

st george
community.



2023
**Annual
Report**



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Facts & Statistics

12,540

NDIS One on One hours of service

1,806

Shopping trips

880

BActive transport trips

39,210

Individual local transport trips

5,979

Out of Area transport trips

18,673

Social outings trips

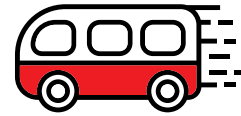
4,800

Group Hire transport trips

1,420

Overnight social outings trips

Busiest Vehicles



John		6,820 trips
Shiny Shoes		5,315 trips
Theo		4,850 trips
Alexa		3,736 trips
Barbara		3,575 trips
Happy		3,434 trips

70

Number of staff

43

Number of volunteers

Busiest Day of the week



Wednesdays	15,762 trips
Thursdays	15,373 trips
Tuesdays	14,356 trips

2,167 clients

Number of active transport clients

Trips by Funding Source



CHSP	43,921 trips
CTP	7,260 trips
NDIS	11,356 trips
Home Care Packages	5,431 trips

Total Funding and Grants received



Commonwealth Government	CHSP: \$2,120,966
Transport for NSW	CTP: \$122,130
National Insurance Disability Agency	NDIS: \$26,923

Acknowledgement

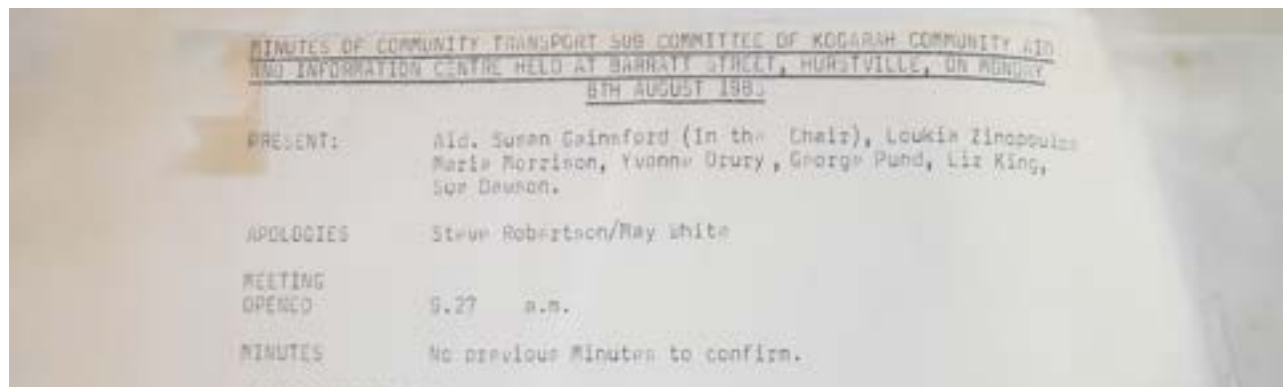
St George Community respectfully acknowledges the Bidjagal people of the Eora Nation, and all Traditional Owner Groups across what is now known as the Georges River.

We pay our respects to Elders past and present and emerging. We are privileged to share the people, places, food, events and business of this area together.



40 Years Celebration

In this report we will commemorate those staff members and volunteers who founded and led the organisation that was to become St George Community Transport. Unfortunately, we cannot mention everyone, but we thank them all for their contribution.



In 1983, Susan Gainsford, a then Volunteer Councillor with Kogarah Council, led the Community Transport Division in its first official meeting. A Project was being established to ask local organisations to donate their buses to provide transport to our community members.

A team of volunteer drivers served the local community for many years, with many utilising their personal vehicles for the cause. This was the first community transport service in the Sydney Metropolitan region.

Exert from the minutes,

“The question of drivers for the larger buses was discussed and it was felt that an article in the St George and Sutherland Shire Leader might lead to some volunteers.”



Responses were received from the following organisations:

14-seater

Daughters of Good Samaritans, Arncliffe

14-seater

St Andrew's Church of England

15-seater

St Marks Brighton-Le-Sands

43-seater

Baptist Church Ramsgate

14-seater

Rockdale Community Mobile Nursing Service


A photograph of two women sitting at a table in a lush garden setting. The woman on the left has curly red hair and is smiling. The woman on the right has grey hair and glasses, resting her chin on her hand. They are both wearing red polo shirts. The table in front of them has a green coffee cup, a water bottle, and a potted plant. The background is filled with greenery, flowers, and other people.

A Brief History



1983 to 2003

(as reported by Susan Gainsford in September 2003)



In 1983 the St George Community Project was formed as a subcommittee of Kogarah Community Aid and Information Service (now Kogarah Community Services-KCS). Yvonne Drury, a Coordinator of KCS and Susan Gainsford, the founder and President of the Project for 20 years, started the service knowing that there was an unmet need for transport in the community for so many people.

The service was established with George Pund as the Coordinator who occupied a desk in the Community Services Department of Hurstville Council. John Hyde, from the Department of Transport enthusiastically supported a minibus service and secured a grant to buy their first bus. The bus was purchased on behalf of the Project, by Hurstville Council. The Project controlled the bus, but Hurstville Council covered all the expenses of the vehicle. The bus was aptly named George and was the first of many buses purchased by the Council, the latest being a wheelchair enabled bus called The Saint.

Several years later the Project started to deliver individual transport services with volunteers using their own cars. Hurstville Rotary Club financed the Project's first car, and the Department of Transport funded the first paid driver. The Department of Ageing, Disability and Home Care commenced funding the

South-East Sydney Community and both St George and the Sutherland Shire were funded to deliver community transport.

