MONTHLY

st george community.

September 2025

NEWSLETTER

(O) **f**

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

Better Support. Stronger Connections.

From the CEO:

A New Chapter in Staying Connected

Hello and welcome to our **Spring edition** of the newsletter! As the days get longer and the weather gets warmer, there's a renewed sense of energy and optimism in the air. It's the perfect time to step outside, reconnect, and make the most of this beautiful season with the support of our wonderful St George Community crew. Whether it's a scenic trip, a social outing, or a simple ride to the shops, our team is here to help you enjoy the best that this season has to offer.

But here at St George Community, we believe this transition doesn't have to mean giving up freedom - just finding new ways to enjoy it.

Community transport offers exactly that. It's a bridge between safety and autonomy. It's about staying active, connected, and involved - your way, with our support.

This month's newsletter features our onboarding and service delivery team - Sandeep, Angie, and Razia - who are right there at the beginning of your journey with us. They help new clients get comfortable, ask questions, and feel confident using our service.



As the song goes, "To everything there is a season..." and for many older adults, one of the more emotional seasons comes with the decision to stop driving. It's a major life transition, both practical and deeply personal. It represents more than just the end of driving; it often feels like the loss of independence, spontaneity, and choice. It's a topic gaining more attention in the media, and it's one we see playing out every day in our community.

With spring now in the air, there's no better time to get out and about. We still have a few spots available on our overnight trip to Canberra for the Floriade Festival, and three upcoming day trips to the Bowral Tulip Festival - a perennial favourite. We're also hosting harbour cruises, and spring picnic and info session in partnership with the Oatley Flora & Fauna Society. We will also be at the Lugarno Lions Community Fair on Sunday 15 September.

Come and say hello, play a round of Rummikub, or learn more about our volunteer visiting program - and bring a friend!

Recently, I received a heartfelt phone call from one of our long-standing clients - a woman who's been travelling with us for over a decade. She didn't call to book a trip, or to raise a concern. She called simply to share her admiration for our drivers and carers. She spoke about the care shown in even the smallest gestures - a warm greeting, a steady hand, a shared laugh on the way home. She told me, "They make me feel like I still matter." And I couldn't agree more.

I want to take this moment to give a huge shout-out to our entire St George Community team. The work they do every single day is extraordinary. They are the quiet champions behind every safe trip, every timely appointment, every moment of connection. I'm incredibly proud of the way our team serves this community, with patience, precision, and so much heart.

Behind the scenes, every journey is carefully planned. We take into account, timing, safety,

mobility needs, and fairness to all. That means sometimes, you might not be the first to get on or off the bus. Please know there's good reason for that, even if it's not immediately obvious. What helps most is your continued respect, patience, and appreciation. Our staff are doing their best for everyone on board, and a friendly word goes a long way. Let's keep that spirit of kindness and gratitude at the heart of every trip. It's that very spirit - from our team and from you, our clients - that makes it possible for everyone to get out and about, enjoy the warmth of the new season, and stay connected to the people and places that matter most.

Lastly, we value your feedback - it helps us improve and evolve. Our **Client Satisfaction Survey** is open now. You can complete it online via the QR code or ask your driver for a paper copy. It's quick, confidential, and incredibly valuable to us.

Here's to new beginnings, blooming friendships, and the journeys ahead.

Warmly, **Natasha Stokes**CEO, St George Community



We Value Your FEEDBACK!

Every year, St George Community invites our valued clients to complete a **short satisfaction survey**. It only takes a few minutes, and your feedback helps us **improve and evolve** our services to better meet your needs.

Your responses are **confidential**, and your voice **truly matters**.

Please scan the QR code to get started* - thank you!



*Paper copies of the survey are available on request, though we encourage you to complete it digitally where possible.

Behind the First Call

MEET OUR ONBOARDING & CLIENT SUPPORT TEAM





Clients come to St George Community for many different reasons - a referral from a hospital or GP, a friend's recommendation, or simply after seeing one of our vehicles in the community. But no matter how the connection begins, most journeys start with a phone call.

That first call is often the beginning of something meaningful - a conversation that opens the door to new support, social connection, and greater independence. At the heart of that experience is our dedicated onboarding and client support team: Sandeep, Razia and Angie.

Together, they manage new referrals, coordinate services, and guide clients through the first steps of accessing aged care or NDIS support. With more than 35 years of combined experience, their approach is always person-centred: listen first, offer clear information, and treat everyone as an individual.

