

ANNUAL REPORT

20

A YEAR OF
TRANSFORMATION AND
DEDICATION

24

st george
community.

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Building a Legacy, **Embracing the Future**



Welcome to our Annual Report, a showcase of our achievements, progress, and commitment to excellence throughout the year.



Facilitate a good quality of life, strong connections and independence for our clients

01

Enhance the independence of people in our community

By providing trusted and reliable services across multiple aspects of daily life, our team is dedicated to enabling clients in maintaining their independence both within their personal lives and within the community.

02

Facilitate people's ability to remain living in their own homes with dignity and choice

The information and services we provide are tailored to each individual client and drive targeted assistance that helps ensure a good quality of life. We also provide resources for clients, friends, family, and the community which are designed to support our initiatives.

03

Provide support for vulnerable and disadvantaged individuals

Independence and quality of life are underpinned by being able to access support services that meet each individual's needs. We strive each day to ensure that their needs are met and assist whenever possible.

04

Foster autonomy and connections

By providing opportunities, information, and a suite of services, we aim to reduce isolation, and help people in our community to exercise their choice and control.

05

Offer quality, caring service

Care, compassion and experience are required to be a provider of choice within the community services sector, and our team embodies these traits.



Strategic Plan 2024-2027

Embracing the Future

Creating a strategic plan is a crucial step for any organization aiming to define its direction and make informed decisions. A well-formulated strategic plan typically involves setting clear objectives, understanding the internal and external environments, and outlining actionable steps to achieve desired goals. It usually begins with a comprehensive analysis of the organization's strengths, weaknesses, opportunities, and threats (SWOT analysis). From there, the plan establishes long-term goals aligned with the organization's mission and vision. Key performance indicators (KPIs) are often identified to measure progress and success. The strategic plan is a living document that requires regular review and adjustment to respond to changing circumstances and ensure the organization remains on track to fulfill its objectives.





Plan on a Page



Client Services

Ensure long-term sustainability and excellence of our organisation's services.



Workforce Governance and Management

Prepare our organisation for the challenges and opportunities ahead by cultivating a strong Board of Directors, implementing robust succession plans to ensure continuity in leadership and investing in training for all staff.



Technology

Enhance the efficiency and effectiveness of our operations through the optimisation of software and systems.



Fleet Management

Ensure our investment in our fleet provides vehicles that are fit for purpose, sustainable, and cost efficient over their operational lifespan.



Partnerships and Collaborations

Expand and diversify our service offering by developing strategic partnerships with community-based organisations and small private enterprises.

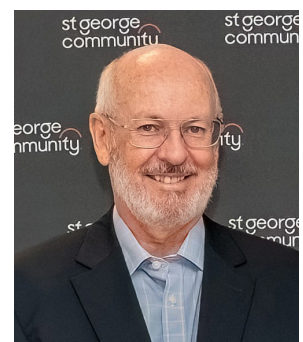
Uniting Talents, Fueling Innovation



Gavin Reynolds
Board



Dr Sue Qu
Board



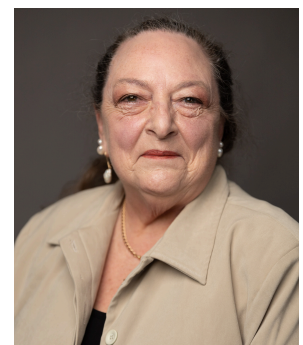
Stephen Downes
Board



Ashvini
Ambihaipahar



John Harrison
Secretary



Deirdre Campbell
Board



Christopher Tyler
Board



Elizabeth Weston
Chair



Natasha Stokes
CEO



Meet our dedicated team of professionals who have contributed their expertise, passion, and collaboration to drive our success.

Uniting Talents, Fuelled by Volunteers



Meet our dedicated team of volunteers who give up their free time to support our community. Without our volunteers we could not deliver the volume of services we do every year.

Leading with Vision, Inspiring Success

Dear Members and Stakeholders,

I am pleased to present the Chairperson's Report for St George Community Transport (St George Community) for the financial year 2023-24. This year has been one of transformation and continued dedication to serving our community, marked by leadership changes, Board renewal, and the enduring commitment of our volunteers and staff.

