

2020 Annual Report

—st george
community
transport 
supporting our community





This Annual Report showcases how we enable our clients to achieve Connection, Inclusion, Independence, Respect, Safety, Security, Well-being and Collaboration.

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From our Chairman

It is only fitting that the Chairman's address should start with a huge thank you to Carol, her management team, our staff and volunteers, including the Board, who have maintained the delivery of STGCT essential services to our clients during COVID-19.

Prior to the world changing in March 2020, we had started the financial year with energy, anticipation and a strategic plan to continue to deliver our core services and develop new services for NDIS and Home Care. In November 2019 we welcomed a new Board Member, Ms Jennifer Angus. Jennifer, who is the Allied Health Manager at Waratah Private Hospital, provides the Board with experience and knowledge of the health care sector and was integral in our strategy to develop the required competence to service NDIS and Home Care clients.

After the quiet Christmas period, activity levels were building solidly and momentum had been established for our new services when COVID-19 forced us to reset the organisation to protect our clients, staff and volunteers. We continued to adhere to public health orders whilst continuing to operate our essential services. As COVID-19 loomed, the STGCT team arranged a supply of personal protective equipment, cleaned all vehicles, reviewed and changed office and vehicle procedures, cancelled all social outings and focused on Individual transport.



Essential staff were redeployed to undertake communications with our clients through welfare calls, our e-newsletters and emails, to stay in touch during this very difficult period. We are very aware that social isolation was already one of the maladies of some of our clients, so we focused on ways to mitigate the impacts of this society wide isolation period.

As we prepare our Annual Report, we have finalised a lease on new office premises at 1/29-33 Pitt Street Mortdale. Our new home is ideally located and the STGCT team are excited to be moving into our new premises.

We all know how things are changing so quickly with COVID-19 and to talk of strategic issues seems to be a moot point. However, we remain focussed in continuing to provide STGCT services to our clients, building and supporting a strong and safe organisation whilst maintaining the integral position we are proud to hold in the St George Community. Stay safe and well.

Our Board



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.



Robert McCarthy

After being a volunteer driver, I went on to become a Board member and Treasurer. I have learned that people are positive and appreciative of any support they are offered when they are facing difficulties. The heartfelt feedback we receive reflects the positive impact of the work we do as a team. I look forward to continuing to improve the lives of our current and future clients by identifying their needs and delivering affordable and high quality services.



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.



Kevin Weeks

As a volunteer driver and Board Member, I assist in enabling our clients to stay connected to the community. During shifts, I often hear this is the only time a client has been out of their house this week. They trust our service, safety and cleanliness, especially in these difficult times. I am able to bring perspective to decision making, especially in fleet design and vehicle selection, through regular interaction with clients. It's an experience I look forward to each week.

Our Management Team



Carol Strachan, CEO

As I reflect on the achievements of St George Community Transport in 2019 – 2020, I am most proud of the commitment and dedication with which our team performed their duties, especially during the COVID-19 crisis.

Our Transport and NDIS One on One Support services were considered an essential service during the COVID-19 crisis and our direct service staff continued to turn up for work every day with a smile on their faces. I am very grateful for the support afforded to me by the Chairman and Board members. Chris and I spoke at least once a week to discuss any concerns and board meetings increased in frequency to ensure the Board members were satisfied that STGCT was taking care of its staff and clients.

I would also like to acknowledge the regular communication I received from my Senior Contract Manager, Jacob Loadsman and Contract Manager, Maya Das from Transport for NSW and thank them for their financial support for the purchase of cleaning products and personal protective equipment.

We purchased a new Mercedes Sprinter and two Toyota Camry Hybrid cars this year and delivered 57,874 trips, just 18% lower than the previous year. This was certainly a great effort with continued growth in our social outings and individual transport programs.

We have tested every mode of communication this year with welfare calls to over 2,000 consumers, the production of an e-newsletter and monthly reports to staff and volunteers. We have shared our results and commemorated our achievements and special occasions using emails and electronic presentations. Our social calendar has also changed from a quarterly distribution to a monthly distribution to keep abreast of any changes.

Thank you to Deirdre and pepperit for the production of this beautiful Annual Report which captures the outcomes we strive to achieve for our community.

We would like to thank all staff for all they do for us. We're most grateful and this service should be available to everyone. Thank you, St George Community Transport, for your service.