★ Sandeep - NDIS Team Leader

Sandeep leads our NDIS services with insight, warmth and a deep understanding of how to support people with disability to live independently and on their own terms.

With more than 15 years in the disability sector, he helps clients understand their goals, navigate their funding, and access the right mix of supports that St George Community can offer - whether that's one-on-one assistance, transport to medical appointments, or community participation.



"It's not just about achieving goals," he said. "It's about helping people live the life they want - with choice, dignity, and the right support behind them."

Sandeep works closely with Angie and Razia to coordinate service agreements and ensure funding arrangements are in place. He also conducts risk assessments, visits new clients to build relationships and clarify their needs. He is a strong advocate for participant safety and wellbeing particularly for clients with complex needs or communication barriers.

Razia – Service Delivery Officer

With more than 11 years at St George Community, Razia brings a wealth of experience. She manages client registrations and updates, supports funding transitions, and helps ensure services are correctly invoiced and recorded.

Much of her work centres around My Aged Care - the Australian Government's central platform for aged care referrals and support for people aged 65 and over. Razia handles incoming referrals from the portal, contacts new clients, confirms their details, and ensures all records are accurate and up to date.



A key part of her role is updating client information as their needs change - for example, noting when someone begins using a walking aid or may need more time to access a vehicle. These small adjustments ensure every client receives the right support in the safest and most efficient way.

She also tracks where each client's funding comes from and coordinates accordingly. That means services are correctly coded, billed, and attributed to the right program.

Razia is also a key point of contact for families and carers who may be trying to make sense of a new aged care plan or service option.

"Our clients aren't just names on a list," she said. "We take the time to build rapport and make sure they feel confident and comfortable calling us when they need help."

It's detail-heavy work, but essential. By making sure funding sources are clear and services are billed correctly, Razia plays a critical role in maintaining the financial sustainability of the services we provide.

"We can only deliver these services if we cover our costs," she explained. "Every entry matters, because every dollar helps keep the wheels turning for the community."

M Angie – Service Delivery Officer & NDIS Admin Support

Angie works across both aged care and NDIS services, bringing versatility, calm efficiency and compassion to every part of her role. Like Razia, she handles My Aged Care referrals, updates client records, coordinates bookings, and ensures that each client is set up with the correct funding source.

"Our systems need to be accurate so we can deliver the right support and keep our services running sustainably," she explained.

Angie also plays a key role in preparing NDIS service agreements, following up on client plan details, generating quotes, and assisting Sandeep in managing the administrative side of participant onboarding. She often joins Sandeep on in-person home visits, especially when meeting new NDIS clients, helping to build rapport and ensure a warm, supportive introduction to our services.

She's especially good at identifying when a client might be unsure, overwhelmed, or not ready to fully engage and is able to gently guide them through the next step.



"Even if someone isn't eligible for our services, I'll always try to help," said Angie.

"That might be pointing them to another provider, sharing helpful information, or just taking the time to listen. No one should feel dismissed."

Angie started at St George Community as a carer 10 years ago, so she understands how admin and systems translate into real-life impact. Whether it's noting a new mobility need or explaining a service over the phone, she brings empathy, patience and attention to detail to every interaction.

Her goal is to make things easier for clients - especially those navigating complex systems or who have had trouble getting help elsewhere.

A Team You Can Trust

While their roles may be behind the scenes, the impact Sandeep, Razia and Angie make is front and centre for the clients and families they support.

Every phone call, registration, or service agreement is approached with care - not just as an administrative task, but as an opportunity to offer clarity, connection and confidence.

Whether it's ensuring the right funding is applied, supporting someone with mobility needs, or simply making sure a client understands what to expect, this team works together with one goal in mind: to make every person feel heard, valued, and supported.

And when they're not coordinating services:

- Sandeep is catching up on EPL football highlights or watching cricket. He also loves cooking traditional Nepalese food for family and friends.
- Razia is exploring new restaurants, painting with watercolours and going on bushwalks.
- Angie enjoys bushwalking, especially in Australia's lush rainforests. She is a keen traveller, and in her downtime enjoys reading, creative writing, and spending time with family.

As a team their knowledge runs deep - but it's their kindness and people-first approach that truly set them apart.