Financial Strength, Strategic Direction and Board Renewal

Despite challenges in the broader economic environment, St George Community remains in a strong financial position. This is due, in part, to prudent financial management and strategic steps to ensure that our operations are sustainable - anticipating governmental changes in the aged and disability sphere, as well as to funding models from July 2025.

The Board has been active in overseeing the implementation of a refreshed strategic plan, outlining our goals for the next three to five years, including expanding our service capacity, enhancing our technological infrastructure, and deepening our engagement with the community. We are also committed to continuing the work of fostering a positive and inclusive organisational culture that empowers both our staff and volunteers.

At the close of this financial year, we have bid farewell to our long-serving Director, Jimmy Bai, who retired from the Board this year. Jimmy's contributions over the years have been invaluable, and his passion for St George Community's mission will be greatly missed. On behalf of the Board and the organisation, I extend our deepest thanks to Jimmy for his dedication and service.

Happily, we also welcomed three new members to the Board: Dr Sue Qu, Gavin Reynolds, and Deirdre Campbell. Each brings an extensive yet diverse range of expertise, with fresh perspectives that will be essential as we navigate the evolving landscape of community transport, community service and aged care. Their contributions will be pivotal in shaping our future strategy and ensuring that St George Community continues to thrive.

I would like to take this opportunity to recognise Chris Tyler, our former Chairperson and now Secretary, for his outstanding leadership and vision. Chris has been a guiding force during his tenure, helping to steer St George Community through both challenging times and moments of great success. I am incredibly grateful for the generous gift of his time, wisdom and insights which have proven invaluable throughout this year of transition.

Recognising Our Volunteers and Team, Strengthening our Core Mission

Our volunteers remain the backbone of St George Community. Their dedication and selflessness continue to inspire us and directly impact the lives of our clients. It is through their efforts that we can provide essential services to the elderly, people with disabilities, and those in need. On behalf of the Board, I extend my heartfelt thanks to each volunteer for their ongoing commitment to the community.

We must also recognise the tremendous effort of our staff, who have shown resilience and professionalism throughout the year. Together, our team has overcome challenges and embraced opportunities, always with the aim of improving the quality of life for those we serve.

At the heart of everything we do at St George Community is the well-being of the people we serve. Over the past year, we have successfully increased the range of our services, ensuring that more members of the community can benefit from safe, affordable, and reliable transport. Our key focus areas, including social outings, medical transport, and shopping assistance, have seen steady growth in demand. We've worked tirelessly to meet our clients' needs, ensuring that no one is left behind due to lack of mobility. Our commitment to inclusivity and accessibility has remained steadfast as we navigate the changing landscape of community transport.

Leadership Change and Looking Forward

As we look ahead to 2025 and beyond, we do so with a sense of optimism and confidence in our future.

After 6 years of dedicated service, we bid farewell to Carol Strachan as CEO. During her tenure, Carol demonstrated remarkable leadership and dedication, successfully navigating the challenges of the COVID 19 pandemic, and establishing St George Community as an NDIS Registered Service Provider. Carol oversaw the rebranding of our organisation and its relocation to Pitt Street, which have significantly contributed to our growth and visibility in the community. The Board extends to Carol its sincere gratitude for her passionate service and best wishes for her future.

In anticipation of Carol's departure, the Board undertook an extensive and diligent search for our new CEO. We are pleased to welcome Natasha Stokes as CEO, to lead St George Community into the next phase of its growth. Natasha brings a wealth of experience, passion, and vision for the future of St George Community. Under her leadership, we are confident that our organisation will continue to innovate, adapt, and thrive, all while upholding the values that have guided us for years.

Our focus remains on delivering exceptional services, expanding our reach, and adapting to the changing needs of our community. With a strong leadership team, a committed Board, and the unwavering support of our volunteers and staff, St George Community is well-positioned to continue making a meaningful impact in the lives of those we serve.

I thank everyone who has played a part in making 2023-24 a successful year for St George Community. I look forward to what we will achieve together in the coming year.

Thank you for your continued support.

Elizabeth Weston

Chair, St George Community Transport

Leading with Dedication, Delivered Outcomes

Dear Members and Stakeholders,

As I prepare my last Annual Report for St George Community, I reflect on 6 years in my career working alongside an amazing group of people.

While I am very sad to say goodbye, I have been true to my belief that the role of the CEO in any organisation should be a 5-to-10-year commitment where we work towards a challenging strategic plan and set about making a difference which will benefit the clients and the team.