In 2003, the project team was located at Treacy Street, their fourth office location and yet they continued to look for other premises to meet the needs of their growing team.

It was challenging to find a common location with the fleet; however, they were grateful to Ausgrid for the use of the secure parking spaces in Lorraine Street.

When George Pund left, Pat Dawes was promoted from Minibus Coordinator to Project Manager and there could not have been a more dedicated Manager. The commitment and hard work of the staff and volunteers made a success of the Project. The Constitution required that the management committee include representation from all three Councils, Hurstville, Rockdale City and Kogarah Council. Councillor Merv Lynch and Councillor Geoff Hedge provided great support to the Project in the early years.

St George Public Hospital provided a car for use each weekday, just another example of community and government organisations working together for the benefit of the community. The Project was supported by all three councils, local churches, RSL clubs and other community services. This was a great period of collaboration.

2004 to 2017

(as reported by Julie Dimitropoulos in 2023)

In the following years the Project underwent enormous growth as the need for transport in an ageing community became more apparent.

The manager at the time, Pat Dawes, was committed to providing a safe and efficient service to the community and steered the project to become one of the largest Community Transport organisations in NSW.

Also, during this time of growth, staff members Bronwyn Bradley and Kay Young were instrumental in the expansion of the minibus and individual transport services. Bronwyn took great pride in naming all the new vehicles after volunteers who had made a significant contribution to the project.

In 2007 the office moved to Roberts Avenue which provided additional office space to accommodate the project's rapid expansion. This location was also conveniently placed close to the Lorraine St Depot.

IT Systems, accounting programs and governance protocols were constantly being upgraded and upon the retirement of Pat Dawes after 26 years of dedicated service, we welcomed Kate Young as CEO in 2012.

Kate implemented new innovations and together with her management expertise, introduced many initiatives which included the commencement of the very popular Social Outings program.





2018 to 2023

(as reported by Carol Strachan in 2023)

St George Community Transport became a Company Limited by Guarantee in May 2018. Kate Young retired in July 2018 and was replaced by Carol Strachan, the former Director of Finance and IT at 3Bridges Community.

Over the next 5 years the organisation explored opportunities to build sustainability to mitigate the risk of changing government funding models. The organisation became a registered NDIS Provider in 2019 and expanded its services to people with NDIS plans. The organisation's NDIS services comprise 30.6% of total revenue, an outstanding achievement. The social outings program has expanded to a 5-6 day per week program and is very popular with our clients. We have introduced a BActive program to link our clients to activities where they can improve their physical and mental health such as aqua aerobics, IPAD classes, strength and balance classes and a knitting group. We also received feedback from our team who felt concerned that some of our clients were very isolated and in need of some support. We introduced the Volunteer Home Visiting Program that provides companionship to a select group of clients for 1-2 hours per week. We have had several attempts to move into home care for the elderly but have been unlucky to date.

COVID-19 continues to impact us today but first stopped us in our tracks on the 23rd March 2020. In the 2022-2023 financial year, the lockdowns have eased and business is returning to pre-COVID conditions. This has been a remarkable period in operating a client

facing service and many staff at St George Community continued to deliver vital services and to support the community in other ways such as the delivery of meals for Meals on Wheels and the delivery of toilet paper at locations throughout Sydney. Like many workforces, we need to adapt quickly and develop a support system for our clients, staff and volunteers.

Our relationships with other aged care facilities, the local clubs, churches and other community service organisations continues to support our bus hire business and we still have an ongoing relationship with our local Members of Parliament and Transport for NSW, our funding body.

St George Community Transport has 113 active team members, 43 volunteers and 70 paid staff. We have additional volunteers who work with us sporadically around their other commitments. This dedicated group of people are delivering over 72,000 trips per year to our community and over 12,000 hours of one-on-one support. There are more challenging times ahead with the implementation of the Support at Home Program and once again we will need to adapt to a different funding model and ensure we are operating at optimal efficiency to remain competitive.

Susan Gainsford

In the year 1977, Susan Gainsford had the honour of being elected to Kogarah Council, marking a significant milestone in her career.

Armed with a solid background in teaching, Susan broke through gender barriers as the first woman to secure a position on the Council. Reflecting on her experiences, she often chuckles at the irony of the situations in which she found herself as the only female volunteer amidst a group of male salaried professionals. Susan worked with the local community service organisations and recognised the need for a community transport service to assist the people living in the St George area. Susan became the Chairperson of the St George Community Transport Project.

She worked very closely with the President, Colin Williamson, and the first Coordinator, Yvonne Drury, of the Kogarah Community Aid and Information Centre, and together they approached the Minister of Transport at the time, Brian Langton, who generously allocated funds for the acquisition of their inaugural bus.

Embracing the spirit of collaboration, the three local Councils of St George readily extended their support, with Hurstville Council acquiring a bus and assuming responsibility for the ongoing expenses. Additionally, other organisations willingly provided additional buses, effectively addressing the pressing need for transportation. Volunteers enthusiastically assumed the crucial role of drivers, with many utilising their personal vehicles for the cause.

Some of the drivers formed an integral part of the management committee, and Susan remembers Leo and Kath Sullivan, two outstanding volunteers. In recognition of their contribution to the project, one of the buses was aptly named the Sulli bus.



