

MONTHLY

st george
community.

October
2025

NEWSLETTER



e: AskUs@stgct.org.au p: 9585 3000

Better Support. Stronger Connections.

From the CEO:

The Heart of Community in Full Bloom

As the jacarandas begin to bloom once again, I find myself reflecting on my very first CEO message last October, where I wrote about the joy of these purple trees and the renewal they symbolise. One year later, I feel the same sense of renewal and gratitude - and I want to pause to thank each of you for what has been an incredible 12 months.

First and foremost, I want to thank our team. Every day you show up with care, dedication, and compassion. Whether you are answering phones,

To our clients - thank you. Without you, there would be no St George Community. You are the reason we exist, and your participation, feedback, and trust keep shaping our future. We are honoured to be part of your journeys, whether it's getting you to essential appointments, joining you on adventures, or simply making sure you feel connected and supported.

This month's newsletter is full of reminders of what makes our community strong:

Staying Safe Online: We are shining a spotlight on cyber safety with a double-page feature and two



driving buses, supporting clients on outings, or managing the behind-the-scenes work that keeps us moving, you make the difference. These latest client survey results (on page 3) are not just numbers. They are the voices of our clients affirming the respect, safety, and connection you bring into their lives.

special events on 16 and 21 October. We want you to feel safe not only on our buses, but also online.

Remembering Keith Ware: We pause to remember Keith, a long-time volunteer who gave so much of himself. His memory - and the memory of all those who have contributed - remains part of who we are.

Social Outings: From the Dingo Sanctuary at Bargo to Georges River Cruises and Sculpture by the Sea, our outings this month show how staying connected brings joy. And of course, it's jacaranda season again - we're making sure no one misses the beauty of those blooms.

Survey Results: Over 200 of you shared your voices with us. The message was clear: you value our drivers and carers, the safety and reliability of our services, the chance to reduce isolation, and the helpfulness of our office staff. These are the things we will continue to nurture and protect.

A lot has happened in 12 months - reforms, challenges, and changes, but what has not changed is the heart of this community. As I look out at the jacarandas now, I feel hopeful for the seasons ahead.

Thank you, to every staff member and every client, for being part of this journey with me.

Warm regards,
Natasha Stokes
CEO, St George Community



Honouring the Life & Service of Keith Ware (1943–2025)

Much-loved volunteer driver Thomas “Keith” Ware passed away on 14 August 2025 after a short battle with pancreatic cancer. He was 82.

A long-time Mortdale resident, Keith was part of the St George Community family for more than 12 years. He became a familiar face to clients and staff alike, known for his warmth, reliability and sharp Welsh humour. He was not only respected for his dedication, but deeply loved by his colleagues and the many clients whose lives he touched.



In 2018, Keith’s contribution was recognised with the **Mark Coure Senior Volunteer Achievement Award**. Even after stepping back from bus driving, he continued to help wherever he could - from car trips to special jobs that meant so much to clients.

Outside volunteering, Keith was passionate about cruising and enjoyed more than 20 trips around the world. Right up until his final year he was still planning new adventures at sea.

“Keith was one of a kind. His dedication and care touched so many, and his grumpy Welsh humour could make us laugh even on the hardest days,” said Natasha Stokes, CEO St George Community.

Close friend and fellow volunteer Bert Thompson added: **“Keith was a true gentleman with a great sense of humour. We became very good friends over the years... He was well liked by everyone, and I’ll miss him terribly.”**

Keith is survived by his daughter Sian, son Rhys, and three grandchildren. He will be remembered with great affection - not just for the years he gave, but for the heart he shared.



2025 CLIENT SATISFACTION SURVEY

WHAT YOU TOLD US!



More than **200** clients participated in the 2025 Survey

OVERALL SATISFACTION



96% of clients would recommend our services



Clients gave us an average satisfaction score of **4.8 out of 5**



Over 90% of clients rated our staff as Very Good or Excellent (incl, drivers, carers, and office staff)

☀ What Clients Value Most

💙 Friendly, Caring Drivers & Carers



Clients highlighted the **kindness, empathy, patience,** and consistent **“above and beyond” support** shown by our frontline team every day.