From Roberts Avenue to Pitt Street, we found ourselves in a new office suite which is accessible to our clients and staff.

In 2019 we became an NDIS Registered Provider under a suite of new certifications. This service has grown to earn more than \$1m in revenue per annum and is supported by two NDIS Coordinators and part time Administrators.

We introduced the BActive program to link our clients to activities that would improve their physical and mental health. Under a philosophy of "If you don't use it, you will lose it" we have promoted chair yoga, aqua aerobics, strengthening classes, gardening classes, and iPad classes, just to name a few.

Community Partners was founded as a collaboration between St George Community Transport, Home Modification Solutions and Kogarah Community Services. We have provided community events to inform people living in the St George area how they can access aged care services.

The Volunteer Home Visiting Program came about when listened to our team who were very concerned about our clients who were experiencing loneliness and isolation. Our Volunteers now provide companionship to a select group of clients for 1-2 hours per week.

We rebranded our organisation to trade under the business name, St George Community (SGC) recognising the area in which we work and the people we serve. This was a significant project with the rebranding of the vehicles, website, uniforms and all our marketing material. This has provided the organisation with a much-needed facelift.

In 2022 we delivered our first overnight trip to Mudgee with our faithful group of supporters. This was a big learning curve and established what is now a monthly, popular feature of our service, travelling to Canberra-Floriade, Hunter Valley, the South Coast, Katoomba, Southern Highlands, and Bathurst-Dubbo-Orange.

Last year we celebrated 40 years of service delivery which culminated in a magnificent event for over 120 people at St George Motorboat Club. Clients caught up with prior and current team members and we were very fortunate to hear from our local State member, Mark Coure and Georges River Council Mayor, Sam Elmir.

We endeavour to provide our team with the training they need to do their job well. We welcome their feedback along with feedback from our clients through the annual surveys we distribute.

Our fleet is changing with the introduction of a Toyota HiAce Commuter and an LDV to expand our mid-range vehicles. In 2025 we will be selling Nick Bus and updating three of our Toyota Camrys. As we continue to grow our private transport service, we will endeavour to source new vehicles to manage our costs and meet the needs of our clients.

I have been very fortunate to have worked with a dedicated, positive team comprising paid staff and volunteers.

My senior team are a talented group of people whose passion and commitment to their work is evident in their regular reporting, strong relationship with their own team members, regular communication with me, readiness to face any challenge and enthusiasm to try something new.

My drivers, carers and support workers have made me proud every day to be part of an organisation that shows such understanding and respect for our clients.

During COVID we worked side by side to deliver our services and so much more. When we were not delivering our usual services, my team were on the phones in the office checking in on our regular clients and those team members working from home.

In my first 3 months in both Roberts Avenue and Pitt Street the office was flooded but that did not stop service delivery.

This team continues to work hard no matter the trying circumstances. What more could a CEO ask for? Thank you

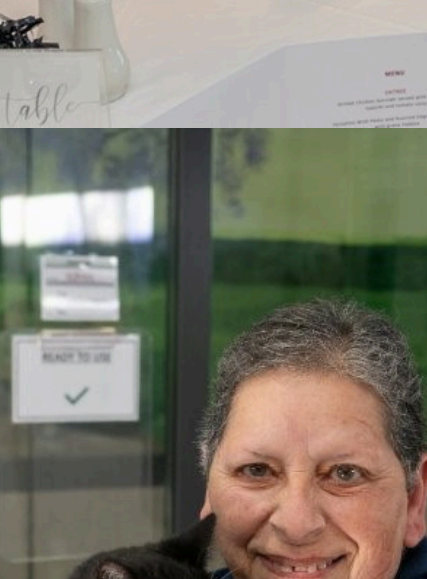
Carol Strachan

CEO (retired) St George Community

CAROL STRACHAN

20
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Introduction,

Fostering a Culture of Achievement

Introduction

Natasha is an experienced and visionary leader with a proven track record of driving business development.

With a passion for the Aged and disability sectors, Natasha is looking forward to leading our company to new heights with a focus on innovation, customer satisfaction, and operational excellence. Personally, Natasha is a mother of 6 children and brings with her a love of fashion and gardens. She has been a local in our community but now lives in the Sutherland Shire.