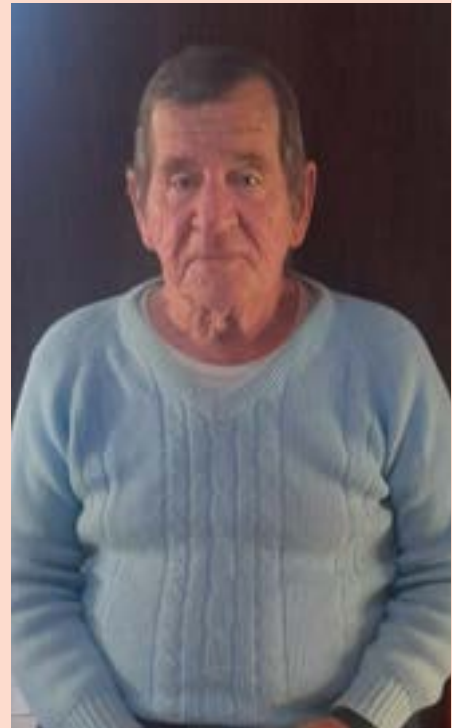
Noteworthy individuals such as George Pund, who served as the Manager, and Pat Dawes, who assumed the role of Transport Coordinator, played instrumental roles in ensuring the smooth operation of the community transport service. Following George's departure, Pat transitioned into the position of Manager.

Susan personally interviewed Julie Dimitropoulos for her role, and Julie is still with St George Community 20 years later. She also recalls her squash games with our volunteer, Pam Humphries, who still works with us.

The rich history and enduring relationships forged throughout Susan's journey in public service exemplify the profound impact and lasting legacy she has left within the community.

Alan Dunn

Alan started with St George Community Project in the early days under the leadership of Pat Dawes and Kay Young.



He worked as a volunteer driver back when there was only one bus and two cars, and St George Public Hospital gave the project the use of a car which was parked at the hospital. Many drivers used their own cars, and the first paid driver was Kevin Bernard.

Alan recalls one morning at 7am, he was driving a bus for Rockdale Church. He had to collect 12 children and take them to Hurstville to celebrate Youth Week and he turned up at the bus to find it did not have any side mirrors. He felt like he had to take the risk. He was pulled over by the police and he explained his predicament. He was given until 10am to get the new mirrors for the vehicle or he would be fined.

One evening Alan was driving a group of children with disability to Roselands pool. On the return trip he got to the last drop off which involved him lowering the vehicle wheelchair hoist. The child was returned home safely but he could not raise the hoist despite his best efforts. He spent a couple of hours trying to get the hoist back in the vehicle. It turned out there were loose wires, and he did not get home until midnight.

On another occasion Alan found a lady on the floor. He broke in to provide her with first aid and called the police and an ambulance.

Alan also helped out in the office and applied for an IT grant for new computers. He assisted the team to move to Roberts Avenue in Mortdale and organised 11 free licences with Microsoft.

Alan fondly remembers his colleagues; Donna, Bronwyn, Kay, Pat, Carol and Caroline. He thoroughly enjoyed his time at St George Community Project.

Julie Dimitropoulos

Julie recently celebrated her 20 years of service with St George Community, an incredible achievement that speaks volumes about her loyalty and dedication to the organisation.

Julie's father, Geoff White, was a volunteer driver for 15 years, and he was always determined that his clients were safely transported to their destination. His service inspired Julie to follow in his footsteps and join the organisation.

Julie began her career at St George Community Transport as a Service Delivery Officer, responsible for managing a bus named Susan. Over time, she transitioned to become a Senior Finance Officer, a role that required her to take on new challenges and responsibilities. Her ability to adapt to new situations and contribute to the success of the organisation is a testament to her flexibility and work ethic.

Throughout her career at St George Community Transport, Julie has had the opportunity to work with three different CEOs, demonstrating her willingness to embrace change and adapt to new leadership styles. Her colleagues have described her as a team player and a joy to work with. Her commitment to the organisation's values and her passion for serving the community have been evident throughout her 20 years of service. This is reflected in her words,

"The people here have all been just wonderful. I have met some great people and have thoroughly enjoyed every minute of working here."

Julie's contributions to St George Community Transport have been significant. She has played a crucial role in managing the organisation's finances and her dedication to her work has helped the organisation to maintain its reputation as a reliable and efficient service provider.



Leo and Kath Sullivan

Leo started volunteering his time in 1985 using his own vehicle. He read about the volunteering opportunity in the local church bulletin. He reported to Kay Young who looked after the drivers in Individual Transport.



Leo was a pharmacist and worked at RPA for many years and had his own pharmacy on the other side of Bankstown. In 1997, he married Cath who also started volunteering in the office after she retired from her position as a legal search clerk with the Registrar General.

Leo thoroughly enjoyed his volunteer driving role. His reward was the gratefulness of the clients who sincerely appreciated the service, and he was very proud to see the Sulli bus driving around the St George area. He recalls only ever losing one client who was busy moving between departments in St George Public Hospital while he waited patiently outside, continually checking in with the staff,

only to finally learn that she had jumped in a taxi to go home. He remembers one client who was very formal and told him she preferred to ride in the back of the car.

As the trip commenced, she said,

“Have you ever had an accident?”

Leo replied, “I have never run into anybody.” There was silence for another 100 metres, and she asked,

“Has anyone ever run into you?”

Every day is different when volunteering.

Kerrie Watson

Kerrie is our longest serving volunteer with 20 years of service.