🕒 Reliability & Safety

On-time, trustworthy transport that gives clients the confidence to get where they need to go.

📞 Helpful Office Staff

- **94%** rated office friendliness/helpfulness as Very Good or Excellent
- **93%** rated office accuracy in bookings as Very Good or Excellent

💛 Social Connection & Companionship

In open comments, clients repeatedly mentioned **“friendship,” “connection,”** and **“not feeling isolated”** as the biggest benefit of our services.

Feedback Themes

✅ The Good Stuff



“Drivers are very friendly. No complaints.”



“Carers are wonderful, always helping with bags and walkers.”



“Office staff treat me wonderfully and make me feel I belong.”



“This service is a lifeline – safe, affordable and essential.”



Opportunities to Improve

Pick-ups & travel time – some clients felt pick-ups were too early or trips too long with multiple stops.

Comfort on longer trips – requests for better seating on all-day outings.

Affordability – clients want us to consider the extra costs (meals, coffee, entry fees) that make outings feel more expensive.

Communication – clients asked for clearer emails, including showing the organisation name as the sender. More hard-copy newsletters, and even name tags on outings to make socialising easier.

Staying Safe Online

SUPPORT, TIPS & TRUSTED RESOURCES



At St George Community, we love helping you stay connected – whether that's through transport, social outings, or a friendly chat on the phone. More recently, we've been using social media to share updates, celebrate special moments, and stay in touch with our clients and community online.

As more of us go online to keep in touch with family, manage banking, or enjoy social media, it's more important than ever to stay safe.

Unfortunately, scams and identity theft are on the rise and many older Australians are being targeted. That's why we've created this page: a place to find trusted resources, simple safety tips, and helpful links to support you and your loved ones online.



Common Scams to Watch Out For

- ⚠️ "Hi Mum" text scams – messages, claiming to be from a family member who has lost their phone and needs money
- ⚠️ Fake calls from Telstra, the ATO or MyGov demanding payment or personal information
- ⚠️ Prize or competition scams offering fake rewards
- ⚠️ Phishing emails - fake emails or texts that look like they're from a trusted organisation (like your bank or MyGov), but are really just trying to trick you into clicking a link or giving away personal details



***If something feels off, it probably is.
When in doubt, pause and check before
clicking, replying, or sending money.***



Tips for Staying Safe Online

- ❌ Never click on links in suspicious emails or texts
- ✅ Use strong passwords or passphrases (e.g. a string of 4 - 5 random words, mix upper and lower case letters together with numbers and special characters like **PurpleDogHouse99!**)
- ❌ Don't share your personal or banking information online
- ✅ Enjoy social media, but avoid posting things like your address, birthdate, or photos of new ID cards or tickets
- ✅ Talk to someone you trust if you're unsure and don't feel ashamed if you've been caught out. You're not alone.



Safe Online Shopping Tips

Shopping online can be convenient, especially for things like gifts, groceries, or hard-to-find items. But it's important to shop smart and stay secure. Here are some simple tips to follow:



Before you buy, take a moment to double-check the seller and payment method - it could save you money and stress.



Look for "https" in the web address (the "s" means secure)



Only buy from websites you know and trust – stick to familiar stores or well-known brands



Avoid deals that seem too good to be true – they usually are



Don't shop using public Wi-Fi – use your home connection where possible



Use a credit card or PayPal, they offer built-in fraud protection



Avoid direct bank transfers – if something goes wrong, your money is usually gone for good, and it's almost impossible to get it back



Be cautious with ads on social media, not every promoted product is from a real business



Learn More online

For more online safety tips, scam awareness information, and links to trusted websites, visit www.stgct.org.au/stay-safe-online.

Need help? Call our team on 9585 3000 - we're here to help you stay safe online.