Nurina Simpson

Our clients regularly tell me of the personal benefits they experience from being with STGCT such as improved physical, social and mental wellbeing.

2019-20 provided a focus on fun activities and supporting skills to remain independent. We have delivered more social outings, the new BActive program as well as our regular services.

The team have worked hard to ask first before carrying bags or offering a hand to respectfully allow people to be independent on their terms.

Our clients say that their family members express a sense of relief knowing that they are travelling with a safe and reliable service and having fun. It's a win, win, win!



Simon Flack

With the advent of the COVID-19 pandemic and demand for STGCT to continue to supply services, it was imperative for us to keep our vehicles and staff available to meet client needs.

Our successful application for the Jobkeeper Allowance and Cash Flow Boost made available by the Federal Government allowed us to accomplish this, as well as provide additional services such as shopping for our clients, and supplying transport services to Meals on Wheels.

There is still a way to go, but I am proud to be part of a team that has managed to support our clients and broader community in such a positive way during a very challenging period.

Our Services

We provide safe and reliable transport services to enable our clients to get to work, medical appointments, bingo, shopping centres and friends. By interacting with our community, our clients are supported to maintain their health and remain living independently in their own home.

Our Social Outings, BActive and NDIS services encourage our consumers to socialise, exercise, access their community and improve their overall health and well-being.

We welcome other organisations to hire our buses to enable them to deliver their services.



Our Footprint

We transport clients daily to and from more than 35 suburbs locally as well as into the city and Sutherland Shire.

With the addition of social outings, NDIS and Home Care Package services we now venture further afield; as far north as the Northern Beaches, west to Parramatta and the lower Blue Mountains, down to the South Coast and across to the Southern Highlands.





Connection

Our year started out with a bang. Social outings were more popular than ever as we found new and exciting venues to visit.

With new people registering each week we saw many new faces on these outings. We currently email our 'News and Views' newsletter to over 700 people, including local area health officials and Regional Assessment Service assessors.

We recommenced social outings in June and they looked very different with only 6-8 people on a bus. Destinations and catering are selected with COVID-19 in mind. The Manager Consumer Engagement, Nurina Simpson went on the first day back, commenting:

Everyone was very mindful and controlled in the bus, only sitting in the allocated seats and chatting across the aisles. The minute they stepped off the bus it took exceptional self-discipline to maintain the distance in their eagerness to catchup with familiar friends and each other's news. It was heart warming to see the camaraderie and excitement.



Due to COVID-19 restrictions we ramped up our communication with our clients by phoning them to see how they were, or dropping off copies of our newsletter – one consumer commenting:

“A nice gentleman brought me a copy of the June 2020 outings. What a lovely service and touch.”

One successful new initiative has been our e-News which alternates with our new monthly calendar. This contains information and news about our organisation, our staff and some lovely stories about our clients. Everyone is so excited to receive regular updates and while the e-newsletter is technically an electronic broadcast, we make sure we print this for our clients.

Not only do we regularly communicate with our clients, we have a monthly presentation on the big screen TV in the office. This highlights staff and volunteer birthdays, work anniversaries and trips statistics. We also take this opportunity to introduce new staff, share client compliments and our achievements.

“

The Balmoral Beach and headland was a fantastic day out. The weather was perfect and we went to areas I had not seen before. It was a great day out.

98%

of clients
said the service they
receive from our carers
and drivers is
very good

98%

said the variety
of social outings offered
during the year is
very good

99%

rated our vehicle
safety and comfort
very highly

Inclusion

Inclusion occurs at STGCT when we provide equal access to opportunities and resources for people who, for many different reasons, may be excluded.

This is evident in our NDIS program which encompasses both Transport and One on One Support where NDIS participants are supported to access their community. We look after more than 70 people who are; participating in their employment, building their fitness and strength, taking care of their mental health and receiving support to complete their daily tasks.

In our One on One Support program, participants are engaged in creative arts, home projects, nature walks, exercise outdoors and daily living activities to support them to live independently in their homes. More than 80% of our participants access their community using our transport services. We get many people to work every day, to vital allied health and medical appointments and to their day programs.

Our organisation's strategic plan for 2019-2021 includes increasing the diversity of our clients and staff to support people from different cultural backgrounds to feel included. We have welcomed several new staff members to the team and take advantage of our bi-lingual staff to communicate with new clients.