Kerrie joined St George Community in October 2002 starting as a driver and carer before finally joining the office team where she took calls, processed transport bookings, and chatted to our clients who she loved so much.

Kerrie was always cheerful and considerate, and her positivity radiated throughout the office and to our clients during their conversations. She was interested in what was happening in other people's lives and generously donated many hours of her free time to support our organisation. Kerrie's daughter, Tracey Wise, also works with the organisation as a Service Delivery Officer, having also started out as a driver. Tracey celebrates 10 years' service with us this year.

Very sadly, Kerrie passed away in 2022, and to commemorate her commitment and dedication to community transport we have named the new addition to our fleet, Kezza, in honour of this amazing volunteer.





Glen Packwood

When Glen was nearing retirement from a career in the financial department of the banking industry, he regularly played tennis with two people who worked at St George Community Transport. Whilst musing about what he might do during retirement, his friends suggested that he volunteer as a driver. That was 18 years ago, and Glen is still dedicated to his role.

When asked what keeps him coming back every week, Glen replied, 'I enjoy it, in retirement this has given me a focus, every Monday this is what I do. After a career at a desk I just love being outside, moving around and my wife loves it too as she gets a day to herself!'

When Glen started, in 2005, the office was at Treacy St in Hurstville and vehicle storage was scattered. The hospital car was kept at the hospital and there was another stored at Engadine at the home of one of the other volunteers. Glen would pick up his car from the BP on the highway, however there were a few issues and so for a while they were all parked at the Chairperson Alan Dunn's home.

Glen noted that the one thing that has stayed the same is the Camry cars, that have always been used. He reflected how back in the early days it was like a family run business, it was all cash money and very relaxed. He used to take out new drivers to show them the ropes and one of these was another long-standing employee of over 10 years, Ian Moy.

When asked what has changed, Glen reflected that he has seen St George Community evolve to a very professionally run business that gives opportunities and values its volunteers with volunteer events and awards.

"It is nice to get an award, smiled Glen, but it's not why I do it, I volunteer for the people. That is what motivates me.

Two of Glen's most memorable passengers were Ilene from Kyeema, she was Irish and an absolute hoot and Ibrahim a lovely young man who would travel to St George Special Industries. Both with personalities larger than life that made every trip an occasion to remember!

Vivienne Morrison

Vivienne Morrison is being celebrated for her 17 years of volunteering with St George Community Transport. Viv began her journey with the organisation in August 2005, when she joined as a driver and carer before eventually moving into an administrative role.

Despite the many changes in the organisation, Viv has remained steadfast in her commitment to volunteering and can be counted on to lend a helping hand every Monday without fail.

Vivienne's dedication to her community extends far beyond her work with St George Community Transport. Having lived in Lugarno for 40 years, Viv has spent much of her free time giving back to the community, volunteering at the local school canteen, leading the Girls Brigade, and umpiring junior netball games.

In addition to her volunteer work, Viv is an A1 tennis player and continues to play the tennis competitively and socially twice a week.

Viv's journey with St George Community Transport has taken her from Treacy Street Hurstville to Roberts Ave Mortdale and finally to the organisation's current location at Pitt Street, Mortdale.



While in the office, Viv enjoys sharing a laugh with her colleagues and chatting to our clients and comments,

“It is nice to feel like you have put a smile on a client's face.”

Reflecting on her 17 years of volunteering, Viv is clearly very proud of her four grandchildren and treasures the time she has with them. She loves the outdoors and catching up with family and friends.

St George Community Transport are grateful for the dedication of Vivienne Morrison and celebrate her accomplishments over the past 17 years.

Thank you to those staff and volunteers who have made their contribution to St George Community. While we could not feature everyone here, we would also like to acknowledge the leadership of a long serving Manager, Pat Dawes, who recently passed away in 2023.



About St George Community

CHAIRMAN'S REPORT

I am pleased to present the Chairman's Report for the year 2023, a year of significant accomplishments and positive change for St George Community.

Navigating Through the Challenges

2023 marks a historic milestone for our organisation as it is the first year in recent memory that we have not been burdened by COVID-19 lockdowns. The past three years have been a test of our resilience, and I would like to extend my heartfelt appreciation to our CEO, her dedicated team of staff, and our committed volunteers for their unwavering support. Together, they have guided us through the uncertainties of the pandemic and have played a pivotal role in helping us emerge stronger on the other side.

A Year of Achievement

Our steadfast commitment to our mission bore fruit in 2023, as we achieved our best year in terms of trip performance and income from our private revenue streams. These accomplishments reflect the hard work and dedication of our entire team and demonstrate our commitment to serving our community with excellence.

Farewell to Janine Lundie

We must bid a sad farewell to Janine Lundie, who played an instrumental role in providing clinical governance training to our Board members and senior team. Her contributions have been invaluable, and we are deeply grateful for her contribution and expertise.

Renewal of NDIS Registration

I am very pleased to announce that we recently received the successful renewal of our NDIS registration following a comprehensive audit of our services. This achievement is a testament to the unwavering commitment and hard work of our team members.

Looking Ahead to 2024-2027

As we look toward the future, the Board and management team are diligently working on our Strategic Plan for 2024 to 2027. This period will bring significant changes with the introduction of the Support at Home Program in July 2025, altering the landscape of how not-for-profit government organisations are funded. Our foremost priorities will continue to be the safety of our clients and staff, as well as effective risk management, particularly as we operate 27 vehicles daily.