2 HOURS SHOPPING TIME ALLOCATED Max 4				
September Shopping Bus bags per person. Max 16kg in total				
st george community.	Green Area	Yellow Area	Blue Area	Pink Area
Which area are you in?	 Beverly Hills Kingsgrove Lugarno Mortdale Narwee Padstow Heights Peakhurst Riverwood 	 Blakehurst Connells Point Hurstville Grove Kyle Bay Oatley Penshurst South Hurstville 	Bardwell Valley Bexley Bexley North Carlton	 Brighton-Le-Sands Carss Park Kogarah Monterey Ramsgate Rockdale Sandringham Sans Souci
Roselands Shopping Centre	FRI 12, 26 MON 1, 15, 29 Pickups from 10:00 am	FRI 12, 26 MON 1, 15, 29 Pickups from 8:30 am	MON 1, 15, 29 Pickups from 10:00 am	MON 1, 15, 29 Pickups from 10:00 am
Rockdale Plaza	MON 8, 22 Pickups from 10:00 am	MON 8, 22 Pickups from 10:00 am	MON 8, 22 FRI 5, 19 Pickups from 8:30 am	MON 8, 22 FRI 5, 19 Pickups from 10:00 am
Southgate Sylvania	TUE 9, 23 WED 3, 17 Pickups from 10:00 am	TUE 9, 23 WED 3, 17 Pickups from 10:00 am	TUE 2, 16, 30 WED 10, 24 Pickups from 10:00 am	TUE 2, 16, 30 WED 10, 24 Pickups from 10:00 am
Westfield Miranda	THUR 4, 11, 18, 25 Pickups from 10:00 am e varies depending o	THUR 4, 11, 18, 25 Pickups from 10:00 am		

BActive

Live Longer. Live Stronger
Remember to keep hydrated, eat well and exercise regularly.



Contact instructors directly to book in your class, then call Shannon or Tracey on 9585 3000 to book your \$10 transport with us

Please note for non-funded clients, transport costs will be calculated individually.

STEADY STABLE & ABLE



Oatley Uniting Church Hall Wednesday 11.30am to 12.30pm

Bexley Congregational Church Tuesday 9.30am to 10.30am

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

ZUMBA GOLD



Oatley Uniting Church Hall Tuesday 12.00pm to 1.00pm Wednesday 10.15am to 11.15am

School terms; call Kate to check dates. \$10 per Class

SEATED & STRONG



Bexley Congregational Church Tuesday 10.30am to 11.30am

School terms; call Kate to check dates. \$10 per class

Kate - 0421 902 520 / katedemayo@gmail.com

AQUA AEROBICS



IRT Peakhurst
Tuesday 10.30am (limited places)
\$15 per class or 10-class pass for
\$130

Cassie 0435 079 680 / cmaquafit@gmail.com

ACTIVE AGEING FITNESS GROUP



Oatley Community Hall Monday 9.30am to 10.15am

PJ Ferry Reserve Community Hall, Allawah Tuesday 10.00am to 10.45am \$10 per class. 10-week term

TAI CHI QIGONG GROUP



Oatley Community Hall Monday 10.20am to 11.00am

PJ Ferry Reserve Community Hall, Allawah Tuesday 10.50am to 11.30am \$15 per class or join 10-week term classes for \$100

SENIORS DANCE FITNESS CLASS



St George Maso's Club Tuesday 12.00pm to 1.00pm Classes run school terms \$7 per class *1st class is free

Tracie 0419 999 650 / tracie@dancefitsydney.com.au

Coralie - 0415 065 800 / coralie@fitnessnow.com.au

SGC Social Outings





- 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.
- If an outing is cancelled, we'll organise an alternative.

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.

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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.

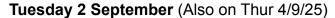
September Social Outings Calendar

Monday 1 September

Flower Power and Whole Farms Market Milperra

Get everything you need for your garden and more! Explore the indoor and outdoor nursery, landscape centre, gift shop, Frankie's Food Factory, PETstock, and Wholefarms Market. Something for everyone. Don't forget to bring your shopping bags! And somewhere lovely for lunch, of course.

\$20 Bus Shopping time approx 2hrs



Sydney Harbour Deluxe Buffet Lunch Cruise 1 (1.5hrs)

Set sail on a 1.5-hour deluxe <u>buffet lunch</u> cruise aboard a stylish catamaran. Enjoy waiter service, and breathtaking views of the Opera House and Harbour Bridge. A relaxing way to dine and see the sights.

\$79 Cruise

\$20 Bus Prepay by Fri 15/8/25

Wednesday 3 September

Simply Lunch: Aquarius Seafood Restaurant, Georges Hall

Enjoy a relaxed lunch at Aquarius Seafood Restaurant, known for its fresh seafood and welcoming atmosphere. Whether you're a fan of fish, prawns, or something classic, there's something delicious on the menu. Great food, great company, and a lovely way to spend the afternoon.