Volunteering is often recognised as a path to inclusion because it can enable participation in the community, increased self-esteem and wellbeing. STGCT could not deliver the services it does without the commitment of our volunteers. In a recent survey we asked our volunteers why they volunteer and 73% reported that they like to contribute to our community and help others. As people come to the end of a career, become empty nesters or lose a partner they can feel isolated from their community or anxious about their changed circumstances. Volunteering is an opportunity to share skills and experiences, engage with other people and give back to the community.

Many of our volunteers indicated that it is important that they feel valued and recognised for the part they play in the organisation. Stephen McGeough was awarded with a Community Volunteer Award by Mark Coure, NSW Member for Oatley and he describes what he like most about being an STGCT volunteer.

It's the clients, they're all so lovely and appreciative of the service, and they all enjoy having a chat. I feel so lucky to be able to give back a little something to my adopted community.



Independence

65% of our total income is provided through the Commonwealth Home Support Program (CHSP) and Transport for NSW. This funding is to support people 65 years of age and older and people with disability to live independently in their own homes and communities.

Our individual transport service is our core business. 50% of our trips are delivered to St George Community Transport clients to take people to work, medical appointments, hairdressers, the hospital, allied health services, rehabilitation clinics and much more. Our team are experienced in supporting our clients to get to and from their destination safely.

People are happier when they can stay living independently in their own homes. They are familiar with their surroundings and the services available in the community. They will often have family living nearby and many older Australians own their own home and recognise the security this affords them. The provision of In-Home supports, assistance with home maintenance and modifications and access to the community can enable a comfortable life at home for many years. However, in the next 10 years, we will see some significant changes and increasing pressures for services in the aged care sector.

The growth in the population of people aged 65 years and older is expected to double from 3 million in 2011 to 6 million in 2031. There will also be a massive increase in demand for housing. While Australia's overall population is estimated to increase by 39% between 2006 and 2031, the number of lone person households is likely to increase by 73%.





St George Community Transport is eager to extend its services to more people from a Chinese Background. Carol Strachan, CEO comments:

“We are operating in the St. George region where 27.8% of residents are from a Chinese background compared to 10.1% in Greater Sydney. We can do a better job of making this community feel culturally safe when they access our services. We need to increase the number of staff with Chinese language skills and advertise our services to this community.”

Four lucky clients have received the benefit of our In-Home services trial which is operating for a period of 3 months to demonstrate our capability and capacity to deliver services in the home to older people.

Our team have made some very positive connections with our clients as they provide domestic assistance, one on one support in the community and assistance to de-clutter ahead of the spring-cleaning season.

“

Judith called to pass on her compliments to her carer Suzi who she described as ‘wonderful, so lovely, fantastic, with a great work ethic’. She said that they got so much done and had a lovely time – Judith has nicknamed her ‘Cyclone Suzi’!







Respect

St George Community Transport respects the individual rights of the consumer to be supported to exercise choice and independence.

While we continue to grow our programs to offer our clients more choice to support their health and well-being, we encourage both staff and clients to give us feedback.

This valuable information reaches all our team including our Management Team and Board Members. We follow up every complaint or incident and try to ensure we fix the problem and improve our services.



“

I would love to thank the team for looking after my mother. She thoroughly enjoys meeting new people and going out to your different outings. This has made a big difference to our lives as she is a much happier person and knowing that she is with such caring people is a bonus.

We have received less feedback this year due to COVID-19 but are still receiving twice as many compliments than complaints.

Our Consumer Reference Group was formed to seek feedback regarding new organisation policies and procedures that relate to our customer services.

We have learned through our surveys that we need to be more prompt when we pick up clients after their appointments and that our staff would benefit from more knowledge about how to care for someone with dementia or disability - all very useful tips to help us provide a more responsive and respectful service.



Safety



A safe environment can mean something different to all our clients depending on the services they receive.

We are very proud of the high standard with which we maintain our fleet of 9 cars and 16 buses. The management of the fleet is supported by a Fleet Committee which meets 6-8 times per year. In this forum we determine other measures which can improve safety for our staff and clients. We have installed sash belts in two of our Sprinters and reversing cameras in all vehicles.

The team have also had the pleasure of an early morning breath test in the yard, just another process to comply with the NSW Point to Point and BOAS legislation. COVID-19 has been a challenge to our Work, Health and Safety processes but we have weathered the storm and the team have survived self-isolation, working from home, constant cleaning, hand sanitising, taking temperatures and social distancing whilst still delivering essential services.

