

st george community transport  
annual report

2021







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# EXECUTIVE REPORTS

# CHAIRMAN'S REPORT



The last year was a full year of operating under the cloud of uncertainty created by the pandemic and I am delighted to report that due to the commitment and efforts of Carol, the executive team, staff, and volunteers, STGCT has continued to deliver essential services to our clients and community.

Like many businesses this year, we have been subject to several COVID-19 events which have required the organisation to quickly reset policies and procedures to ensure adherence to public health orders to protect our team and clients whilst continuing to operate.

In October 2020 we moved into new office premises in Pitt Street, Mortdale, and staff are enjoying the fitout, which was completed at the commencement of the lease. The move to Mortdale necessitated a change to how we manage our transport fleet and required the installation of an onsite office at the Lorraine Street vehicle depot. The new operational model has been well received by drivers and carers and provides a more efficient management of the vehicle fleet.

The COVID-19 support initiatives provided by the Australian & NSW Governments have supported the financial position of the organisation and this has created a sound basis for future investment in services to the community. The Board and management team conducted an annual strategic planning session to assist in formulating plans and exploring opportunities to increase our range of services. At our bi-monthly Board meeting we reviewed the strategic initiatives and discussed any changes that may have occurred in the intervening period.

The commitment of the STGCT team and the awareness of the needs of the community ensured that many initiatives introduced since COVID-19 have been well supported. Volunteer home visits, social outings and the BActive program have all been successfully delivered despite the restrictions imposed on us from time to time.

We continue to invest in our fleet and make appropriate changes to the vehicle options/fitouts to ensure the continued safety, convenience and comfort for our clients.

COVID-19 has meant that we all need to adapt and change according to the prevailing restrictions/conditions that may be imposed on us. This relates to not only our business, but also the personal lives of all our staff, volunteers, clients and stakeholders. We are operating in a period of fear, anxiety, uncertainty and caution and the wellbeing of the team is a key management priority.

Despite these difficult conditions, STGCT, as an essential service provider, has continued to provide our services and develop new initiatives, at the same time as protecting and caring for our people and the community.

**We are all very proud of STGCT and the services we provide to the community. We look forward to continuing to serve you during 2022.**



# BOARD COMMITTEE



## CHRIS TYLER

I believe my contribution through assisting the CEO and guiding the governance body of the organisation provides a sound framework for the continued delivery of our services for our clients. A strong and effective management team and governance framework is essential for continuation of the confidence that our stakeholders have in STGCT and supporting the continuation of NSW Government funding.



## ASHVINI AMBIHAIPAHAR

As a volunteer board member with a lot of volunteering experience, I know it is very important to keep our community connected, empowered and strongly aligned to our mission. I am committed to ensuring that our organisation continues to provide the best quality service in the community that we live in and love. I will endeavour to strive to achieve excellence, accountability and integrity for the clients, board members, volunteers and staff of this great organisation.



## **STEPHEN DOWNES**

I joined the Board of STGCT 4 years ago. I have enjoyed contributing to the finance & risk management and fleet management of the organisation through Board subcommittees. STGCT is in a sound financial position which allows us to continue to expand the range of high quality services to our community. STGCT services assist our community to remain independent and stay connected with the wider community. It's a great organisation filled with passionate, dedicated people.



## **ELIZABETH WESTON**

I believe that our clients can feel secure in the contribution of Board members because of the trust, goodwill and stability we have collectively generated. I'd like to think that the governance, legal lens and experience I bring to bear, enhances that contribution. As a local, I'm proud to volunteer my time to be part of St George Community Transport as this organisation has such a worthwhile purpose in connecting members of our community.



## JENNIFER ANGUS

I hope my contribution to the board makes clients feel secure. I am aware of the limitations that injury, disease and social isolation can place on people. I have seen it cause disconnection from local communities and impact on people's health and wellbeing. I am passionate about services linking members of our community, particularly as I live and work in the local community and my parents are about to enter the age bracket of people who most benefit from these services.



## JIMMY BAI

As a volunteer Board Member of five years, I aspire to help ensure our clients feel secure knowing that their community transport provider prioritises their needs. I am constantly reminded about our mission to genuinely improve lives and am so appreciative of the hard work of our staff and volunteers. I hope our clients take comfort in knowing that every dollar spent, every ride taken, and every piece of feedback is carefully considered and incorporated into our strategic decision-making.



## **NICOLE SHELLEY**

The governance our volunteer Board provides, ensures our organisation can provide its mission to our clients and the St George Community. One of the key themes of the 2020 Annual Report is feeling secure. Our work as directors is to ensure the governance framework supports this. Feeling safe, secure and independent is central to our health.



## **JOHN HARRISON**

As a volunteer driver I am constantly buoyed by the positive feedback I get from our clients regarding the services we provide. Their comments reinforce to me the high regard they have for STGCT and the important role it plays enabling them to maintain their lives with both independence of movement and connection with broader communities. As a Board member I hope to contribute in any way I can to assist the Board and management with strategic planning, governance and operation of STGCT to ensure its great work continues well into the future. I believe all STGCT management and staff to be dedicated and compassionate people who consistently demonstrate that only the needs of our clients are at the forefront of everything they do.

# CEO REPORT

This annual report takes a look behind the scenes at the committed team who provide essential services to our community and deliver excellent client care on a daily basis.



In a year like no other, the team at St George Community Transport have demonstrated their adaptability and continued focus on client safety and well-being. We delivered over 56,000 trips this year which was on par with the previous year and only 19% less than the year prior. The team have grown to accommodate our social outings program and NDIS services to a combined 105 employees and volunteers. Our volunteers make up almost a third of our workforce and their enthusiasm in helping our clients and contributing to our community is always appreciated.

We have over 2,900 clients, the majority of whom are accessing our individual transport and social outings programs. In the first full 12 months of one-on-one support for NDIS clients, we are very proud of 7,866 hours in services delivered. Our Volunteer Home Visiting Program has been a saving grace for some of our more isolated clients who are now enjoying a regular catch up with one of our dedicated volunteers. The Sunshine Group is in full swing with monthly outings to great sites around Sydney. The BActive Program has been through peaks and troughs this year that match the waves in the aqua aerobics class, as programs open and close during varying COVID-19 conditions.

It is critical to our success that we maintain a fleet of vehicles that meets the needs of our clients. With a fleet of 25 vehicles, comprising 9 cars, 8 Sprinters and 8 Rosa Buses, it is important that we look to the future to ensure we can adapt to changes in both the government funded and private sectors.

Transport for NSW issued a Deed of Variation to St George Community Transport on the 1 January 2021 to extend the Commonwealth Home Support Program funding to 30 June 2022 under revised terms and conditions. In May 2021, the Government announced changes to the Commonwealth Home Support Program to prepare the aged care sector for the reforms ahead.

Commencing in July 2023, there will be a new program to replace the Commonwealth Home Support Program, Home Care Packages, Short-Term Restorative Care and Residential Respite Programs. A year in transition will extend our current contract to June 2023, during which time we will have more information to prepare for service delivery under a new model of care. St George Community Transport is also cognisant of new private competitors entering the transport sector and needs to ensure it is operating at peak efficiency whilst delivering excellent services.

We would like to thank our funding body, Transport for NSW, which continues to provide support to our organisation with ongoing funding and financial support for the additional cleaning costs associated with COVID-19.

St George Community Transport is very fortunate to have a Board of Directors at its helm who contribute to the strategic direction and risk management of the business. In April, the Board and the leadership team met to plan for the upcoming three years. We bid a sad farewell to Kevin Weeks, our Secretary and Jennifer Angus and thank them for their contributions to the Board. We welcomed two new Board members, Ashvini Ambhaipahar and John Harrison who also volunteers as a driver 1-2 days per week.

**We are all very proud of STGCT and the services we provide to the community. We look forward to continuing to serve you during 2022.**

# TREASURER'S REPORT

**Stephen Downes and Simon Flack**

Despite the ongoing challenges to our business stemming from the Covid 19 pandemic, it is my pleasure to be able to report on another strong financial performance for STGCT this financial year.