2 HOURS SHOPPING TIME ALLOCATED

**Max 4
bags per
person.
Max 16kg
in total**

October Shopping Bus

	Green Area	Yellow Area	Blue Area	Pink Area
Which area are you in?	<ul style="list-style-type: none"> Beverly Hills Kingsgrove Lugarno Mortdale Narwee Padstow Heights Peakhurst Riverwood 	<ul style="list-style-type: none"> Blakehurst Connells Point Hurstville Grove Kyle Bay Oatley Penshurst South Hurstville 	<ul style="list-style-type: none"> Allawah Arncliffe Banksia Bardwell Park Bardwell Valley Bexley Bexley North Carlton Hurstville Turrella 	<ul style="list-style-type: none"> Brighton-Le-Sands Carss Park Kogarah Monterey Ramsgate Rockdale Sandringham Sans Souci
Roselands Shopping Centre	FRI 10, 24 MON 13, 27 <i>Pickups from 10:00 am</i>	FRI 10, 24 MON 13, 27 <i>Pickups from 8:30 am</i>	MON 13, 27 <i>Pickups from 10:00 am</i>	MON 13, 27 <i>Pickups from 10:00 am</i>
Rockdale Plaza	MON 20 <i>Pickups from 10:00 am</i>	MON 20 <i>Pickups from 10:00 am</i>	MON 20 FRI 3, 17, 31 <i>Pickups from 8:30 am</i>	MON 20 FRI 3, 17, 31 <i>Pickups from 10:00 am</i>
Southgate Sylvania	TUE 7, 21 WED 1, 15, 29 <i>Pickups from 10:00 am</i>	TUE 7, 21 WED 1, 15, 29 <i>Pickups from 10:00 am</i>	TUE 14, 28 WED 8, 22 <i>Pickups from 10:00 am</i>	TUE 14, 28 WED 8, 22 <i>Pickups from 10:00 am</i>
Westfield Miranda	THUR 2, 9, 16, 23, 30 <i>Pickups from 10:00 am</i>	THUR 2, 9, 16, 23, 30 <i>Pickups from 10:00 am</i>	THUR 2, 9, 16, 23, 30 <i>Pickups from 10:00 am</i>	THUR 2, 9, 16, 23, 30 <i>Pickups from 10:00 am</i>

Pickup time varies depending on passenger numbers. Thank you for your patience.

\$10
TRANSPORT

Transport costs will be calculated individually for non-funded clients

BActive

Live Longer. Live Stronger

HOW TO BOOK:

- 1 Contact instructors directly to book in your class
- 2 Call reception on 9585 3000 to arrange your \$10 transport with us



STEADY STABLE & ABLE

Wednesday 11.30am to 12.30pm - Oatley Uniting Church Hall

Tuesday 9.30am to 10.30am - Bexley Congregational Church

Friday 10.30am - 11.30am & 11.45am - 12.45pm - 3Bridges Youth Centre, Penshurst Park

School terms only.



Kate
0421 902 520
katedemayo@gmail.com



ZUMBA GOLD

Tuesday 12.00pm to 1.00pm - Oatley Uniting Church Hall

Wednesday 10.15am to 11.15am - Oatley Uniting Church Hall

\$10 per Class



Kate
0421 902 520
katedemayo@gmail.com



SEATED & STRONG

Tuesday 10.30am to 11.30am - Bexley Congregational Church

School terms only. \$10 per Class



Kate
0421 902 520
katedemayo@gmail.com



AQUA AEROBICS

Tuesday 10.30am (limited places) - IRT Peakhurst

\$15 per class or 10-class pass for \$130



Cassie
0435 079 680
cmaquafit@gmail.com



SENIORS DANCE FITNESS CLASS

Tuesday 12.00pm to 1.00pm - St George Maso's Club

*\$7 per class *first class is free*



Tracie
0419 999 650
tracie@dancefitsydney.com.au



Lost & Found

From cosy coats and forgotten jumpers to umbrellas, bags, cushions, sun hats, gloves, jackets - and all manner of interesting things - our lost property collection is growing fast!

If you think you've left something behind, just give us a call on **9585 3000** with a quick description. We'll have it ready for collection at our office, or we can bring it along on your next trip. (Otherwise, Brad might just start a market stall! 😊)

SGC Social Outings



Booking Options

- **Online:** Visit stgct.org.au, click 'BOOK A SERVICE', select 'Social Outings', and submit your details.
- **Phone:** Call 9585 3000 and press '2' for Social Outings.
- **Email:** Send your booking to harvey@stgct.org.au and await a response.