Embracing Technological Advancements

We will explore opportunities to enhance our technology infrastructure to better support our clients and reduce administrative inefficiencies. Adapting to these technological advancements is crucial as we strive to provide the best services possible to our community.

Investing in Workforce Development

Furthermore, we acknowledge that our workforce is also ageing. To ensure the continuity of our vital work, we will further develop our succession plans and invest in the growth and development of our staff. This proactive approach will safeguard our organisation's ability to serve the community effectively for years to come.

In closing, I want to express my gratitude to my fellow Board members for time and energy they have given to St George Community throughout the year. Together, we have achieved remarkable success in 2023, and I am confident that our collective efforts will continue to drive positive change and progress for our organisation and the community we serve.

Thank you all for your commitment to St. George Community, and I look forward to the challenges and opportunities that lie ahead in our journey of service.



Governance

MEET OUR BOARD MEMBERS



Chris Tyler

St George Community Transport's governance body provides a sound framework for the organisation to establish and achieve its strategic objectives and the continued delivery of our services for our clients.

A robust and efficient management team, coupled with a solid governance framework, is crucial to maintain the trust stakeholders place in the St George Community. This, in turn, ensures ongoing support and funding from the NSW Government.



Stephen Downes

I joined the Board 5 years ago. I have enjoyed contributing to the finance, risk and fleet management of the organisation through Board subcommittees. St George Community is in a sound financial position which allows us to continue to expand the range of high-quality services to our community. We assist our community to remain independent and stay connected with the wider community. It's a great organisation filled with passionate, dedicated people.



Ashvini Ambihaipahar

It has been two years since I joined as a volunteer board member and I am so excited to continue my commitment to the organisation to ensure that our organisation continues to provide the best quality service in the community. I will continue to strive to achieve excellence, accountability and integrity for the clients, board members, volunteers and staff of this great organisation.



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, and our ongoing commitment.

I hope that the governance, legal lens and experience I bring to bear, enhances that contribution. 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 local community.



Janine Lundie

I joined the Board of St George Community Transport in January 2022. As a registered nurse with extensive experience in health and aged care I am able to support the organisation with decision-making about clinical aspects of care to support the provision of safe and high quality care and services for clients.

I look forward to continuing to work with the Board and executive, providing good governance and supporting the organisation to achieve its strategic priorities.

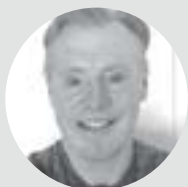
Janine unfortunately resigned in September 2023 due to changes in personal circumstances.



Jimmy Bai

In my nearly eight years as a Board Member, and as the Treasurer since 2021, I am inspired by the sense of community fostered by STGCT and want to ensure that our clients continue to feel safe and secure in the care of their community transport provider who prioritises their needs.

I remain dedicated to our mission to genuinely improve lives and am so appreciative of the perseverance shown by our staff and volunteers in recent times. I hope everyone connected to St George Community Transport takes comfort in knowing that every dollar spent, every ride taken, and every piece of feedback is carefully considered and flows into our strategic decision-making as the governing body.



John Harrison

As a volunteer driver I am constantly buoyed by the positive feedback I get from our clients regarding the services we provide. Their comments reinforce to me the high regard they have for our organisation and the important role it plays enabling them to maintain their lives with both independence of movement and connection with broader communities. As a Board member I hope to contribute in any way I can to assist the Board and management with strategic planning, governance and operations to ensure its great work continues well into the future. I believe the management and staff to be dedicated and compassionate people who consistently demonstrate that the needs of our clients are at the forefront of everything they do.

A photograph of two women outdoors. The woman on the left is wearing a bright pink jacket with a circular logo and the letters 'P&O' on the chest. She is wearing dark sunglasses and has her hand raised in a waving gesture. The woman on the right is wearing a dark green jacket and has her sunglasses perched on her head. She has a neutral expression. The background is a blurred outdoor setting with green foliage and a stone wall.

Management



CEO REPORT

Congratulations to the team on the remarkable achievement of serving the St. George Community for 40 years. This year we are commemorating the dedication of our volunteers, staff, and the enduring vision of our founders and management teams over the years. The essence of the early years was one of collaboration as councils, clubs, church groups and community organisations worked together to achieve something for the common good.

From our modest beginnings, we have grown into a substantial operation with 27 vehicles and an expanded range of services. Our core goal remains consistent: to empower our clients to lead independent lives, stay connected, and enjoy a good quality of life. However, the road ahead is marked by significant change. The Commonwealth Government's Support at Home Program, set to roll out in July 2025, will introduce a 'Pay as you Go Model,' reshaping our industry. To navigate this transition successfully, we need to ensure we are operating at optimal efficiency and implement improved technology to reduce administrative costs.

While the potential benefits are clear, the challenges are real. Implementing these changes requires an information technology system that can serve multiple services that must adhere to several different Commonwealth and State Government standards.

On the operational front, I'm pleased to share that in 2023, we achieved a record-breaking 72,768 trips for our clients. Our income reached \$4.65 million, driven by growth in our NDIS One-on-One services, which earned \$1.1 million. This performance reflects our improved results across all our services including social outings, individual transport and bus hire.