The rapid growth in our NDIS one on one support coupled with Government incentives we received as a consequence of Covid 19 were key contributors towards our operating profit of \$226,805 for the year. This positive result helped increase our cash reserves by \$383,528.

Despite the challenges imposed by the pandemic our financial position remains extremely robust. Our Balance Sheet is in great shape with Current Assets of \$3,133,278 compared to Current Liabilities of \$502,825 whilst our overall cash reserves of \$2,950,110 and members equity of \$3,482,173 provide a great foundation for the future.

At last year's AGM I outlined the success of the NDIS business we started in late 2018 and am pleased to report it grew by more than \$400,000 or 240% compared to the prior year.

With this in mind, and to help STGCT towards long term sustainability, we have decided to try and further extend our traditional services by providing home care support to clients. The Board and CEO believe it is prudent to invest some of the profit and surplus cash we have generated over the past 2 years towards this endeavour.





In terms of our core business of individual and group transport for the frail, aged and people with disability, we were almost back to pre covid demand levels in June before the second wave of the pandemic hit Sydney. Whilst this second wave has considerably reduced demand for our services it is good know we are still able to provide an essential service for clients who need transport in line with current restrictions.

The Board continue to work with the management and staff to mitigate risk and it's reassuring to report that STGCT has once again, completed its financial and regulatory audits this year without issue. From a client perspective this means that our fleet of vehicles continue to meet the safety standards imposed by Point to Point and BOAS legislation, and our drivers and carers are appropriately qualified and trained. We will maintain these high standards to ensure clients continue to compliment and support our services into the future.

Apart from the financial numbers contained in our Annual Report, we also have a booklet containing a complete copy of our audited financial statements for the year ended 30th June, 2021 available for review by our members and stakeholders. As mentioned previously, these reinforce the fact that STGCT is currently in a very healthy financial position.

The positive results we continue to achieve reflects the continued hard work of our Board, Employees, Volunteers and many other stakeholders, and I would a like to take this opportunity to thank them all for their efforts.

# INDEPENDENT AUDIT REPORT

**Thomson**  
AUDIT

Greg Thompson - Registered Company Auditor

SYDNEY  
WOLLONGONG  
DARWIN

## INDEPENDENT AUDITOR'S REPORT

**To: The Members of St George Community Transport Limited**

**Report on the Audit of the Financial Report for the Financial Year ended 30 June 2021**

### Opinion

We have audited the financial report of St George Community Transport Limited, which comprises the statement of financial position as at 30 June 2021, the statement of Profit & Loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended 30 June 2021, and notes to the financial statements, including a summary of significant accounting policies, and the company's declaration.

In our opinion the financial report of St George Community Transport Limited has been prepared in accordance with the *Corporations Act 2001*, including:

- giving a true and fair view of the company's financial position as at 30 June 2021 and of its financial performance for the year ended 30 June 2021; and
- complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibilities for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Other Information

The company is responsible for the other information. The other information comprises the information included in the company's annual report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

#### Sydney

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Miranda NSW 2228

#### Wollongong

Level 2, 3 Rawson Street  
Wollongong NSW 2500

#### Darwin

Unit 5, 16 Charlton Court  
Woolner NT 0820

#### Enquiry

gthompson@thompsonaustralia.com.au  
0408 274 443  
ASN 68 960 147 075

 CPAs Limited Liability by a not-for-profit company (Professional Standards Legislation)

Audit Services



If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### **Responsibilities of the company for the Financial Report**

The company is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Regulation 2013, and for such internal control as the company determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the company is responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the company either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

The company is responsible for overseeing the company's financial reporting process.

#### **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report, as a whole, is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the company.



- Conclude on the appropriateness of the company's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We have communicated with the company regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control identified during the audit.

A handwritten signature in dark ink, appearing to read "G. Thompson", written over a light grey background.

.....  
Greg Thompson

Date: 30 September 2021

PO Box 70  
Miranda NSW 2228



# STRATEGIC DIRECTION

At St George Community Transport we continue to consider how we can focus on our clients and their well-being. The Board and the management team have developed a three-year Strategic Plan from July 2021 to June 2024. During this period, the organisation will be working toward six key goals:

# C

## CONNECT COMMUNITIES

We aim to provide our clients with the resources they need to take advantage of the aged care system and ensure they can enjoy a good quality of life with independence in their own home.

# L

## LAUNCH NEW BRANDING/LOGO

As our business changes, we will keep updating how we communicate with our clients and the community so that our name and brand reflect what we do best.

# I

## INTEGRAL GOVERNANCE

Our Board play a critical role in our strategic development and we recognise their responsibility to manage risk, plan for the future and work towards our vision and mission.

# E

## EMBRACING TECHNOLOGY

We aim to embrace new technology in the transport and aged care space and will support our clients, hand in hand, to do the same.

# N

## NURTURE SUSTAINABLE SERVICES

We see a place for sustainable services in our organisation that support our vision and continue to help vulnerable people in our community.

# T

## TRANSPORT CLIENTS SAFELY

Safety will always come first at STGCT and we continue to look for new ways to improve safety for clients and staff.

## OUR VISION

Our vision is to be the first choice provider of transport services to the frail, elderly, those with disability, their carers and others needing transport.

## OUR MISSION

Our mission is to improve people's lives by encouraging and facilitating their mobility, independence, and sense of community. Providing transport is our core function, however we offer more than just transport in striving to effectively, efficiently and equitably meet the needs of our clients.



# OUR VALUES



## Safety and Compliance

We commit to prioritising safety.



## Client Focus

We listen to our clients and put their needs first.



## Acting Ethically

We operate with honesty, integrity, equity and fairness.



## Valuing Others

We foster a collaborative working environment that values contribution and recognises and respects the views and rights of all.



## Excellence

We strive to be the best by continuously improving what we do and how we do it, and by sharing our knowledge, skills and ideas.



## Teamwork

We embrace diversity and work together towards our common purpose, communicating freely and sharing decision-making.



## Positive Attitude

We cultivate positivity and goodwill in our business.



# WHO IS ST GEORGE COMMUNITY TRANSPORT?

St George Community Transport started as a single vehicle transport provider over 35 years ago. It now boasts a fleet of 25 vehicles, comprising Toyota Camry cars, Mercedes Benz sprinters and Mitsubishi Rosa buses.

In this financial year, St George Community Transport has delivered 56,000 trips in the St George area, surrounding suburbs and the city.

The Social Outings Program is very popular among our 475 regular clients. Outings are provided 5-6 days per week and include a wide variety of activities including visits to art galleries, museums, historical sites, the theatre, gardens, shopping outlets, wildlife parks and special lunch venues. This program supports our clients to stay connected with friends and their community and reduces their isolation, which can be so prevalent in our ageing population.

With the introduction of the National Disability Insurance Scheme (NDIS) in 2017, many clients who were funded under Ageing, Disability and Home Care, a division of the Department of Family and Community Services in the NSW Government, registered with NDIS and continue to travel with the organisation.





More recently the NDIS services have expanded to include assistance in the home with daily chores and self-care, access to social and recreational activities in the community, travel training and group outings.

St George Community Transport has also focussed on activities that can support the ongoing health and well-being of our clients with the BActive Program, which provides access to activities that improve and maintain a healthy body and mind. The Volunteer Home Visiting Program provides social support to clients who feel isolated and lonely and need regular companionship. In March 2021 St George Community Transport formed a partnership called Community Partners with Kogarah Community Services and Home Modification Solutions to expand the range of services on offer for all our clients and to work more closely with other community organisations who share our vision and mission. Community Partners host 2-3 events per year to assist people who do not currently access aged care services to understand how they can navigate the aged care system.



# BEHIND THE SCENES

St George Community Transport is supported by over 105 employees and volunteers. Whilst most of our team provides direct services to our clients, there is a group of people working in the background who ensure we are able to deliver high quality services.