Payments

- **Bus fares:** Pay on the day via cash, EFTPOS, or monthly invoice.
- **Event fees:** Pay on the day unless prepayment is requested (via phone with VISA/Mastercard or EFT: St George Community Transport BSB 062 206 and A/C 1038 4093).
- **Food & Drink:** Bring money for meals.

Cancellations

- Call 9585 3000 by 10am the day before to cancel your booking. You can leave a message outside office hours.

Social Outings Reminder Calls

You'll get two automated calls:

- 1st call: Courtesy reminder 2 days before, around 10:30am.
 - 2nd call: Your pickup time the day before, around 4:00pm.
- You can follow the prompts at the end of the message to confirm or cancel. For questions, call 9585 3000.



Play Bingo and have a bite to eat with your friends

WEDNESDAY	South Hurstville RSL	Drop-off 9.45 am
THURSDAY	St George Leagues Club	Drop-off 10.15 am
FRIDAY	Bexley RSL	Drop-off 10.45 am
FRIDAY	Oatley RSL	Drop-off 10.45 am

Return Pickup time is 1pm for ALL of the above

Pickup may start from 1 to 1.5 hour before drop-off time.

Transport: \$10 or \$15(couple) Return.
Call the office on 9585 3000 to book.

October Social Outings Calendar

Wednesday 1 October

Duelling Pianos: Jazz Duets, Beauty Point

Step back into the Roaring Twenties with a toe-tapping afternoon of jazz duets, musical one-upmanship and vintage flair! Robbie Mann and Bradley Newman bring the energy of a classic rent party showdown to Beauty Point in this fun-filled concert of duelling pianos and lively solos.

\$20 Bus

\$10 Entry



Thursday 2 October (Also on Fri 10/10/25)

Port Hacking Morning tea Cruise 1

All aboard for a three-hour cruise along the picturesque Georges River. Guests will enjoy morning tea as we tour the river. Sightseers can bring their own or purchase further drinks from the bar. A sunny day is not guaranteed - blame Harvey, not Brad! Lunch afterwards.

\$20 Bus

**\$30 Cruise (inc. morning tea)
Prepay by Fri 19/9/25**



Friday 3 October

Dingo Sanctuary, Bargo

Visit the recently reopened Dingo Sanctuary in Bargo and enjoy a peaceful day among native gardens and open bushland. Walk the new level pathways, meet a dingo, and learn some fascinating facts. A unique and educational outing in a beautiful setting.

\$25 Bus

\$10 Entry



Tuesday 7 October (Also on Wed 29/10/25)

Jacaranda drive & Callan Park 1

It's jacaranda season! Join us for a stunning drive through Callan Park's iconic purple-lined streets, followed by a peaceful stroll through the historic grounds of Callan Park. Hopefully trees will be in full bloom and cameras at the ready, this is the perfect spring outing to soak up the colour and charm. Morning tea and lunch.

\$20 Bus



Social Outings

Wednesday 8 October

Aged & Disability Expo

Discover the latest in services, support, and products at this major event for older people and those living with disability. With over 200 exhibitors, free workshops, and interactive displays, it's a great day out and a chance to explore what's available.

\$20 Bus



— OR —

Wednesday 8 October

Simply Lunch: Kingsgrove RSL

Enjoy a relaxed and affordable lunch with friends at the welcoming Kingsgrove RSL. Good food, great company, and a laid-back local vibe - what more could you ask for?

\$20 Bus



Thursday 9 October

Oran Park Explore & Oran Park Hotel

Explore the growing suburb of Oran Park, followed by lunch at the impressive new Oran Park Hotel. Spanning three levels with multiple dining options, this vibrant venue features a modern bistro, pizzeria, and rooftop bar. A fresh and flavourful outing in the heart of Sydney's southwest.

