

FAQs – Transport Service Price Adjustment

1. Why is St George Community increasing transport service prices?

As a not-for-profit organisation, we have kept our prices as low as possible, with minimal changes since 2012. However, due to rising operational costs - particularly in insurance, fuel, labour, and vehicle maintenance - it is no longer sustainable to continue providing high quality, reliable transport services without a price adjustment.

2. When will the new prices take effect?

The new prices will come into effect from **1 April 2025**.

3. How much will the price increase by?

The new pricing varies based on the type of service and travel distance. Please refer to the pricing table below:

Where	Travel Type	Price
Travel within St George area – Hurstville, Rockdale, Kogarah council areas, Roselands Shopping Centre / Lantern Club (for clients in adjoining suburbs only).	General IT	\$20
Travel to council areas – Sutherland Shire, Canterbury, Bankstown, Roselands, Botany Bay, Sydney Airport (International/Domestic drop-off only), Campsie-Canterbury Hospital, Padstow (excluding Beauty Point Resort).	Out of Area (1.5 hours)	\$35
Travel to the city one-way – RPA, Dental Hospital, Sydney Eye Hospital, St Vincent's, CBD, and POW Hospital.	Out of Area (2.0 hours)	\$50
Travel to the city return – RPA, Dental Hospital, Sydney Eye Hospital, St Vincent's, CBD, and POW Hospital.	Out of Area (2.0 hours)	\$75
Bingo Bus – Return or one-way	Bingo	\$10
BActive – Return or one-way	BActive	\$10
Social Outings Ordinary	Social Outings	\$20
Social Outings Long	Social Outings	\$25
St George Community Shopping Bus	Shopping	\$10
Travel for NDIS participants	Pricing arrangements for provision of supports for NDIS participants is subject to regulation by the National Disability Insurance Agency (NDIA) and is in line with the NDIS Pricing	

Where	Travel Type	Price
	Arrangements and Price Limits.	
Travel for Home Care Package clients	For Home Care Package clients, the pricing remains as per the schedule of supports and price guide as per the Third-Party Service Agreement brokered with all Home Care Package Service Providers.	

If you need further clarification, feel free to contact us on 9585 3000.

4. What if I cannot afford the new prices?

We understand that a price increase may impact some clients. If you are experiencing financial hardship, please reach out to our CEO, Natasha Stokes on 9585 3000, to discuss potential support options.

5. Will there be any changes to the service quality or availability?

No, our commitment to providing safe, reliable, and high-quality transport services remains unchanged. This price adjustment ensures that we can continue delivering the level of service you rely on.

6. Have transport prices increased before?

St George Community has maintained largely static prices since 2012. While operational costs have steadily risen over the years, we have absorbed many of these increases to keep services as affordable as possible. This adjustment is necessary to ensure long term sustainability.

7. Will there be future price increases?

We aim to keep our prices as stable as possible. However, as costs continue to rise, we will periodically review pricing to ensure we can continue operating sustainably while providing high quality transport services.

8. How do I book transport services with the new pricing?

Booking remains the same. You can book transport via our website www.stgct.org.au and click the red 'book a service' icon in the top right-hand corner of our homepage.

The new pricing will automatically apply for all trips scheduled from **1 April 2025** onwards.

9. Will NDIS participants and Home Care Package clients be affected?

The pricing arrangements for provision of supports for NDIS participants is subject to regulation by the National Disability Insurance Agency (NDIA) and is in line with the NDIS Pricing Arrangements and Price Limits.

For Home Care Package clients, the pricing remains as per the schedule of supports and price guide as per the Third-Party Service Agreement brokered with all Home Care Package Service Providers.

10. What if I have already booked travel for after 1 April before I knew about the price increase?

The new pricing will apply to all trips taking place from **1 April 2025** onwards, regardless of when the booking occurred. We understand this may be unexpected, and we appreciate your understanding as we implement these necessary changes. If you have any concerns, please contact our team on 9585 3000.

11. Who can I contact if I have more questions?

If you have any concerns or need more information, please reach out to our team on 9585 3000. We are happy to assist you.