## INTRODUCING THE OFFICE BASED TEAM

St George Community Transport is supported by an experienced team of staff who operate behind the scenes. Many of our staff who work in the office have been taking calls, placing bookings and scheduling trips for clients they never get to meet face to face. The office team members will take the opportunity to work in the field when needed and experience direct service with our clients.

Ian Moy shares his experience at St George Community Transport,

**“I started with St George Community Transport as a driver and now work in the office in scheduling, dispatch, bookings and taking client enquiries. Having previous experience as a driver builds confidence with clients and makes it easier to do my office job.”**

The CEO is managed by a Board of Volunteer Directors who meet every two months to ensure our financial viability, risk management and future direction. The Board is led by Christopher Tyler who has held the Chairperson’s role for several years. We have a more recently appointed Treasurer, Stephen Downes, and Secretary, Jennifer Angus, who have accepted additional responsibility in Executive positions on the Board.

The Management Team and senior staff are integral in managing day to day operations and the financial management of the organisation. Carol Strachan, the Chief Executive Officer, leads a team of dedicated, hardworking, experienced Managers, Team Leaders and Coordinators who work in their specialist fields to produce excellent services that are compliant with government standards and support our clients to remain living independently in their own homes, enjoying a good quality of life. Our Receptionist, Shannon MacRae, is the first voice many of our clients hear on the phone. Shannon also does an incredible job supporting the CEO and the Management Team and keeping the office running smoothly.

# OPERATIONS

## Nurina Simpson



As Manager Consumer Engagement my role is to manage the operations, or as I like to describe it, the big-hearted engine that keeps everything running. Client satisfaction is always my driving force. The benchmark is to treat everyone as we would want our own family member treated.

Supporting the team of Drivers, Carers and Service Delivery staff is important to the organisation and me. The team are there every day with a smile, delivering an amazing service. I always say, "happy staff, happy clients." A good supportive workplace shines in the faces and voices of its team.

Behind the scenes I work closely with the CEO, HR and Management team. There are standards to follow, audits, checks, reviews, and reports that must be completed to keep the organisation compliant and us all in a job. I look forward to feedback, compliments and complaints. It is great to hear when we do things well and I delight in the opportunity to make improvements. A particular job highlight is when I occasionally attend an outing or go out as a carer on the bus.

When COVID-19 hit, the focus became twofold; safety and staying connected. During the first lockdown, we called team members at home and every client who had travelled with us in the preceding 6 months, for a friendly chat, and helped where we could. The staff that remained working all helped to make those calls. It made me so proud to see what STGCT represents to us individually and in the community.

# FINANCE

## Simon Flack



My role as Corporate Services Manager is primarily focussed on the financial wellbeing of STGCT. This involves preparation of our financial reports and KPIs, our budgets and forecasts, as well as ensuring we comply with all the statutory requirements that apply to charities such as ours. I also have responsibility for ensuring our fleet is managed efficiently.

We've encountered some pretty tough challenges over the past 18 months but are currently in a very strong and healthy position financially. As my role is part time, there is no way I could manage all of this without the hard work and support of our Senior Finance Officer, Julie Dimitropoulos, and Transport Coordinator, Mark Scheuer. I honestly can't thank them enough.

Given my impending retirement, I would like to take this opportunity to thank all of our stakeholders for making the time I have spent with STGCT so enjoyable and rewarding. When my wife Jenny brokered the deal to have me join her working at STGCT, I was thinking I'd be happy to help out for a year or two, and here I am over 5 years later finally handing over the baton to my successor.

To be part of a great team providing much needed and appreciated services to our community has been very fulfilling, and it has also been a pleasure to work closely with Carol and Nurina as part of our Executive Committee. I have learnt a lot and gained some new skills (such as learning to listen rather than talk) whilst very much enjoying their company.

All in all STGCT has been a great place to work and I have made many friends who I'll continue to see in retirement.

# MARKETING

## Deirdre Campbell

Marketing is the voice of our organisation. We are constantly 'talking' to clients and potential clients via many channels. Part of keeping ourselves 'vocal' is having four social media accounts; FaceBook, Instagram, Twitter and LinkedIn.

The job of marketing is to keep posting on these regularly to ensure that people are kept aware of who we are and what we do. The fact that our followers continue to slowly, steadily increase, shows us that our voice is being heard. It is also lovely to see when our clients start following us and 'liking' our posts. We aim to keep the content relatable with stories and photos of our clients and the team.

Another key part of the marketing strategy is to keep updating our website and tweaking the wording to ensure that our Search Engine Marketing is working when people are looking for our services in our geographic location.

This last 12 months has meant that our face-to-face presentations have been extremely limited, but we are continuing to update our brochures, create our monthly newsletter and get the word out in as many innovative ways as we can.



# QUALITY AND HR

## **Amalia Betihavas**

As the HR Team Leader my main responsibilities range from recruitment, induction, onboarding, orientation, training, interviews, offboarding and projects. I am the first point of contact for queries relating to HR and quality and am responsible for answering employee and management requests. As the Quality Coordinator, I am also responsible for ensuring compliance with standards, policies, and procedures and as the Quality Administrator ensuring the effectiveness of our current compliance system (Logiqc).

No two days that are the same at STGCT, which is what makes my role exciting. My role enables me to speak to many different people, both potential volunteers and employees, to discuss opportunities and see if they will be a good fit for STGCT. I am constantly busy with different tasks including supporting the WHS Committee to ensure the STGCT premises are compliant with WHS regulations.

Recruitment is a major part of the HR role, so when we are filling a vacancy, I will spend time reviewing applications and talking to potential candidates in an initial phone screening. This is a great opportunity to talk to potential candidates about their experience and background.

At STGCT we like to conduct group induction orientation sessions to ensure that all new starters are adequately inducted into the workplace. Our induction is conducted by the Transport Coordinator and me and involves talks from our CEO and Management Team. I enjoy working on projects with my fellow team members and learning more about STGCT.

# NDIS

## Tracey Mitchell

Tracey Mitchell joined our team in 2021 to support the growth of our non-transport NDIS Services.

**“In April 2021 I joined St George Community Transport as their NDIS Coordinator. In the last 3 months the team have supported me to learn more each day about the organisation. I work with a terrific group of support workers who work tirelessly to assist our clients to achieve their goals. They are all highly skilled, very capable and genuinely care about all their clients. Staff have also been on hand to answer my questions and there have been many.**

**I have thoroughly enjoyed meeting our clients and their families and am appreciative of the kind welcome I received from all staff.”**



# SERVICE DELIVERY OFFICERS

**“As a Service Delivery Officer, my priority is to assist our valued clients with all their needs. I answer each call with a smile, supporting clients who wish to make, amend or check on their bookings.**

**My role also consists of many other duties: I contact new referrals who have come through the My Aged Care portal, attend to requests from Home Care Package and NDIS clients and assist to establish new processes in the business. It has been rewarding to be part of the team and receive positive feedback from Service Providers who complement our professionalism and excellent service delivery.**

**My role includes training new volunteers and it has been very fulfilling to witness the positive outcome of seeing volunteers talk to our clients with confidence. The volunteers are an important part of our team in the office and we are thankful for their time and efforts.”**

**(Razia Dungarwalla)**

The office team of Schedule Delivery Officers and support staff not only assist with day-to-day enquiries from our clients, but also support our drivers and carers on the road.

The team includes Donna Mason, Tracey Wise, Jennifer Flack, Razia Dungarwalla, Brad McGrath, Angelica Barger, Ian Moy, Marija Zulamovski and Mark Scheuer.