We have continued to deliver Individual Transport and One on One Support to those clients who could not be without services. We faced mass cancellations and concern from our clients following the advice to people over the age of 70 years, to stay home. In April our trip numbers were 70% lower than usual and the CEO, Carol Strachan, was very worried that she would not have work for her permanent staff:

“

For a couple of weeks, some of my drivers and carers were finishing their shifts at 1pm and it was so quiet on the roads. We were taking call after call for cancelled bookings. The drivers and carers joined the rest of the team in phoning over 2,000 clients to check in on them. I did not hear one complaint—they are just amazing.

The team kept themselves busy with the delivery of toilet paper for NSW Meals on Wheels and the delivery of meals, three days per week, for St George Meals on Wheels while their volunteers took a break.

We also introduced new services to assist our clients who were unable to leave home to go to the shops or needed additional support to complete their daily tasks.

Some of our clients were feeling particularly isolated, and eagerly participated in the ‘Walk in the Park,’ to get out of the house, get some exercise and have the company of a staff member, even if it was while socially distancing.

The team have taken advantage of some of the downtime to catch up with some online training in NDIS. We provide first aid training, manual handling training and driver training on a regular basis.



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Security

We are operating in a very different marketplace to years gone by. Many private operators are entering the aged care and disability space, the National Disability Insurance Scheme is fully operational, and we are in the midst of the Aged Care Royal Commission.

The interim report from the Aged Care Royal Commission was released on the 31st October 2019 and the final report will be published on the 12th November. Commissioners Richard Tracey AM, RFD, QC and Lynelle Brigg's AO described the Aged Care system as a "shocking tale of neglect."

"The neglect that we have found in this Royal Commission, to date, is far from the best that can be done. Rather, it is a sad and shocking system that diminishes Australia as a nation."

As a smaller operator the burden of compliance can be challenging. St George Community Transport complies with several standards including:

- Aged Care Quality Standards
- NDIS Practice Standards
- Point to Point Standards
- Bus Operator Accreditation Scheme
- Australian Accounting Standards

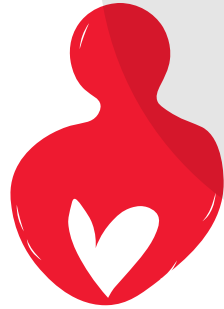
However, the client benefits from a one to one relationship with the team, increased communication and more regular reviews and reassessments. As a not-for profit organisation we are determined to manage our resources to deliver as many services as possible to our clients. Our partners are also part of the community and share our same ethos and person-centred focus. Together we can support our community to meet their needs and assist them to reach their goals.

“

The service and attention given to clients is just so good! It is always delivered in a friendly and courteous way. I have recommended it highly to all my 'oldie' friends.



Well-being



We encourage our clients to actively engage in all our services to improve or maintain their quality of life, health and well-being.

The BActive program was introduced in October 2019 to promote fitness of the body and mind.

Our ladies have been competing to join our daily aqua aerobics classes in the beautiful indoor pool at Peakhurst Retirement Village. This low impact exercise is good for our cardiovascular systems, muscle strength and flexibility. Our other activities; Gentle Exercise, Steady, Stable and Able assist our clients to build their core strength and balance.

It is equally important to keep our brains active and the Tech Club has gained a lot of interest. Our need to stay connected with our family and friends is very important for our mental health. Skills that enable us to communicate electronically and source new information is vital for our independence.

In 2020, we introduced some new activities - the senior games program promises to reignite that competitive streak and for those who prefer to potter around outdoors, we have connected with Peakhurst Gardening Club which meets once per month to share their gardening triumphs, secrets and troubles. We also offer activities through Shopfront Theatre and St George Mens Shed.





The NDIS can support people with a mental health condition. In 2017-18, \$9.9 billion was spent on mental health in Australia and in 2018-19, 4.3 million people received mental-health related prescriptions.

- 1 in 16 Australians are experiencing depression right now and
- 1 in 7 Australians is experiencing anxiety.

At STGCT we support people through the provision of One on One Support. Our Carers are working very hard to support people to achieve their goals. It is very rewarding when we see a participant building their self-confidence and independence to live their best life.

STGCT delivered individual transport services to the St George Community throughout the COVID-19 period. However, we felt concerned for those clients who were isolated in their homes. Our team made over 2,000 phone calls to our clients to check on them. Margaret from Peshurst rang to say:

“I am so thankful to know that someone was thinking about me at this time. Thank you for all the care you have shown.”