Background

Before joining our company, Natasha held key leadership roles at several prominent organisations within the Aged Care sector. She brings a wealth of knowledge and expertise in strategic planning, compliance, and team development.

Vision and Values

Natasha is committed to upholding the core values of our company, including integrity, collaboration, and a customer-centric approach. She is dedicated to fostering a culture of excellence and continuous improvement, driving the company towards achieving its long-term vision and goals as stated in our Strategic Plan 2024-2027.

Future Growth

Looking ahead, Natasha is focused on driving sustainable growth and expanding our market presence through strategic initiatives, innovative solutions, and a relentless commitment to delivering value to our customers and stakeholders.

Conclusion

Natasha is a dynamic and inspiring leader dedicated to steering our company to success through her unwavering dedication, strategic foresight, and passion for excellence. We are proud to have her at the helm, guiding us towards a prosperous future.



Celebrating Breakthroughs, Inspiring Progress

145

Team Members

78

Staff

58

Volunteers

8

Board Members

2,258

Active Transport Clients

34,088Individual Local
Transport Trips**5,699**

Out of Area Trips

19,386

Social Outing Trips

17,370NDIS One on One
Hours of Service**2,641**

Shopping Trips

1,038

Bingo Trips

996

BActive Trips

2,784

Overnight Outing Trips

Celebrate our team and the hard work that they do every day for the people we serve and other achievements that have propelled our organisation forward.

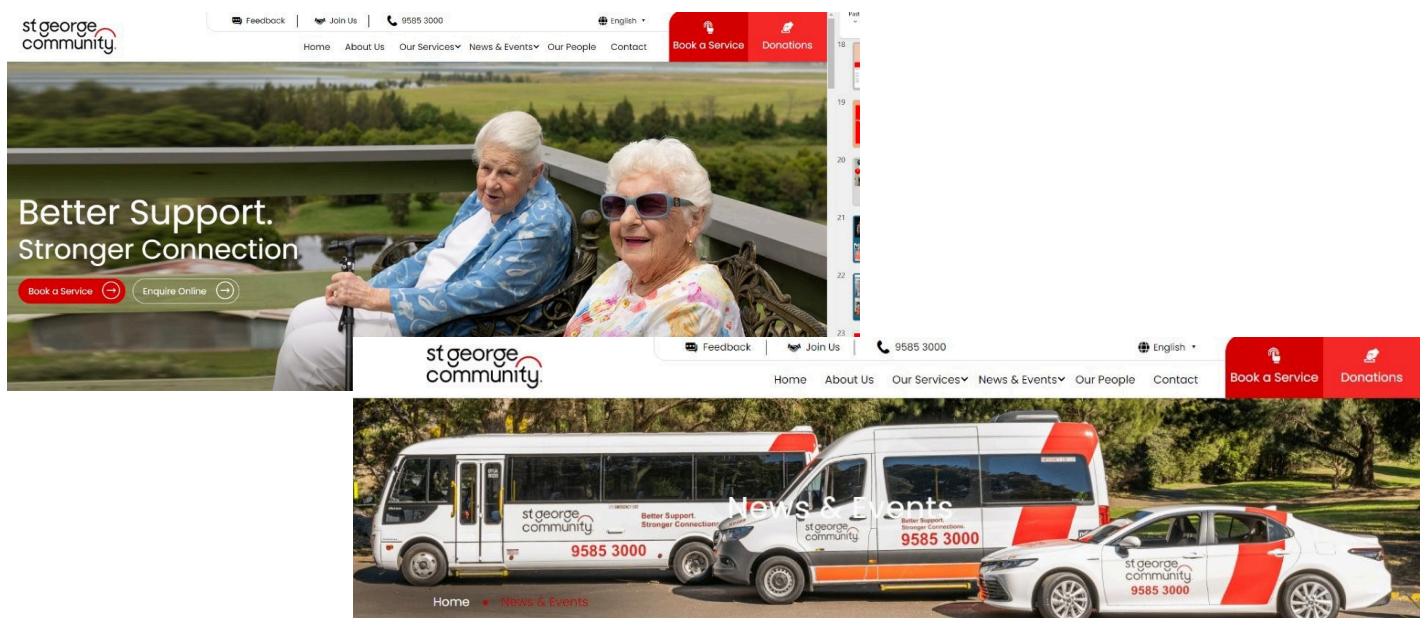
Website, Go Live!