Our featured events this year include our Community Partners events in October 2022 and April 2023 which saw over 70 people at each event from the wider community take part in an engaging information sharing day. We have celebrated the service of our volunteers with our annual volunteer lunch which was held at Zimzala Cronulla and enjoyed a fun evening at Mortdale RSL as we recognised those staff members who have worked with us for 5, 10 and 20 years. Julie Dimitropoulos, our Senior Finance Officer, proudly accepted her 20-year certificate and commented on how she has spent a very special part of her career with a group of wonderful people. Our clients also look forward to our more regular overnight trips which take them to Mudgee, Canberra, Bathurst, Dubbo, Orange and the Hunter Valley.

The rebranding of St George Community has given our organisation a facelift without taking away from our history and what we care about; serving our local community. The staff and volunteers have supported the changes from the very start and have worked together to roll out the new marketing material, the updated templates, rebranded vehicles, updated website and day to day communication. We were determined to keep our St George colours and to ensure it was clear we are a community organisation. Our website encourages our clients to place their bookings for individual transport and social outings online and our social outings clients now have the option to pay for their services using a debit or credit card. Cash payments and payments by direct transfer payments are still accepted.



As our strategic plan draws to an end, we can reflect positively on our achievements over the last 3 years. We have brought together our community with our Community Partners group and have updated our logo and branding material. We have grown our NDIS services to well above expectations and have doubled the number of staff working in this service. We have kept our staff and clients safe and continue to seek feedback through annual surveys, staff meetings and an anonymous online survey. We have also maintained a strong financial position to support our long-term viability.

Our future looks very positive as we test new Information Technology systems, continue to try to break into home services for the aged, develop and support our workforce with new recruits and provide more training opportunities and benefits to our staff.

Our Annual 40 Year Report for 2023 recognises the tremendous efforts of our founders and our longest serving staff and volunteers. There have been many other contributions and while they may not be acknowledged here, they are evident in the organisation that is now St George Community. Thank you to all my team for a very successful year.