The team also provided a One on One and Unaccompanied Shopping service to make sure everyone had the food and household items they needed to get by. Our driver Geoff and carer, Martine, were very fortunate to receive a donation from a local business of toilet paper and promptly delivered the precious items to our clients in the local area.



Collaboration

St George Community Transport is delighted to be working with Calvary Hospital to assist their patients to attend their Day Rehabilitation Unit and their Strong and Steady program.

These programs are critical to a positive outcome for the patient following surgery or an injury. The team at Calvary Hospital are dedicated to the care of their patients.

They establish programs to build strength and capacity so the patient can maintain their quality of life and remain living independently in their own home.



Oatley Park



PLACE OF INTEREST

- Oatley Park
- Oatley Castle
- Oatley House
- Oatley Station
- Oatley Cemetery
- Oatley Farm
- Oatley Mill

Oatley Castle



... of the structure now
...
... to make
... Park, which included
... that would form a
... as an asset for all time
...
... improvements,
... in
... Castle
...

Financials

Total
Income

\$3.5M in 2020

Compared to \$3M in 2019

Total
Assets

\$4M in 2020

Compared to \$3.6M in 2019

Funded Trips

Commonwealth Home
Support Program (CHSP)

37,953 Trips

Community Transport
Program (CTP)

6,428 Trips

National Disability
Insurance Scheme (NDIS)

5,613 Trips

Vehicle Utilisation

Buses
Travelled

133,840 kms

Cars
Travelled

343,789 kms

Statement of Financial Position as at 30 June 2020

	2020	2019
	\$	\$
ASSETS		
Current Assets		
Cash and cash equivalents	2,566,582	2,327,200
Receivables	249,601	132,674
Total Current Assets	2,816,183	2,459,874
Non-Current Assets		
Property, Plant & Equipment	887,894	943,650
Total Non-Current Assets	887,894	943,650
TOTAL ASSETS	3,704,077	3,403,524
LIABILITIES		
Current Liabilities		
Payables	148,496	149,396
Provisions	231,025	181,192
Total Current Liabilities	379,521	330,588
Non-Current Liabilities		
Provisions	69,189	47,027
Total Non Current Liabilities	69,189	47,027
TOTAL LIABILITIES	448,710	377,615
NET ASSETS	3,255,367	3,025,909
EQUITY		
Reserves	1,089,483	1,093,918
Accumulated funds	2,165,884	1,931,991
TOTAL EQUITY	3,255,367	3,025,909

Statement of Comprehensive Income for the year ended 30 June 2020

	2020	2019
	\$	\$
Revenue		
Grants	2,193,534	2,094,881
Client contributions	793,877	799,369
Interest	40,544	47,793
Profit on disposal of vehicles	22,498	27,794
Other	433,865	32,941
Total Revenue	3,484,318	3,002,778
Expenses		
Salary & Related costs	2,379,502	2,022,387
Transport costs (exclude Depreciation)	330,860	330,641
Depreciation & Amortisation	150,499	182,904
Rent	75,277	79,682
Volunteers	63,903	81,730
Administration	87,683	91,760
Insurance	37,329	33,896
Auditors Remuneration	11,750	11,450
Others	118,057	171,874
Total Expenses	3,254,860	3,006,324
Operating Profit (Loss) for the year	229,458	(3,546)
Other Comprehensive Income	-	-
Total Comprehensive Income (Loss) for the year	229,458	(3,546)

Thank you to our stakeholders and partners

- Transport for NSW
- Commonwealth Department of Health
- Georges River Council
- St George Public Hospital
- St George Private Hospital
- Calvary Hospital
- Clever Care Now
- Home Instead Senior Care
Inner South West, Sydney East
and Sutherland Shire
- St George Meals on Wheels
- NSW Meals on Wheels
- Sydney Community Forum
- icare
- Aon
- Thompsons Australia
- pepperit.
- Home Modifications Solutions
- 3Bridges Community
- Mortdale RSL
- Oatley Lions
- Lugarno Lions
- St Patricks Green
- Homewood Care Services
- Advanced Diversity Services
- Estia Health
- Bendigo Bank
- Commonwealth Bank of Australia
- Office of Mark Coure
- Office of Chris Minns
- Office of Stephen Kamper
- Office of David Coleman





More than just transport

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