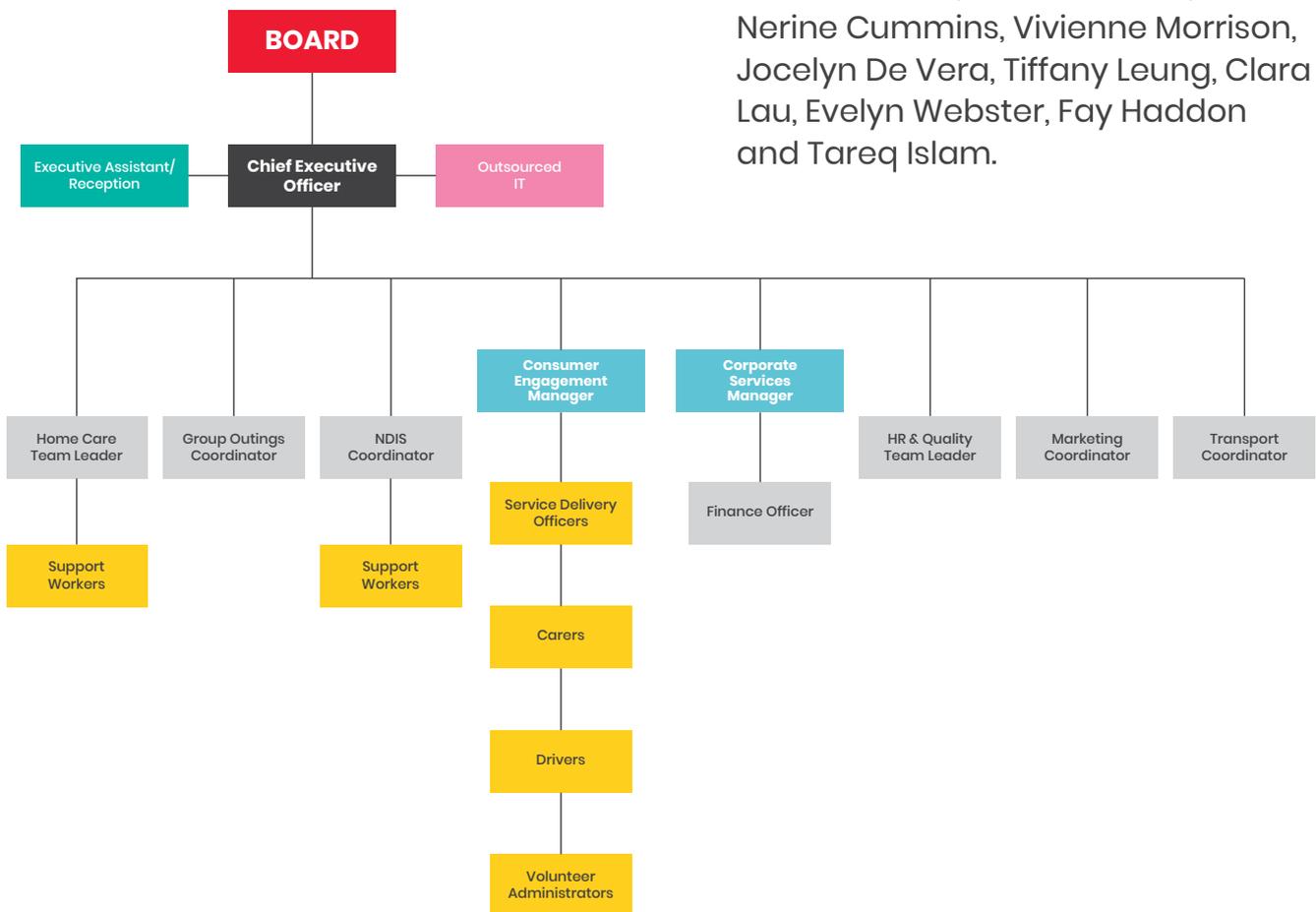


# OFFICE VOLUNTEERS

Some of our office volunteers are our longest serving staff members; Kerrie Watson has worked with us for 18 years and Viv Morrison has volunteered at STGCT for over 15 years. Our new volunteers from a Chinese speaking background have worked wonders in supporting our team to grow the number of clients from a Chinese speaking background. Kerrie Watson comments on her experience as a volunteer with St George Community Transport:

**“In my time at STGCT, I have been able to experience different positions within the company. Each role has been unique. I have learnt new skills along the way and have met many people who I now consider lifetime friends.”**

Our team includes: Lynne Buciarelli, Ross Tzaneros, Kerrie Watson, Nerine Cummins, Vivienne Morrison, Jocelyn De Vera, Tiffany Leung, Clara Lau, Evelyn Webster, Fay Haddon and Tareq Islam.





# OUR FRONTLINE TEAM

# INTRODUCING THE VOLUNTEER TEAM

The volunteers continue to play a critical role in the business. The volunteers are 28% of the workforce and make an outstanding contribution to the organisation and the not-for-profit community.

In 2020-2021 a new program was introduced to St George Community Transport, called the Volunteer Home Visiting Program. This program is led by a Volunteer Coordinator, Vera Patterson, who has recruited many clients seeking companionship at home due to feelings of social isolation and loneliness.

The volunteers also work in the BActive Program in coordinating the seniors' games and the walking group, two new activities to keep our clients healthy in body and mind. The Social Outings Program is supported by volunteer carers and drivers who ensure our clients are kept safe and supported throughout their day. The volunteer's contribution was recognised by a lunch at Lugarno Seafood during National Volunteer Week in July where we shared some lovely stories and had some fun with the photobooth.

A volunteer survey was conducted in March 2021, only the second year the volunteers have been surveyed. 33 volunteers out of 47 volunteers completed the survey.



**64%**  
**female**

**36%**  
**male**

**8%**  
of volunteers are  
18-25 years of age.

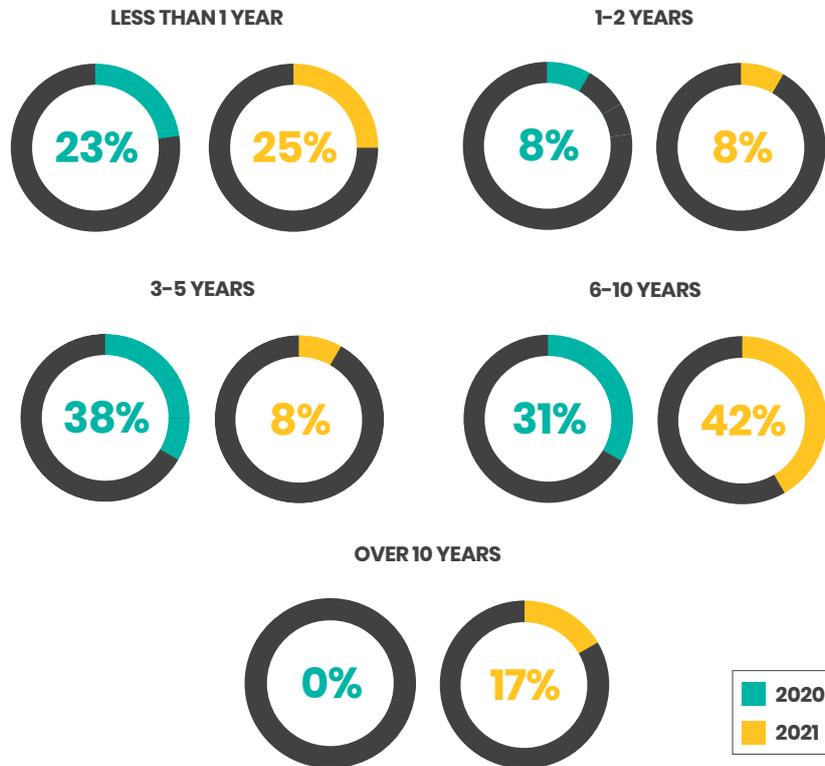
**17%**  
of volunteers are  
76+ years of age.

