02/2024

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities, Objectives and Strategies

The Company offers a wide range of programs for adults and youths living with a disability and/ or disadvantage, focussing on integration into the workforce and/or community through development, training and support.

The Company is incorporated under the Corporations Act 2001 and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the Company. At 30 June 2024, the total amount that members of the Company are liable to contribute if the Company is wound up is \$170 (2023: \$210).

The Company commenced trading on 1 July 2012 with the acquisition of the business, assets and liabilities of Woorinyan Incorporated.

The Company's strategies will be driven by the 2022-2023 Strategic Plan with a focus on customer growth (Participant and Commercial), process improvement (systems), people (staff retention and recruitment), and financial sustainability.

Review of operations

In the 2024 financial year the organisation focused on increasing revenues and driving operational efficiencies to significantly reduce the loss experienced in 2023.

It is the opinion of the Directors that the results of the Company's operations during the year were not substantially affected by any item, transaction, or event of a material and unusual nature.

Directors' Report

30 June 2024

Meetings of directors

The names of each person who has been a Director during the year and to the date of this report are listed below. During the financial year 10 meetings of Directors were held and the attendance by each Director is listed below:

	Directors' Meetings		Finance and Audit Subcommittee		Governance subcommittee		Mergers, Acquisitions & Property subcommittee	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Tim Crowe	11	10	_	_	4	4	3	3
Gordon Frankland	11	9	_	_	_	_	3	3
Marc Di Genova	11	8	7	7	_	_	3	1
Lisa Charter	11	10	_	_	_	_	_	_
lain Spear	11	9	7	6	4	3	_	_
Con Tsoukas	11	10	_	_	_	_	_	_
Nazih Raffoul	4	4	-	-	1	1	-	-

Operating result

The net deficit of the Company for the financial year from continuing operations was \$ 580,411 (2023: \$1,214,981).

The net cash from operating activities for the financial year was \$276,244 (2023: Negative \$424,639).

State of affairs

Other than the matters described above in Review of Operations, there have been no other significant changes in the state of affairs of the Company during the financial year.

Events after the reporting date

No matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

Likely developments

The likely future developments in the operations of the Company are the continuation of the principal activities set out in this report.

Except as disclosed in Note 20, no Director has an interest in any contract or proposed contract with the Company declared since the last Director's Report, and Directors do not receive any remuneration from the Company.

Directors' Report

30 June 2024

Connecting2Australia

ABN: 67 877 349 510

Directors' Report

30 June 2024

Environmental regulations

The Company's operations are not regulated by any significant environmental regulations under a law of the Commonwealth or of a state or territory.

Auditors independence declaration

A copy of the auditor's independence declaration as required under section 60-40 of the Australian Charities and Not-for-Profits Commission Act 2012 is set out on the following page.

Signed in accordance with a resolution of the Board of Directors:

Chair/Director: Tim Crowe Treasurer/Director: Marc Di Genova

Dated 24 September 2024

Auditors' Report

30 June 2024

Connecting2Australia

ABN: 67 877 349 510

Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Connecting2Australia

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2024, there have been:

- (i) No contraventions of the independence requirements of the Australian Charities and Not-for-Profits Commission Act 2012 in relation to the audit, and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