2023 at a Glance

Total Income

FY18	\$2,754,979
FY19	\$3,002,778
FY20	\$3,484,318
FY21	\$3,929,625
FY22	\$3,631,260
FY23	\$4,648,583

NDIS One-on-One Income

FY21	\$412,347
FY22	\$653,656
FY23	\$1,101,370

NDIS Participants

FY21	95
FY22	125
FY23	115

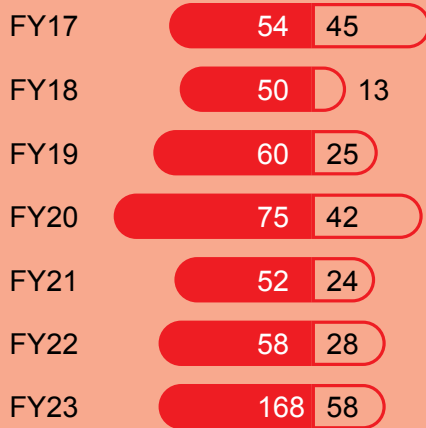
Total Assets

FY18	\$3,348,293
FY19	\$3,403,524
FY20	\$3,704,077
FY21	\$4,056,510
FY22	\$4,259,749
FY23	\$4,334,237

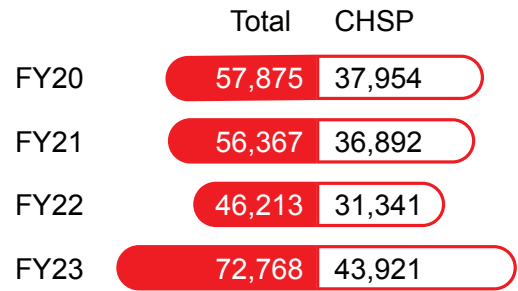
Equity

FY18	\$3,029,456
FY19	\$3,025,910
FY20	\$3,255,368
FY21	\$3,482,173
FY22	\$3,424,984
FY23	\$3,562,259

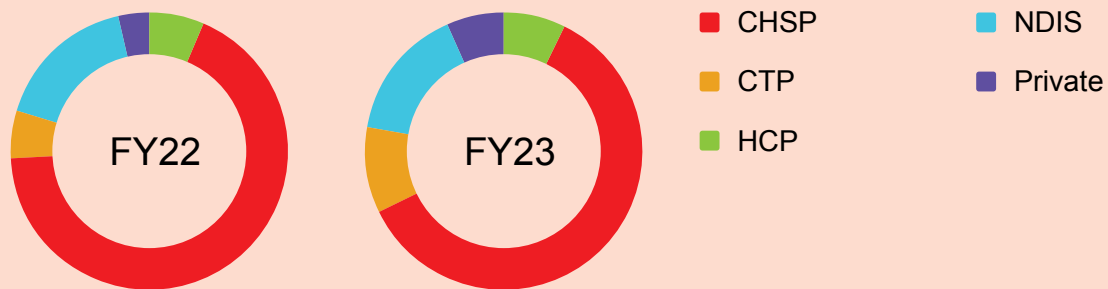
Compliments / Complaints



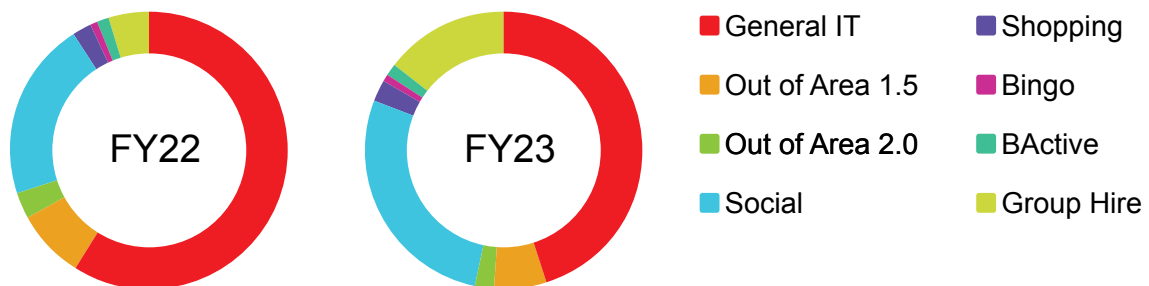
Total Trips



Trips by Funding Source



Trips by Service



REBRANDING

As we strive to meet the evolving needs of our community, we are introducing new services while also recognising the importance of modernising our brand. While we feel a strong connection to the name that has brought us this far, we understand the need to represent all our services effectively. Therefore, we have decided to retain the essence of our name, which reflects the community we serve, while promoting our transport services as just one aspect of our expanding range of services.

We believe in a comprehensive approach to service delivery, where our clients can benefit from multiple services. Many clients take advantage of our individual transport service, our social outings program, our shopping service and our BActive programs. Our flexible approach to care ensures that our clients receive the best possible outcome by utilising a variety of services to meet their specific needs.





TRANSPORT

As we reflect on the challenges posed by COVID-19, we are pleased to announce a significant increase in the number of trips we have provided to our growing client base. In the 2022-23 period, we delivered an impressive 72,768 trips to over 2,167 clients. These achievements have been made possible by the invaluable support and continued funding from both the Commonwealth and State Governments, which allows us to offer our transport services at subsidised rates.

Our transport services cater specifically to individuals aged 65 and over who require assistance in reaching their medical and personal appointments, accessing local shops for essential supplies, and utilising other nearby facilities to socialise with family and friends.

We also support people of any age who require short term transport assistance to access appointments or other needs. Our NDIS cohort of travellers are always increasing as we take our participants to their employment, to their day care programs or to their medical or personal appointments.

To ensure the highest level of service, we have assembled a team of highly professional and qualified staff who possess a thorough understanding of our clients' needs. Their care and compassion are evident as they provide a door-to-door service, accompanying our clients throughout their entire journey. This personalised support not only offers convenience but also helps our clients feel less vulnerable, knowing they are in the safe and capable hands of our dedicated team.





ABILITY SUPPORTS

The demand for our services among NDIS participants has been growing at a rapid pace, thanks to the positive reputation we have earned for providing high-quality and professional care. Our team operates across St George, the Sutherland Shire, and Southeast Sydney, ensuring that our services reach a wide range of individuals in need.

We help participants in their day-to-day activities, empowering them to engage with their local community, participate in exercise programs, receive travel training, and attend appointments. Our team members are not only highly qualified but also come from diverse cultural backgrounds, bringing with them a wealth of language skills that enable us to effectively support our participants from various communities.

Currently, we are proud to support 115 NDIS participants through our transport services. Additionally, we provide personalised one-on-one support to over 30 participants. Our well-organised system ensures that we know each participant by name and have a thorough understanding of their individual goals and aspirations. This level of familiarity and attention to detail allows us to tailor our services accordingly, ensuring the best possible outcomes for each participant we serve.

HEALTH AND WELLBEING

Our social outings program is designed to offer a diverse range of experiences, carefully supported by our team. With a wide variety of options available, there is something to captivate the interest of everyone. This service has been successfully operating for over five years, providing enriching experiences five days a week, often extending to evenings and weekends. In the current year alone, we have planned and delivered over 250 different outings, and we continuously strive to cater to a multitude of interests.

Our meticulous planning ensures that our outings accommodate the varying needs of our client group. With a strong emphasis on creating enjoyable experiences, we take great care to ensure that everyone has a great day. The satisfaction and enjoyment of our clients are paramount, and we constantly seek new ways to meet their diverse interests and preferences.

In addition to our social outings, we offer the BActive program, which grants our clients access to a range of activities that support both their physical and mental well-being. Aqua aerobics has proven to be a favourite among participants, and we link our clients to several other exercise programs designed to improve strength, balance and overall good health.

Furthermore, our Sunshine Group provides a specialised outings program that is tailored for people with disabilities. Operating once a month, this program is actively seeking opportunities to increase the frequency of outings, ensuring that individuals living with disability can engage in social and recreational activities that bring joy and fulfillment to their lives.

SUPPORT AT HOME

Our Volunteer Home Visiting services caters to a group of clients who are experiencing isolation and require support to reconnect to their community. This program is run by volunteers.







OUR FLEET

Our fleet consists of 26 vehicles, carefully selected to meet the diverse transportation needs of our clients. Among them, we have 9 Toyota Camrys, 10 Mercedes Sprinters, and 7 Mitsubishi Rosa Buses, all maintained to the highest standards of safety and comfort.

In addition to our owned vehicles, we are fortunate to have the use of a Toyota Camry provided by the South East Sydney Local Health District. This vehicle plays a crucial role in transporting our clients to and from the local hospital, ensuring timely and reliable access to essential healthcare services.

During the 2022-2023 period, we sold a Toyota Camry named Peter, which was replaced with a Toyota Camry Hybrid which we named Ed, honouring the dedication of our volunteer carer, Edmond Tsang.

Similarly, we retired a Mitsubishi Rosa Bus named Trev, and its replacement, Kezza, pays tribute to our longest-serving volunteer, Kerrie Watson, who contributed over 20 years of service to our organisation and sadly passed away in 2022.