**8%**  
of volunteers are  
46-55 years of age.

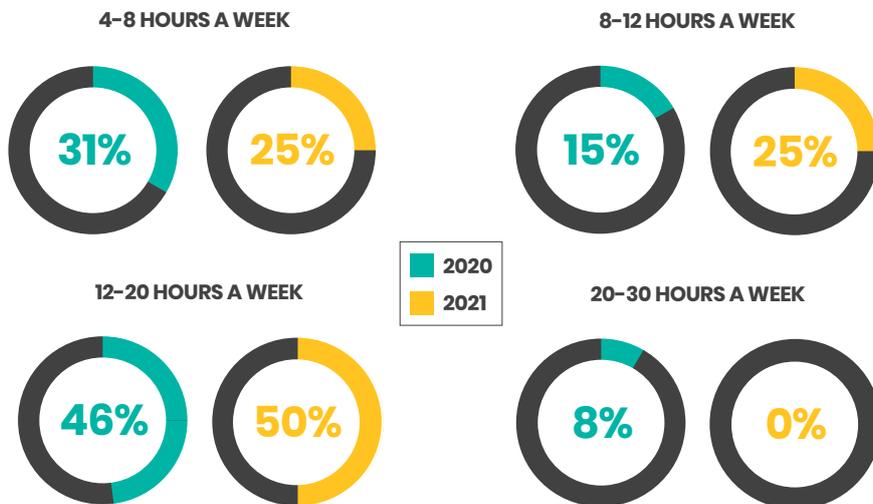
**58%**  
of volunteers are  
66-75 years of age.

**8%**  
of volunteers are  
56-65 years of age.

## HOW LONG HAVE YOU BEEN VOLUNTEERING?



## VOLUNTEERING HOURS COMPLETED PER WEEK





**100%**

**of volunteers would  
recommend volunteering  
at St George Community  
Transport.**

**75%**

**of people volunteer  
to contribute to the  
community and to  
help others.**

# INTRODUCING THE DIRECT SERVICE TEAM

The Direct Service Team at St George Community Transport all deserve a badge of honour for how they have conducted themselves and served the needs of our clients during COVID-19. This team comprises drivers, carers and support workers.

All direct service staff hold the necessary qualifications to perform their duties to the highest standard. The organisation employs 17 full time equivalent drivers and 7.5 full time equivalent carers and support workers, and together they comprise 68% of the workforce.

The majority of the compliments we receive relate to the wonderful service provided by our drivers, carers and support workers. Many clients regularly join our shopping bus to Roselands Shopping Centre or Rockdale Plaza. A client, Beryl, recently commented,

**“Shopping on Friday was great as usual. The driver and carer were so helpful and I am sure the other shoppers were truly grateful for their help.”**





The Social Outings Program has gone from strength to strength. The team are committed to providing an opportunity for our clients to connect with each other whilst enjoying the wonderful events, activities and locations that Sydney has to offer. Our client, Betty, called to say,

**“I had a great day driving around Balmain and seeing all the old buildings. I did not expect the driver to go down the lane where I used to live, as it is only a small street, but he did a great job. I had a really nice day.”**

Our NDIS services have also grown in transport and non-transport services. Our support worker team is growing, and we are delivering services in the home and providing clients with access to the community across the St George, Sutherland Shire and East Sydney suburbs. In 2020-21 we delivered 7,900 hours of service to one-on-one NDIS clients.





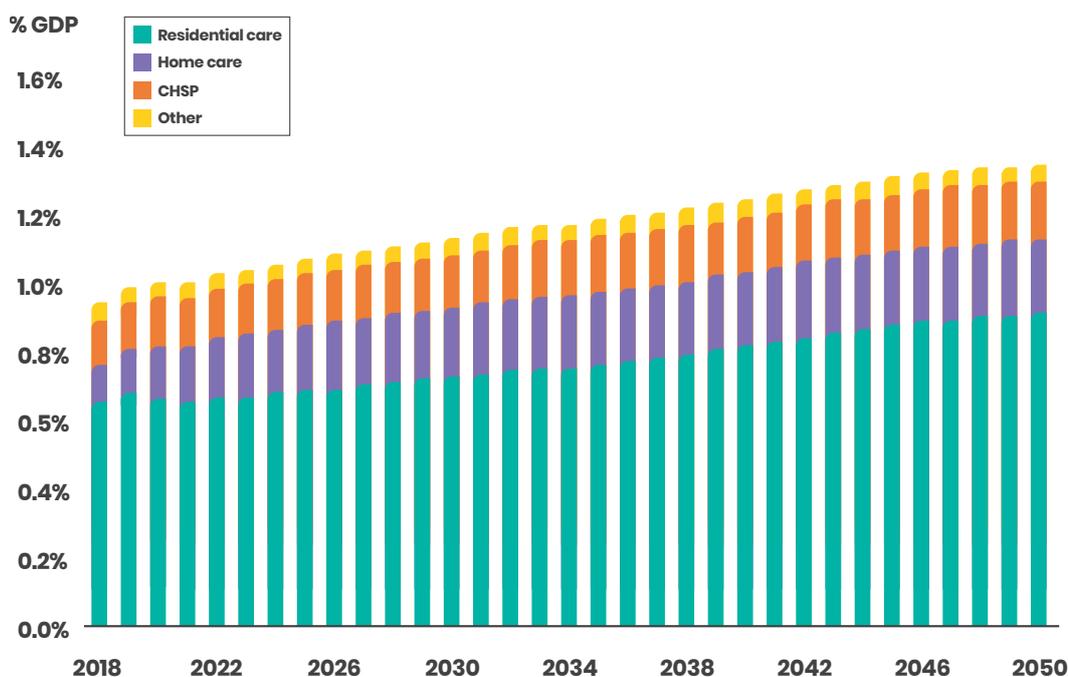
# **THE FUTURE OF AGED CARE**

St George Community Transport is funded by the Government to support people in the community to access the services they need. In June 2022 our contract will come to an end and we will enter into a year of transition where the government will review how our ageing population is supported at all levels of care.

Following the Royal Commission, Deloitte Access Economics reflected on the future of Aged Care in Australia in their report, Aged Care Reform: Projecting Future Impacts. By 2050, the greatest changes in the population will occur in the older age groups. The number of Australians aged 65–69 will increase by about one-third but those aged 85 and over will more than double. At the same time a smaller share of the Australian population will be of working age. That will place pressure on the economy and government budgets as there will be fewer workers for each Australian retiree than there are today. The three main aged care programs are:

- Residential Aged Care
- Home Care Packages
- The Commonwealth Home Support Program

### COMMONWEALTH EXPENDITURE ON AGED CARE BY PROGRAM – BASELINE



Residential care will continue to account for the bulk of commonwealth funding for aged care.

# WORKING WITH OUR PARTNERS

The Community Partners is a partnership between St George Community Transport, Kogarah Community Services and Home Modification Solutions. This partnership further connects our clients to their community and the services they need to remain living independently in their own home. It also aims to provide ongoing information events to assist new people entering the aged care arena to understand what services are available and how they can access services when the need arises.







## INVESTING IN COMMUNITY

At what one can only hope is the tail end of the COVID-19 crisis for Australia, St George Community Transport would like to extend its sincere thanks to Transport for NSW and the Commonwealth Government for their generous support during this difficult time.

The financial support provided by the government has made a difference to the lives of our staff and has enabled our organisation to continue to deliver services to people who were particularly isolated and vulnerable during COVID-19.