We launched our website in July 2024 to reflect our new brand identity. The navigation has been streamlined to eliminate clutter, and we now offer bookings for all services: Individual Transport, Shopping and Bingo, Bus Hire, and Social Outings.

Our News and Events section includes our current and past newsletters, along with highlights from recent events, special celebrations, and updates about what's happening at St George Community.

We continue to invite clients to share their feedback through a link to an anonymous survey, and the 'Our People' section offers insights into the individuals behind our organisation.

Applying for available positions is straightforward, and we encourage our community members to support us by making a donation.



Upcoming Outings

Xmas in July 2 Bundanoon Hotel			Bus Cost	Event Cost
• Day: Thursday	• Date: 25/07/2024	• Time: Day	\$25	\$60

Our Services

I invite you to join me for a ride!



Individual Transport



Bus Hire



Shopping Trips



Bingo Service



Travelling with a



Our fleet



Transport

St George Community provides door to door individual transport to take our clients to and from their medical and personal appointments. A daily shopping bus is available, and our buses are available to hire.



Ability Support

For people with NDIS Plans, one on one services are available to assist you in your home or to assist you to access the community, employment, and social and recreational activities.



Health and Well-being

Choose from a wide variety of social outings on offer 5-6 days per week or a BActive program which will link you to activities in the community that will improve your physical and mental health. For our NDIS participants we have social outings with the Sunshine Group.



Support at Home

Our volunteers can visit our clients at home if they are experiencing feeling of isolation or loneliness.

Our Services

I invite you to join me for a ride!



Individual Transport



Bus Hire



Shopping Trips



Bingo Service



Travelling with a
Carer



Our fleet

Our Fleet

St George Community provides a well-maintained current fleet of 10 cars, 10 minibuses and 7 buses (22–24-seater). One of our key values and strategic goals is Safety which we apply to both clients and staff. We are always looking at modern technology, and equipment to improve the safety of our vehicles.

St George Community is accredited under NSW Point to Point legislation which means we have to comply with a strict set of safety standards which affects how we:

- ✓ Maintain and repair our vehicles
- ✓ Conduct annual safety checks
- ✓ Implement a Safety Management System
- ✓ Insure our vehicles
- ✓ Meet specific obligations when our vehicle is used to provide a wheelchair accessible service
- ✓ Provide professional, qualified drivers