\$20 Bus



Friday 10 October (Also on Thur 2/10/25)

Port Hacking Cruise 2

All aboard for a three-hour cruise along the picturesque Georges River. Guests will enjoy morning tea as we tour the river. Sightseers can bring their own or purchase further drinks from the bar. A sunny day is not guaranteed - blame Harvey, not Brad! Lunch afterwards.

\$20 Bus **\$30 Cruise (inc. morning tea)**
Prepay by Fri 26/9/25



Social Outings

Monday 13 October

Online & Mobile Phone Safety for Seniors at a local club 1

Learn how to stay safe online and protect yourself from scams in this friendly session led by Michelle from the St George Community team. We'll cover mobile phone tips, online safety, and where to find help. Afterwards, enjoy a relaxed lunch with fellow attendees.

\$10 Bus (special fare)



Tuesday 14 October

The Swell Sisters: Bryan Brown Theatre Bankstown

Be swept away by the retro harmonies of The Swell Sisters, a sensational vocal trio celebrating the golden era of swing and soul. Performing at the Bryan Brown Theatre in Bankstown, this toe-tapping show promises fabulous costumes, powerhouse vocals, and classic hits you'll know and love.

\$20 Bus

\$20 Tickets



Wednesday 15 October

Mussett Holdings Farm, Colo Vale

Experience life on a working chemical-free farm. Taste raw honey, explore the market garden, help pack and label eggs, and meet the chickens, goats, cows and Maremma dogs. This 90-minute hands-on visit is tailored to each group. Please note there are no toilet facilities on site.

\$25 Bus

\$25 Entry



Thursday 16 October (Also on Fri 24/10)

Michelangelo's Sistine Chapel: The Exhibition, Sydney Olympic Park 1

We encourage you to download the **SEE's Michelangelo's Sistine** app ahead of time. It is available on the Apple App Store and Google Play. **Please bring your own headphones** as they will not be provided on-site. Audio must be listened to through headphones and not played aloud on speaker. Call us for more information.

\$20 Bus

\$28 Prepay by Fri 3/10/25



Social Outings

Friday 17 October

Simply Lunch: Pronto Sylvania

Requested by a client to go again! Pronto Sylvania serves a delicious mix of Italian and Balkan flavours in a relaxed local setting. The menu ranges from \$18 to \$30. It's a lovely spot for lunch, great conversation and warm hospitality, all just a short drive away.

\$20 Bus



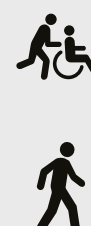
— OR —

Friday 17 October

Innovations Showroom

It seems everyone wants a piece of Innovations! Discover clever gadgets, gifts, and homewares at this popular showroom and don't forget to check the discount bins before we leave. After browsing, we'll enjoy a relaxing lunch nearby. Please note this outing is limited to 20 participants per day.

\$20 Bus



Monday 20 October (Also on Mon 27/10/25)

Western Sydney International Airport Experience Centre 1

Step inside the future of air travel at the Western Sydney Airport Experience Centre. Explore interactive displays, visit the control room, and see how this major project will shape Western Sydney. A fascinating and immersive outing, followed by lunch with the group.

\$20 Bus

Free



Tuesday 21 October

Wunderlich Lane, Redfern

Discover the new Wunderlich Lane, a unique heritage laneway in the heart of Redfern, where industrial history meets contemporary design. With restored facades, striking architecture and charming laneway cafés and restaurants, this urban stroll offers a fascinating glimpse into Sydney's past and present. Lunch is here.

\$20 Bus



Social Outings

Wednesday 22 October

Online & Mobile Phone Safety for Seniors at a local club 2

Another friendly and informative session covers essential tips for staying safe online and using your mobile phone with confidence. Presented by Michelle from the St George Community team. Learn how to avoid scams, protect your personal information and get help when you need it.

\$10 Bus (special fare)



Thursday 23 October

Mystery Outing

Today's the day for a magical mystery tour. What's the weather doing? Should we head north, south, east or west? There's only one way to find out. Hop on board, enjoy the ride, and let the adventure begin!