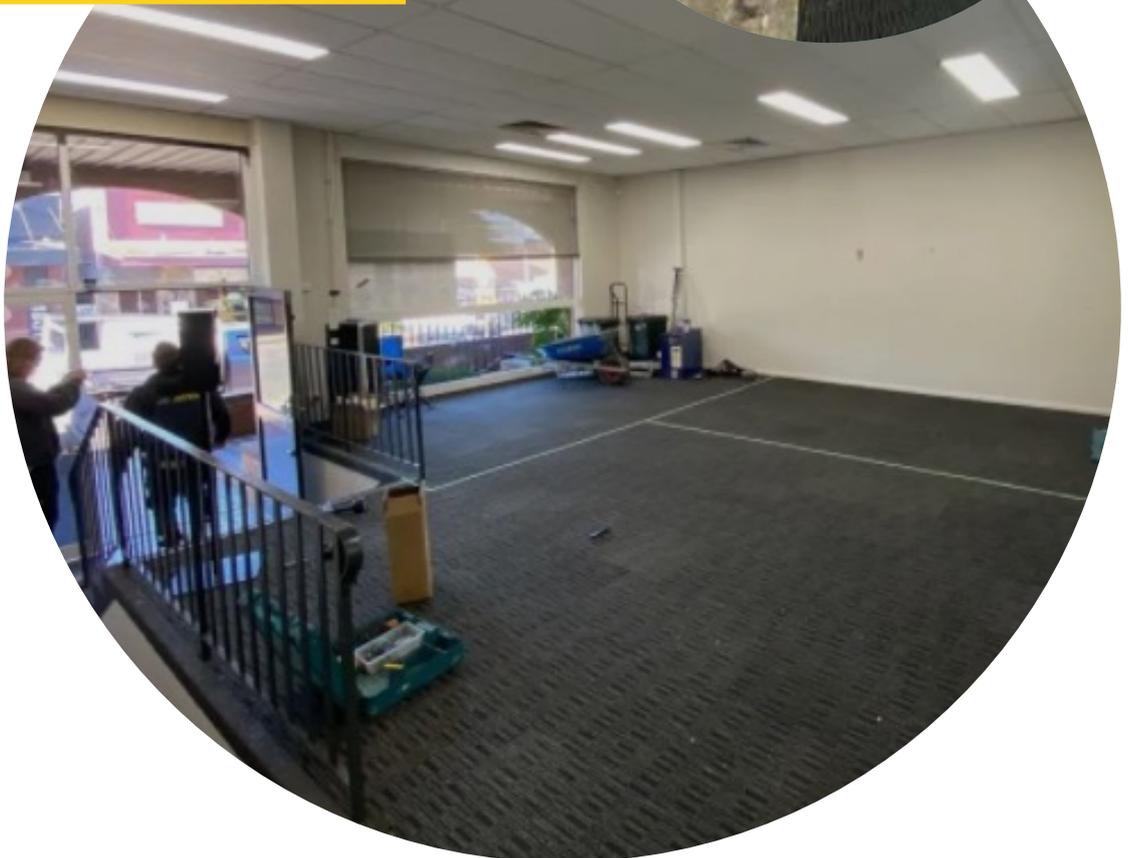
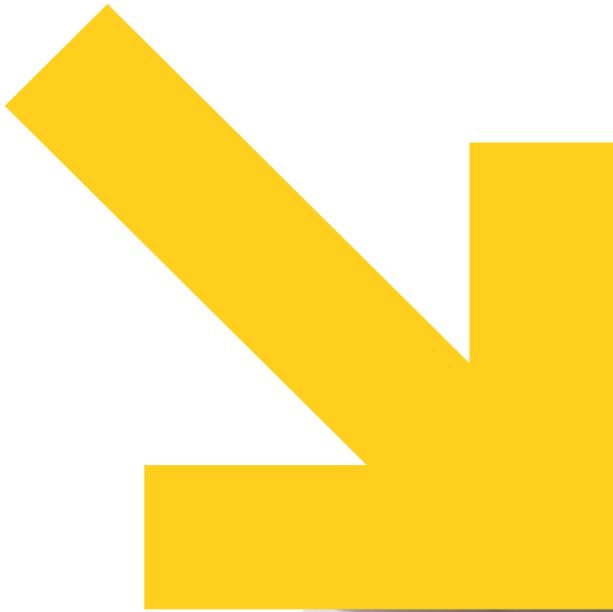
A special thank you to the team for the continued delivery of services, the delivery of meals for St George Meals on Wheels, the one-on-one shopping support for our clients, walks in the park with clients and the collection of prescriptions and grocery lists for our clients who were not keen to leave their homes.

We conducted over 1,700 welfare calls to clients, volunteers and staff and hand delivered our newsletters to our clients. Some lucky clients even had some toilet paper delivered to their door.



# OUR BIG MOVE

In October 2020 St George Community transport closed the doors at 70 Roberts Ave Mortdale and moved down the road to the heart of Mortdale at 29-33 Pitt Street. We were very fortunate to move into newly renovated accommodation. We would like to thank Colin and his team at Acorn Building for doing such a great job.



# NEW LOCATION





# OUR CLIENTS AND OUR SERVICES

# SOCIAL OUTINGS

People hear about our social outings in many different ways. Many clients first access our individual transport and then after reading our newsletter, they discover the variety of venues and experiences that we offer. Others hear about our outings from friends. One thing they all have in common is that once they've been on one of our outings, they're hooked.

Our clients find these outings not only interesting, but a great way to meet new people and develop lasting friendships. One such story is that of Val and Margaret.

Margaret was very hesitant about coming on a social outing. She believed it was not her kind of thing. When she was being picked up for a medical appointment the driver encouraged her to try it just once and see what she thought. During the outing she found she was having a delightful time and has been on many outings since..

Margaret remembers the first time she met Val. It was on a trip to the RSL ANZAC Village at Narrabeen. Not knowing anyone else on the day, Val and Margaret found themselves sitting together for lunch. During lunch Margaret noticed that Val was upset and they started talking. Margaret discovered that another friend of Val's, Judy, introduced her to the outings just after she lost her grandson to bowel cancer (he was only 32 years old, and now her son has also been diagnosed with terminal cancer). This sadness was one that they had both experienced in their families and they instantly felt a connection.

After a couple of outings, Margaret and Val exchanged phone numbers. Both ladies are avid footy fans and although they support different teams – Margaret, the Rabbitohs and Val, the Sharks – this has led them to many lively 'discussions' and a light-hearted rivalry.

Both agree that they have found their soul mate in each other, someone to just laugh with and share a story. Theirs is a friendship that just comes naturally. Now the two ladies go out for lunch regularly, go shopping, or just talk on the phone. Both Val and Margaret greatly appreciate the friendship they have with each other, as well as other friendships which have developed through the social outings.

They also echo other clients in pointing out that this includes a great camaraderie with the carers and drivers of STGCT.

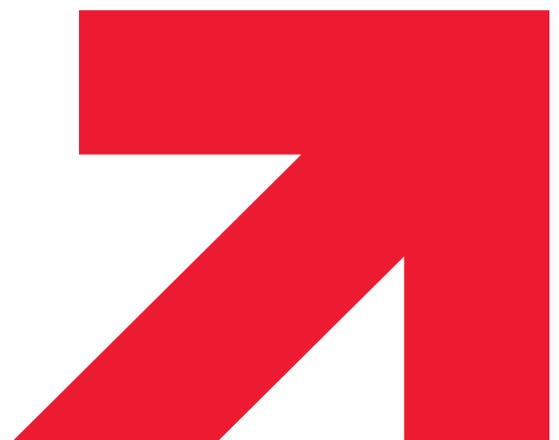
# VOLUNTEER HOME VISITING PROGRAM

The Volunteer Home Visiting Program commenced at the end of 2020 and aims to reduce the isolation felt by our clients who have very little face to face contact with family or friends. The feedback from our clients has been very positive. Our Volunteer Coordinator, Vera Patterson, shares some of her client's stories.

**“I am very happy with the VHVP service. It's very beneficial for me. I asked for help from other providers, but no one listened to me, and no one contacted me to find out my situation. I have been trying to organise for the removal of some heavy pieces of furniture for 4-5 years, but never got any help. I felt stressed, lonely and isolated.”**

**“STGCT has assisted me to contact My Aged Care. They also visit me fortnightly and we chat and enjoy each other's company. I really appreciate this service.”**

**“I am missing my scrabble buddy during the recent COVID-19 lock down. I have to play scrabble by myself at the moment. When the pandemic is under control, we can return to our fortnightly games again”.**



# BACTIVE PROGRAM

The BActive Program has continued strongly since its introduction back in 2019. This program is developed to promote fitness of the body and mind, and we are constantly reassessing the external programs to ensure that we continue to offer a variety of choices.

A huge favourite right from the start has been our Aqua Aerobics Program in the beautiful indoor pool at IRT Peakhurst, and clients have been competing to join our daily classes. This style of low impact exercise is great for any age and is particularly good for cardiovascular health, muscle strength and flexibility. Our clients couldn't wait to get back into the pool again after the 2020 lockdowns.