\$20 Bus

Thursday 4 September (Also on Tue 2/9/25)

Sydney Harbour Deluxe Buffet Lunch Cruise 2 (1.5hrs)

Glide across Sydney Harbour on a 1.5-hour deluxe <u>buffet lunch</u> cruise aboard a sleek catamaran. With waiter service and panoramic views of icons like the Opera House and Harbour Bridge, it's a scenic and relaxing way to enjoy lunch on the water. A truly memorable outing.

\$79 Cruise

\$20 Bus Prepay by Fri 15/8/25



























Friday 5 September

Oatley Park History Tour

Join us and the Oatley Flora & Fauna Conservation Society guides on a history tour. Enjoy a peaceful walk through the beautiful bushland of Oatley Park before settling in with your picnic, takeaway, or coffee for a relaxed lunch in nature. A lovely outing to unwind, chat with friends, and enjoy the great outdoors close to home. Includes optional walking segments. \$20 Bus Free bus tour with local guides





Monday 8 September

Simply Lunch: Catholic Club Liverpool

Join us for a delicious lunch at the vibrant Liverpool Catholic Club - known for its welcoming atmosphere, great food, and friendly service. Bring your appetite, your sense of fun, and don't forget your photo ID to enter the venue!





\$20 Bus

Tuesday 9 September (Also on Mon 15/9/25)

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

Wednesday 10 September

Appleshack at Glenbernie Orchard

Join us for a scenic drive to the charming Glenbernie Orchard! Explore the Appleshack and sample their seasonal fruit (think juicy peaches, crisp apples, and sweet persimmons), as well as their house-made ciders, raw honey, jams, pickles, and more. A tasty day out packed with local flavour!







\$20 Bus

Thursday 11 September

RSPCA NSW Sydney Adoption Centre, Yagoona

Visit the RSPCA Adoption Centre in Sydney and meet some of the adorable animals looking for their forever homes. Learn about the great work RSPCA does, enjoy time with furry friends, and finish the outing with a relaxing lunch nearby. A heartwarming and uplifting day out.



\$20 Bus

\$15 Tour

Friday 12 September

Parklea Markets

Get ready to explore one of Sydney's largest and most colourful markets! With everything from fresh produce and fashion to gifts, gadgets, and food stalls, there's plenty to browse. Bring your shopping bags and enjoy a fun day out filled with bargains, browsing, and a bite to eat.



\$20 Bus

Monday 15 September (Also on Tue 9/9/25)

Western Sydney International Airport Experience Centre 2

Discover how Western Sydney International Airport will help shape the future of Western Sydney. You will be immersed in the experience as you step into the airport control room and arrive at your final destination, the airport site.



\$20 Bus

Tuesday 16 September

Simply Lunch: The Edmondson Tavern, Edmondson Park

Enjoy a relaxed lunch at The Edmondson Tavern, a modern pub offering classic favourites in a warm and welcoming setting. Whether you're after a hearty meal or a light bite, it's the perfect spot to unwind and share good food and conversation with friends.





\$20 Bus



Wednesday 17 September

DFO Homebush

Ready for a shopping spree? DFO Homebush is one of Sydney's best outlet centres, packed with top Aussie and international brands at bargain prices. Whether you're refreshing your wardrobe, updating the kitchen, or just browsing for a treat there's something for everyone!





\$20 Bus

Thursday 18 September (Also on Fri 19/9/25 & Tue 23/9/25)

Bowral Tulip Festival 1

Here we go again! Visit Corbett Gardens in Bowral and enjoy the stunning display of 80,000 tulips in full bloom. Soak up the festival atmosphere, grab a CWA scone, and enjoy a relaxed lunch with the group. A colourful and uplifting day out in the Southern Highlands.

\$25 Bus \$10 Entry

Thursday 18 September

Cruising with The Grandparents Club 2: Sutherland

Set sail with the hilarious Grandparents Club crew aboard the SS Grand Times! Starring Lynne McGranger and a top cast, this fun-filled show blends comedy, music, games, and dance. A feelgood, laugh-out-loud outing that proves age is just a number. Anchors aweigh!

\$70 Ticket

\$20 Bus Prepay by Fri 5/9/25



All clients are welcome to join



Friday 19 September (Also on Thur 18/9/25 & Tue 23/9/25)

Bowral Tulip Festival 2

We're heading back to Bowral for another burst of colour at the Tulip Festival! Stroll through Corbett Gardens and admire 80,000 blooming tulips, soak in the festive atmosphere, and don't forget to grab a famous CWA scone. A beautiful spring day out with lunch included.