ACCRU MELBOURNE (AUDIT) PTY LTD

A N Samadi Director

24 September 2024

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2024

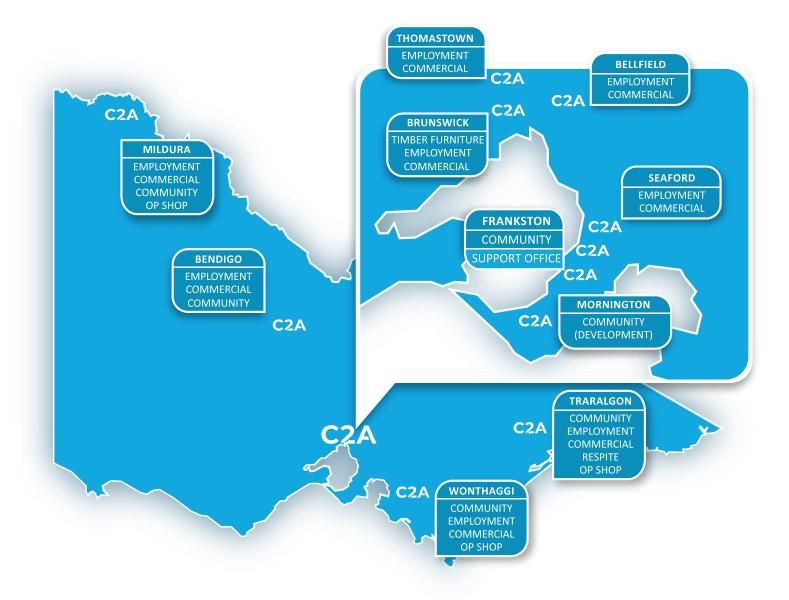
	Mata	2027 4	2027 #
	Note	2024 \$	2023 \$
Revenue	3	15,698,941	13,829,701
Community Connections		(5,332,276)	(4,558,080)
Respite		(85,358)	(92,169)
Retail connections		(551,043)	(435,573)
Work connections		(7,380,380)	(7,300,463)
Support office		(2,930,295)	(2,658,397)
Total Expenditures		(16,279,352)	(15,044,682)
Surplus/(deficit) from operations		(580,411)	(1,214,981)
Loss on disposal of assets		(4,323)	(4,611)
Profit on disposal of assets		11,753	5,085
Surplus/(deficit) for the year		(572,981)	(1,214,507)
Other comprehensive income			
Items that will not be reclassified subsequently to profit or loss			
Fair value revaluation of financial assets		(8,836)	(32,853)
Total comprehensive income/(loss) for the year		(581,817)	(1,247,360)

Statement of Financial Position

As At 30 June 2024

		2021 #	2027 #
ASSETS	Note	2024 \$	2023 \$
CURRENT ASSETS			
Cash and cash equivalents	5	688,617	572,007
Trade and other receivables	6	1,489,206	1,227,684
Inventories	7	11,453	44,746
Financial assets	9	1,875,851	2,519,703
Other assets	8	101,726	82,678
TOTAL CURRENT ASSETS	9 .	4,166,853	4,446,818
NON-CURRENT ASSETS			
Property, plant and equipment	12	15,758,822	15,698,015
Right-of-use assets	13	1,164,298	1,100,182
TOTAL NON-CURRENT ASSETS		16,923,120	16,798,197
TOTAL ASSETS	•	21,089,973	21,245,015
LIABILITIES CURRENT LIABILITIES Trade and other payables Lease liabilities Employee benefits Other liabilities TOTAL CURRENT LIABILITIES	10 13 15 14	1,044,469 249,833 1,785,121 35,004 3,114,427	710,378 205,978 1,677,898 50,536 2,644,790
NON-CURRENT LIABILITIES	11	071 (00	001700
Borrowings Lease liabilities	11 13	831,408 960,676	881,780 936,106
Employee benefits	15	222,401	239,461
TOTAL NON-CURRENT LIABILITIES	15	2,014,485	2,057,347
TOTAL LIABILITIES		5,128,912	4,702,137
NET ASSETS		15,961,061	16,542,878
EQUITY	:		
Financial asset reserve		(41,689)	(32,853)
Asset revaluation reserve		4,039,378	4,039,378
Retained earnings		11,963,372	12,536,353
TOTAL EQUITY		15,961,061	16,542,878

Support and Employment Opportunities













Celebrating 70 Years

Since 1953, Connecting2Australia has been supporting people with disability. We started as the Peninsula Children's Welfare Association before becoming Woorinyan a few years later.

It then took another 35 years before we made the change to become Connecting2Australia, setting ourselves for the future.

2023 was a milestone with the celebrations of our 70th Anniversary. Our celebrations were coordinated across all our sites in October with a video presentation by Board members Tim Crowe, Chair, and Lisa Charter, Director, providing a historical journey of the events and challenges that C2A has experienced and overcome, and the successes in our journey.

Special guests included past and current local dignitaries and service clubs who have been integral in our ability to provide our services, plus past employees, volunteers, participants and families.

Whilst in Frankston, Mayor Nathan Conroy was guest speaker at our freshly rejuvenated Frankston Community site where we were noted as the oldest provider of Disability Support Services on the Mornington Peninsula.

From humble beginnings with children originally being taught in private homes, C2A has experienced many changes, including the opening of a Day Training Centre in 1960 and Woorinyan in 1963 as a sheltered workshop.

C2A also faced many financial and operational challenges including the currency change in 1966, to the changes in NDIS funding and Covid in 2020 - 2021.

Connecting2Australia wishes to acknowledge the generations of supporters who have helped us continue the original guiding principles of the Peninsula Welfare Association in fostering the interests of people with disability.







Thank You!