Two of our lovely clients have commented on the program.

**“Each week I come away from my aqua aerobics session relaxed in body and mind. The exercises tone up the body and the concentration clears the mind. And we have fun.” (Ann)**

**“As soon as I enter the water, both my body and mind seem to relax, then when we start doing the exercises, I find that my body can do things in the water that it cannot do on land. This is most beneficial to me as I have some medical issues that they help greatly. Without St George Community Transport taking us to and from the pool I would not be able to make use of this most beneficial option.” (Irene)**



Another popular program is our Tech Club where interest increased and we decided to rotate two classes (of six week sessions). We now have a waiting list as more of our clients have discovered the benefits of smart phones and tablets during the enforced lockdowns. Our volunteer teacher, Neil Gould, an ex-TAFE teacher, has a marvellous rapport with all our clients, so much so, that he even did a special 'one off' Apple Watch class which we will be repeating at the end of the next group turnover. "We have some laughs in class," says Neil "lots of questions are asked and answered and participants' problems solved – it's great to see our older citizens embracing this new technology."

Our other activities like Chair Yoga, Gentle Exercise, Steady, Stable and Able have shown a steady interest as they are tailored to assist our clients in building their core strength and balance.

Going into 2021, we introduced some new activities that we coordinate ourselves. Run by our keen volunteers, the Senior Games Program promises to reignite that competitive streak in everyone. We recently asked for expressions of interest in joining a "walking group" which will again be coordinated by one of our 'fit and friendly' volunteers.

It is exciting to see what next year will bring and what new activities we will be able to introduce.

## BUS HIRE

Earlier in the year STGCT was contacted by Kogarah Historical Society (KHS) to book a bus. They had about 20 members, who were keen to visit Wisemans Ferry Historic Site.

A bus was booked and everyone had a great day out. Many of the members were not familiar with the variety of services offered by STGCT and being keen and eager learners, they wanted to know more. We asked our Marketing Coordinator to attend a committee meeting to give a presentation and to explain how to register with My Aged Care for transport and other services.

Interestingly, the Museum at Carss Park is managed by the KHS volunteers, which many of our clients have enjoyed attending as part of the STGCT Social Outings Calendar.

It is always a treat to share local connections and meet such a lovely group of people.



## SUNSHINE GROUP

Bronwyn Fallon, our Sunshine Group Coordinator, shares her experience of this new group to our organisation.

**“The Sunshine Group loves their monthly outings. Our participants enjoy discussing new places to visit and always have the final say on our next outings. They are a great mix of people that really enjoy everyone’s company. They are very thankful that St George Community Transport kept the group together and that they can continue to maintain their friendships which have spanned more than 15 years.”**



# INDIVIDUAL TRANSPORT

Recently, a familiar name popped up in the new referrals, Rodger, whom many years ago had been a volunteer driver with STGCT. After his first official trip as a client, Rodger called to give his compliments and feedback. From experiencing the transport from both sides, he was still so thoroughly impressed with the service. Rodger described how he was picked up from his home, taken to collect his wife at the nursing home where she now lives, then they both attended an appointment together. He said that he would not have been able to do this without the specialised vehicles and support from St George Community Transport. It meant the world to him and his wife.

**‘Where else in Sydney can you get a service like that. It goes to show the great service provided by St George Community Transport.’**

Rodger is now planning on attending some of the social outings and he is looking forward to meeting new people and reconnecting with some old friends.



# NDIS TRANSPORT

## Our NDIS client's mum shares her experience of our transport service.

“My daughter, Kate, has been transported to and from her day program by St George Community Transport for the past year. She is 22 and is severely physically and intellectually disabled, requiring a wheelchair. Kate is transported every Wednesday and Thursday but every day she asks ‘big bus?’ She loves it so much, she wants to go with them every day. As soon as I take her out to meet the bus, she doesn’t talk to me! It’s all about the ‘big bus’ and she doesn’t usually say goodbye. We all have a laugh about it.

The drivers and carers are so lovely to Kate and ask her how she is, what she’s been doing and what music she’d like them to play. I feel comfortable handing Kate over to them and I trust their judgement with her care.

Having Kate picked up by St. George Community Transport gives me a break from driving her to and from her day program every day. I can go back inside and have that second cup of tea. It’s reassuring for me to know that the drivers and carers know Kate well and can be trusted with her care.

I can’t speak highly enough of the staff on the bus and also in the office. If I need to ring to change days due to appointments or Kate being sick, they are most accommodating. We will definitely be continuing our arrangement with St. George Community Transport and highly recommend them to anyone who requires their service.”



# NDIS ONE ON ONE SUPPORT

“I am Louise and I am an NDIS Participant with St George Community Transport and have been for a few years.

I have a mental health diagnosis as well as physical limitations due to other health conditions. My carer that comes weekly is Bronwyn. We have been hanging out every week for about 6 years all up. We have worked together to get through some projects in and around my home.

Bronwyn has helped minimise my self-isolation. I don't mind going out, but it's getting someone to encourage me and it helps with my anxiety knowing I will have support to go out to my appointments, go shopping and enjoy a quick lunch. Knowing that I can use my NDIS package to book transport with a carer takes away a lot of the stress. I don't have to worry about parking or walking a long distance.

In the past few years, we have worked on many of my projects which gives me a lot of satisfaction.”





# FINANCIALS

	Note	2021 \$	2020 \$
<b>Revenue</b>			
Grants		2,151,178	2,193,534
Client Contributions		831,530	793,877
NDIS Support		412,347	-
Interest		22,538	40,544
Profit on Disposal of Vehicles		6,333	22,498
Government COVID 19 Stimulus - Job keeper payments		418,500	342,000
Government COVID 19 Stimulus - Cash Boost		37,500	62,500
Other		37,270	29,365
<b>Total Revenue</b>		<b>3,917,196</b>	<b>3,484,318</b>
<b>Expenses</b>			
Salary & Related costs		2,695,020	2,379,502
Transport costs (exclude Depreciation)		287,996	330,860
Depreciation & Amortisation	6	162,546	150,499
Rent		64,390	75,277
Administration		121,349	87,683
Volunteers		87,487	63,903
Insurance		125,216	37,329
Auditors Remuneration		11,900	11,750
Others		134,488	118,057
<b>Total Expenses</b>		<b>3,690,390</b>	<b>3,254,860</b>
<b>Operating Surplus /(Deficit) for the year</b>		<b>226,805</b>	<b>229,458</b>
Other Comprehensive Income		-	-
<b>Total Comprehensive Income (Deficit) for the year</b>		<b>226,805</b>	<b>229,458</b>

**St George Community Transport Limited**  
**ABN 50 343 939 959**  
**Statement of Profit & Loss and Other Comprehensive Income**  
**for the year ended 30 June 2021**

**St George Community Transport Limited**  
**ABN 50 343 939 959**  
**Statement of Financial Position**  
**as at 30 June 2021**

	Note	2021 \$	2020 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	2	621,065	643,122
Investments- Held to Maturity	3	2,329,044	1,923,460
Accounts Receivables	4	144,271	190,510
Prepayments and other receivable	5	48,646	59,091
<b>Total Current Assets</b>		<b><u>3,143,027</u></b>	<b><u>2,816,183</u></b>
<b>Non Current Assets</b>			
Property, Plant & Equipment	6	913,483	887,894
<b>Total Non Current Assets</b>		<b><u>913,483</u></b>	<b><u>887,894</u></b>
<b>TOTAL ASSETS</b>		<b><u>4,056,510</u></b>	<b><u>3,704,077</u></b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	7	224,820	148,496
Provisions	8	278,006	231,025
<b>Total Current Liabilities</b>		<b><u>502,826</u></b>	<b><u>379,521</u></b>
<b>Non Current Liabilities</b>			
Provisions	8	71,512	69,189
<b>Total Non Current Liabilities</b>		<b><u>71,512</u></b>	<b><u>69,189</u></b>
<b>TOTAL LIABILITIES</b>		<b><u>574,338</u></b>	<b><u>448,710</u></b>
<b>NET ASSETS</b>		<b><u>3,482,172</u></b>	<b><u>3,255,667</u></b>
<b>EQUITY</b>			
Reserves		1,089,483	1,089,483
Accumulated funds		2,392,689	2,165,884
<b>TOTAL EQUITY</b>		<b><u>3,482,172</u></b>	<b><u>3,255,667</u></b>