\$25 Bus \$10 Entry









Monday 22 September

Music in the Morning – The Great British Songbook, Wollongong

Enjoy a nostalgic musical journey through the biggest British hits ever to grace Aussie radio. Held at Merrigong Theatre and starring Craig Martin, this uplifting show features favourites from legendary UK artists. After the music, we'll head to Headlands Hotel for a relaxed lunch with a view.





\$25 Bus

\$28 Prepay Immediately

Tuesday 23 September (Also on Thur 18/9/25 & Fri 19/9/25)

Bowral Tulip Festival 3

It's tulip time again! Our third visit to the Bowral Tulip Festival promises another glorious day of colour and spring cheer. Wander through Corbett Gardens, admire the stunning blooms, soak up the festive vibe, and of course – don't miss your CWA scone! Includes a lovely lunch.









\$25 Bus \$10 Entry

Wednesday 24 September

Birkenhead Point Shopping, Drummoyne

Enjoy a day of retail therapy at Birkenhead Point, Sydney's premier outlet centre. Shop big brands at outlet prices, stroll along the waterfront promenade, or relax with a coffee. A great outing for fashion lovers and bargain hunters alike. Bring your shopping bags and comfy shoes!







\$20 Bus Approx. 2hrs shopping time

Thursday 25 September

Lunchbreak Concert: Big Band (Greenway Series), Conservatorium of Sydney

Enjoy a vibrant lunchtime concert at the Sydney Conservatorium of Music as talented students perform in Big Band ensembles. Part of the Greenway Series, this concert is a fun, uplifting showcase of young musical talent – the perfect way to spend your midday break. Lunch afterwards.



\$20 Bus Free





Friday 26 September

Naval Historical Society of Australia: WEST of the Harbour Bridge

Explore Sydney's naval past with a fascinating talk from the Naval Historical Society of Australia. This session focuses on the naval and maritime history west of the Harbour Bridge – an area rich with stories. A great outing for history buffs, includes a big morning tea.

\$80 Cruise

\$20 Bus Prepaid by Fri 12/9/25

- OR -



Mary Poppins Musical: Miranda Musical Theatre, Sutherland

Step back in time to 1910 London for a magical stage adventure with everyone's favourite flying nanny! With toe-tapping songs, charming characters, and plenty of heart, Mary Poppins at the Sutherland Pavilion Performing Arts Centre is a delightful outing that's practically perfect in every way.

\$20 Bus \$60 Ticket Prepaid by Fri 12/9/25









Monday 29 September (Also on Tue 30/9/25) Bus Tour Mt Annan Botanic Gardens 1

Enjoy the beautiful Mt Annan gardens opposite the cafe. For those who have never been there before, it is simply delightful. For those who can independently walk through the gardens there will be a tour guide. Otherwise sit back and enjoy.



Tuesday 30 September (Also on Mon 29/9/25) **Bus Tour Mt Annan Botanic Gardens 2**

Enjoy the beautiful Mt Annan gardens opposite the cafe. For those who have never been there before, it is simply delightful. For those who can independently walk through the gardens there will be a tour guide. Otherwise sit back and enjoy.





\$20 Bus \$15 Walking Tour Optional







OVERNIGHT TRIPS 2025

Available to CHSP (Commonwealth Home Support Program) clients only

Horiade Canberra

TUESDAY 23 - THURSDAY 25 SEPTEMBER 2025

3 DAY 2 NIGHT TRIP

- Stay two nights right in the heart of Canberra
- Wander through Floriade, Australia's premier spring festival, featuring over a blooming bulbs, million themed garden beds, market sculptures, stalls, entertainment and live amidst the stunning backdrop of Commonwealth Park



2 Spots remaining!

Central Coast 3 DAY 2 NIGHT TRIP

TUESDAY 21 - THURSDAY 23 OCTOBER 2025

Hunter Valley

Staying at the elegant Mercure Hotel- A seamless blend of local character and modern comfort

TUESDAY 11 - THURSDAY 13 NOVEMBER 2025

• 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 Outings & Overnight Trips Recap















Better Support. Stronger Connections.

st george community.

Website **Address** 1/29-33 Pitt Street www.stgct.org.au Mortdale NSW 2223 Connect with us



02 9585 3000



Phone