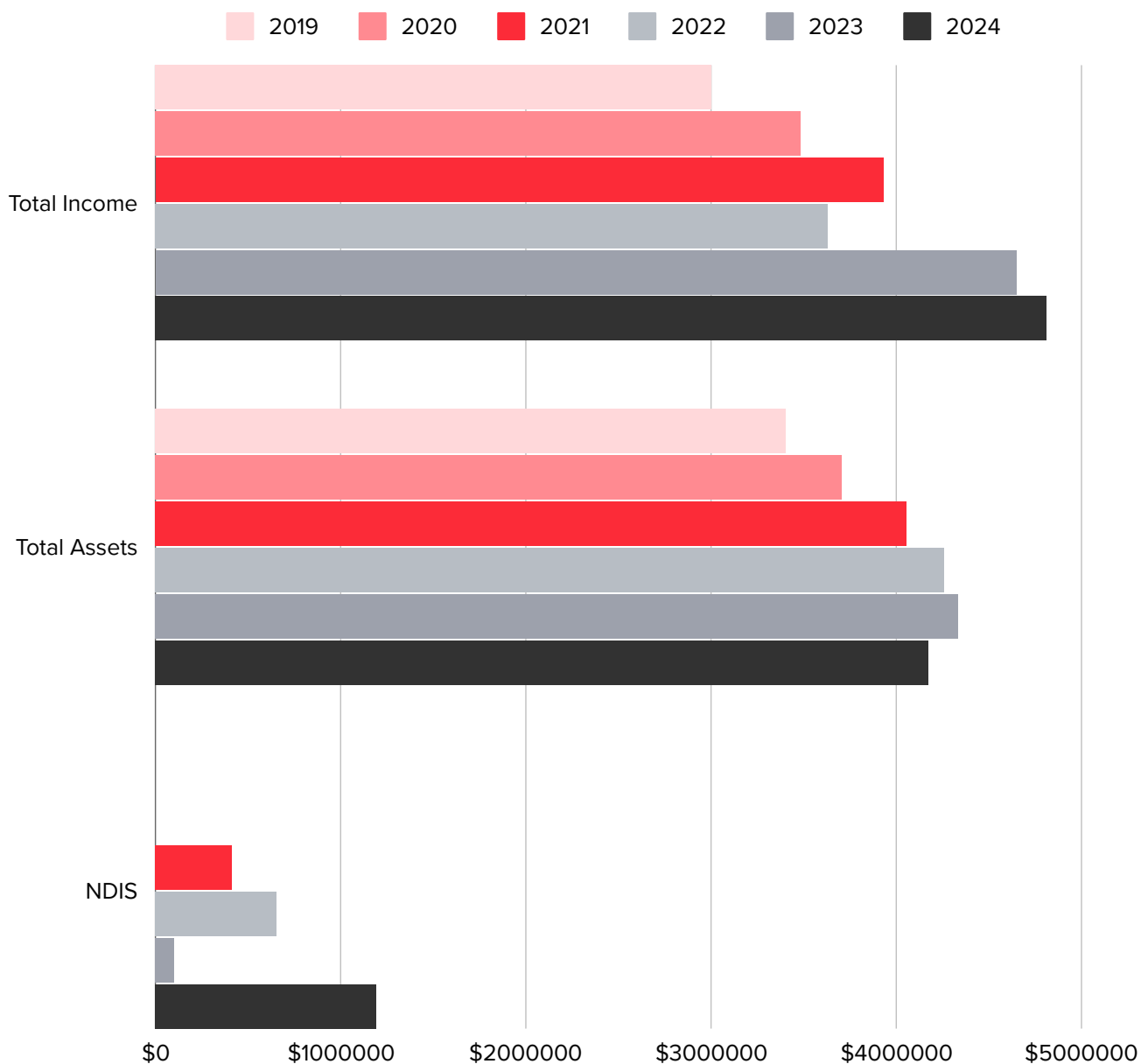


Solid Growth, Sustainable Prosperity

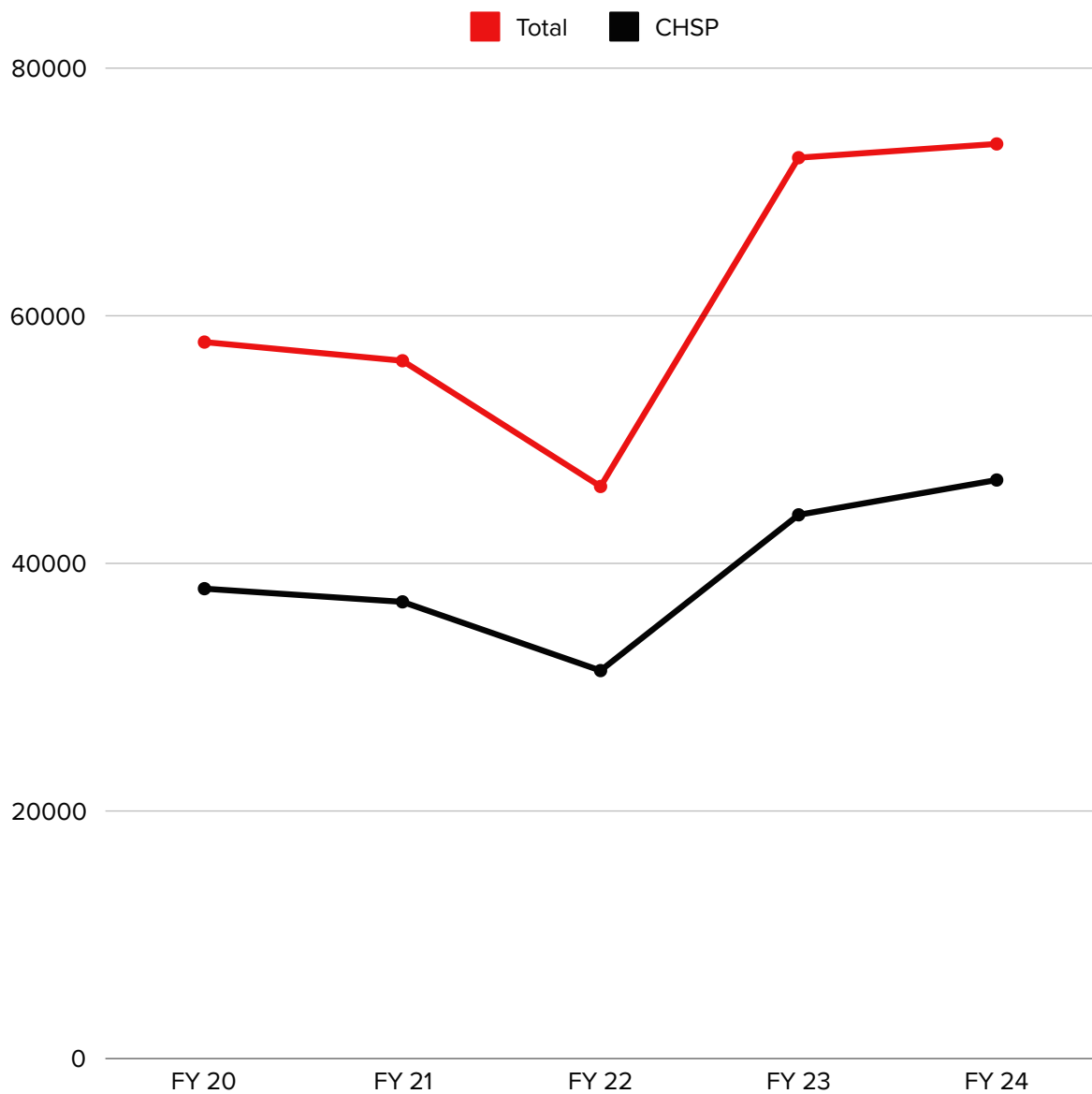


Delve into our financial performance, including revenue growth, profitability, and key financial metrics that demonstrate our strong fiscal health.

Revenue in Number, Year-Over-Year



Total Trips to 2024

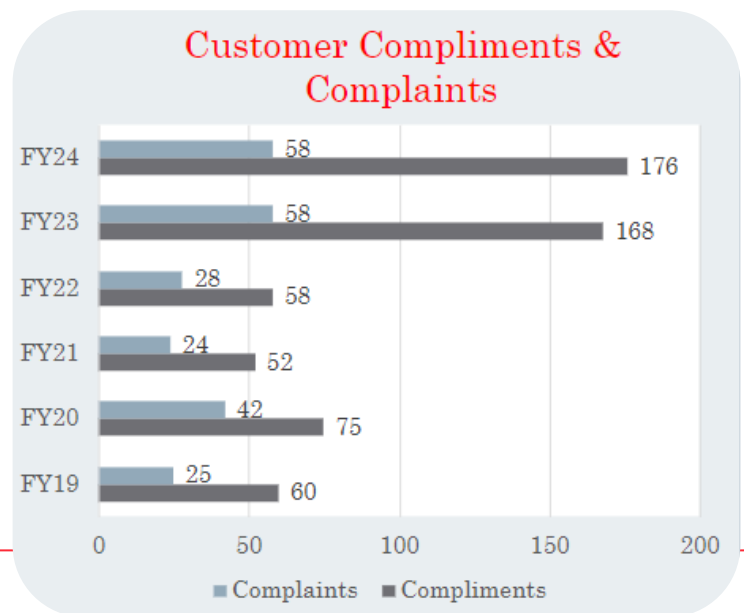


Empowering Clients, Driving Results



Hear from our valued clients as they share their success stories, highlighting how our services have made a positive impact on their lives.





“Drivers and carers have always shown kindness to those in their care.”

“A fabulous service that enables us to go on social outings and nights away safely.”

“All staff I have encountered have been friendly and professional. I am impressed with how many clients they know by name and greet as friends.”



“Very helpful to my mum.”

“I like to boast how lucky I can take these trips to place I have never been before or are too far for me to travel on my own. I enjoy talking to different ladies on the buses.”

“Could not manage without wonderful St George Community help-thank you.”

Gratitude, Collaboration, and Continued Success



On behalf of the incredibly dedicated team that comprises St George Community, we express our sincere appreciation to all stakeholders, including clients, partners, employees, and volunteers, for their unwavering support and dedication.

Natasha Stokes



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