\$20 Bus



All clients are welcome to join

Friday 24 October (Also on Thur 16/10/25)

Michelangelo's Sistine Chapel: The Exhibition, Sydney Olympic Park 2

We encourage you to download the **SEE's Michelangelo's Sistine** app ahead of time. It is available on the Apple App Store and Google Play. **Please bring your own headphones** as they will not be provided on-site. Audio must be listened to through headphones and not played aloud on speaker. Call us for more information.

\$20 Bus

\$28 Prepay by Fri 10/10/25



Monday 27 October (Also on Mon 20/10/25)

Western Sydney International Airport Experience Centre 2

Step inside the future of air travel at the Western Sydney Airport Experience Centre. Explore interactive displays, visit the control room, and see how this major project will shape Western Sydney. A fascinating and immersive outing, followed by lunch with the group.

\$20 Bus

Free



Social Outings

Tuesday 28 October (Also on Thur 30/10/25)

Sculpture by the Sea at Mark's Park Tamarama 1

Enjoy a relaxed walk around Mark's Park in Tamarama during Sculpture by the Sea, where dozens of artworks are set against a stunning coastal backdrop. With beautiful views, accessible paths, nearby facilities and a lovely lunch to follow, this outing offers art, fresh air and good company.

\$20 Bus



Wednesday 29 October (Also on Tue 7/10/25)

Jacaranda drive & Callan Park 2

It's jacaranda season! Join us for a stunning drive through Callan Park's iconic purple-lined streets, followed by a peaceful stroll through the historic grounds of Callan Park. Hopefully trees will be in full bloom and cameras at the ready, this is the perfect spring outing to soak up the colour and charm. Morning tea and lunch.

\$20 Bus



Thursday 30 October (Also on Tue 28/10/25)

Sculpture by the Sea at Mark's Park Tamarama 2

Take in world-class art and breathtaking coastal views at Sculpture by the Sea. We'll explore the installations at Mark's Park, offering a gentler walk with nearby facilities, then enjoy lunch together. A great way to combine creativity, fresh air and conversation in a stunning seaside setting.

\$20 Bus



Friday 31 October

Naval Historical Society of Australia: EAST of the Harbour Bridge

Step inside the Naval Historical Society of Australia for a fascinating glimpse into our maritime past. Located east of the Harbour Bridge, this visit includes guided insights into naval heritage, rare memorabilia and historic buildings. A must for history lovers, with lunch to follow in a scenic waterside spot. Last time to be offered.

\$20 Bus

\$80 Prepay by Fri 17/10/25





OVERNIGHT TRIPS 2025

Available to CHSP (Commonwealth Home Support Program) clients only

**TUESDAY 21 - THURSDAY 23
OCTOBER 2025**

Classic Central Coast

3 DAY 2 NIGHT TRIP

- ✓ Breathe in the fresh coastal air and join us for a relaxed getaway to the beautiful Central Coast.
- ✓ Enjoy gentle walks, beaches and National Parks, hearty pub and club lunches, plus plenty of time to unwind with friends.



Call 9585 3000

Christmas Lights Hunter Valley

3 DAY 2 NIGHT TRIP

**TUESDAY 11 - THURSDAY 13
NOVEMBER 2025**

- ✓ Staying at the elegant Mercure Hotel; offering local character and modern comfort.

- Trips will only proceed once minimum numbers are reached. Once confirmed, we'll provide a full itinerary, final cost, and ask you to confirm your attendance.

Social Outing Key



Stairs involved



Wheelchair friendly



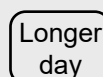
No walker access



Uneven ground or gravel paths



Own carer or Motorised required



Longer day



Some walking



No wheelchair access



Opal Card

Always bring money for food and drink.

If any of our outing venues cancel, an alternative will be organised.

Social Outings & Overnight Trips Recap



Overnights - Southern Highlands



Overnights - Southern Highlands



Overnights - Southern Highlands



**Better Support.
Stronger Connections.**

**st george
community.**

Phone

02 9585 3000

Address

1/29-33 Pitt Street
Mortdale NSW 2223

Website

www.stgct.org.au

Connect with us