**St George Community Transport Limited**  
**ABN 50 343 939 959**  
**Statement of Changes in Equity**  
**for the year ended 30 June 2021**

<b>2021</b>	<b>Asset Replacement Reserve</b>	<b>Accumulated Funds</b>	<b>Total</b>
	\$	\$	\$
Balance at 1 July 2020	1,089,483	2,165,884	3,255,367
Transfer from Asset Replacement Reserve		-	-
Surplus for the year		226,805	226,805
Transfer to Accumulated Funds	-		-
<b>Balance at 30 June 2021</b>	<b>1,089,483</b>	<b>2,392,689</b>	<b>3,482,172</b>

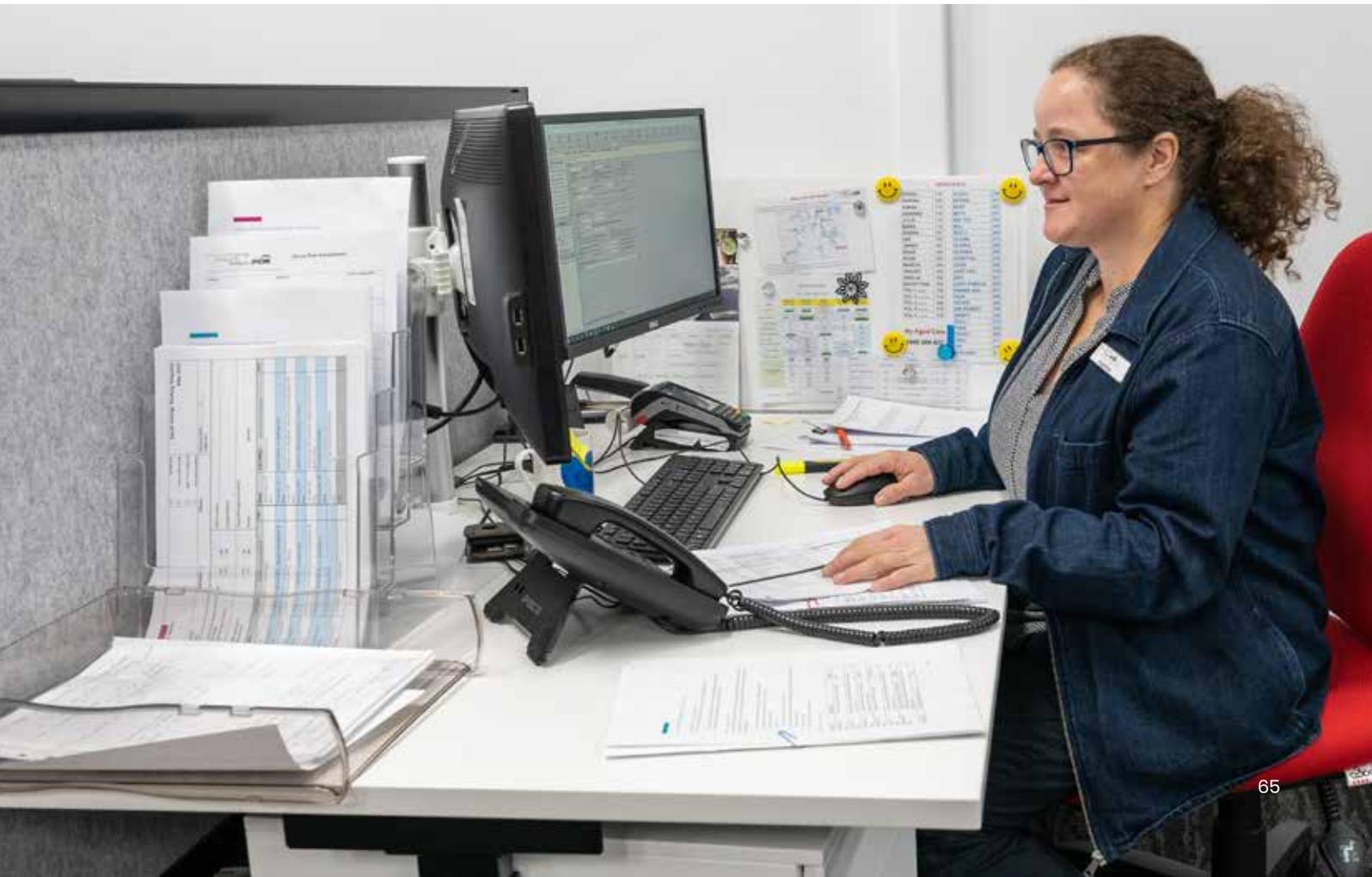
<b>2020</b>	<b>Asset Replacement Reserve</b>	<b>Accumulated Funds</b>	<b>Total</b>
	\$	\$	\$
Balance at 1 July 2019	1,093,918	1,931,991	3,025,909
Transfer from Asset Replacement Reserve		4,435	4,435
Surplus for the year		229,458	229,458
Transfer to Accumulated Funds	(4,435)		(4,435)
<b>Balance at 30 June 2020</b>	<b>1,089,483</b>	<b>2,165,884</b>	<b>3,255,367</b>

**St George Community Transport Limited**  
**ABN 50 343 939 959**  
**Statement of Cash Flows**  
**for the year ended 30 June 2021**

		2021	2020
	Notes	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Receipts</b>			
Cash receipts from operations		3,928,731	3,303,236
Payments to suppliers and employees		(3,385,639)	(3,032,155)
Interest income		22,538	40,544
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>9</b>	<b><u>565,331</u></b>	<b><u>311,625</u></b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from disposal of property plant and equipment		26,800	49,500
Purchase of property plant and equipment		(208,603)	(121,743)
(Investments)/realisation of term deposits		(405,584)	129,513
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b><u>(587,387)</u></b>	<b><u>57,270</u></b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
		-	-
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b><u>-</u></b>	<b><u>-</u></b>
<b>NET INCREASE IN CASH</b>		<b>(22,057)</b>	<b>368,895</b>
Opening cash and cash equivalents		643,122	274,227
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	<b>2</b>	<b><u>621,065</u></b>	<b><u>643,122</u></b>

# ACCREDITATIONS

- NDIS Quality and Safeguards Commission Practice Standards (NDIS Provider)
- Aged Care Quality Standards
- NSW Point to Point Legislation (Authorised Service Provider)
- Bus Operator Accreditation Scheme



# THANK YOU

- 3Bridges Community
- Calvary Hospital
- St George Public Hospital
- St George Private Hospital
- Kogarah Community Services
- Home Modification Solutions
- Transport for NSW
- Commonwealth Government
- Carinya RSL Day Club
- Estia Health Bexley
- Japara Brighton Le Sands Aged Care
- Resourceful Australian Indian Network
- Roselands Probus group
- Sisters of Mercy
- The Sisters of Our Lady of China
- South West Evangelical Church
- St Aidans Anglican Church
- St Patricks Green
- Tongan Language School
- Kogarah Historical Society
- Shopfront Theatre
- RH Adams
- Cassidys Automotive
- Midas Peakhurst
- Impressions Markings
- Blairs Tyres
- Don Cornells Tyres
- Ian Blakeney





st george  
community transp

## Contact Us

### Address

1/29-33 Pitt Street Mortdale NSW 2223

**Phone** 02 9585 3000 | **Web** [www.stgct.org.au](http://www.stgct.org.au)

## Connect with us

**Instagram**  
@stgct1

**Facebook**  
@STGCT1

**Twitter**  
@STGCT1

## More than just transport