By naming our vehicles after our dedicated volunteers, we not only honour their commitment but also instill a sense of gratitude and recognition for their contributions. These names serve as a reminder of the meaningful impact made by our volunteers in supporting our clients' transportation needs.

COMMUNITY PARTNERS

In 2022-23 we held two Community Partners events to bring the community together to share with them vital information about the aged care system. It included information on the services available to older people in the St George Community and the first steps in becoming a client and accessing aged care services. Our events attracted over 70 people on both occasions and were supported by Glen Sorenson from Aged Communications, Doctor Jodie Ellis from Calvary Healthcare and Natasha Nicholas from Three Point Clinic. We were also fortunate to receive sponsorship from Aidacare.





Financial Reports



TREASURER'S REPORT

In 2022-23 St George Community had a year which exceeded expectations. Our community broke out of the COVID shackles and have enthusiastically resumed normal transport and social activities. Our financial result was a surplus of \$137.3K compared with a deficit of \$57.2k last year.

Revenue in 2022-23 was \$4.65m, a growth of 28% over the prior year. The growth came in both Transport and NDIS One on One services.

In our Transport sector, our revenue from individual transport clients and bus hire increased 69% to \$1.02m, reflecting the return to regular activities and growing trip numbers in the NDIS and Home Care Package categories. Revenue from the hiring of our bus fleet to various Community Groups, Hospitals and Aged Cared Facilities improved by 148% over the prior year.

Our NDIS one-on-one business continues to grow with a 68% increase in revenue over the prior year. This service earned \$1.10m in FY2023 and we now have 21 Support Workers providing community access and care for our NDIS participants.

One off Federal grant funding for increased fuel costs and NDIS COVID expenses, along with a State grant to employ Culturally & Linguistically Diverse drivers also buoyed revenue. Grants totalled \$2.42m, an increase of 7% on 2021-2022.

Expenses for the year grew commensurately with revenue and totalled \$4.51m, a 20% increase on the prior year. Combined staff remuneration and fleet costs make up 87% of all costs. The one-off rebranding expense incorporating design, new decals on vehicles, uniforms and stationery totalled \$80K. On top of the gazetted wage increase, drivers were afforded an additional 5% pay increase to retain and attract quality drivers.

Our financial position remains strong as shown through our Balance Sheet with Current Assets of \$3.55m (6% increase on 2021-22) compared to Current Liabilities of \$0.69m (6.5% decrease) whilst our overall cash reserves of \$3.3m and members equity of \$3.6m provide a great foundation for the future.

The Board and Management team continue to work hard to identify opportunities to secure the long-term future of St George Community. This includes continuing to grow and support our NDIS one-on-one service, continuing overnight outings and controlling operating expenses as we move towards a new government funding model for our transport service from July 2025.

The Board continues to work with the management and staff to mitigate risk. A particular focus this year has been to ensure incidents are appropriately reported and mitigated. The Aged Care Serious Incident Response Scheme (SIRS) was extended to include Commonwealth Home Support Program (CHSP) and Home Care Package (HCP) clients in December 2022 and key staff were trained in the reporting protocols. Additionally, all staff, volunteers and clients have been actively encouraged to report any concerns and incidents. Our audit was conducted by WSC Group who reported well managed, integral financial accounts. Furthermore, St George Community conducts self-assessment audits to ensure compliance with Point to Point and BOAS legislation, which means that our fleet of vehicles continue to meet safety standards and our drivers and carers are appropriately qualified and trained.

St George Community is currently in a healthy financial position and preparing for the future. This position reflects the continued hard work of our Board, Employees, Volunteers, and many other stakeholders, and I would like to take this opportunity to thank them all for their efforts.







AUDITOR'S INDEPENDENCE DECLARATION TO THE RESPONSIBLE PERSONS OF ST GEORGE COMMUNITY TRANSPORT LIMITED

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, there have been:

- i. no contraventions of the auditor independence requirements as set out in section 60-40 of the Australian Charities and Notforprofits Commission Act 2012 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

WSC GROUP - AUDIT PTY LTD

A handwritten signature in black ink, appearing to read 'A F Gilbert'.

A F GILBERT
CA Director

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	2023	2022
Revenue and other income		
Revenue	4,566,478	3,560,094
Finance income	58,862	10,909
Other income	23,242	60,257
TOTAL REVENUE AND OTHER INCOME	4,648,582	3,631,260
Expenses		
Employee benefits expense	(3,381,222)	(2,825,675)
Depreciation and amortisation expense	(135,900)	(147,757)
Transport costs	(391,211)	(294,592)
Administration expenses	(182,571)	(89,492)
Volunteer costs & reimbursements	(80,057)	(54,347)
Lease expenses	(92,294)	(84,449)
Insurance expense	(92,445)	(66,964)
Other operating expenses	(155,609)	(125,173)
Profit before income tax	137,273	(57,189)
Income tax expense	-	-
Profit for the year	137,273	(57,189)
Other comprehensive income, net of income tax		
TOTAL COMPREHENSIVE (LOSS) / INCOME FOR THE YEAR	137,273	(57,189)

STATEMENT OF FINANCIAL POSITION

	2023	2022
ASSETS		
Current Assets		
Cash and cash equivalents	720,613	823,600
Trade and other receivables	209,994	153,223
Other financial assets	2,530,903	2,344,722
Other assets	88,590	25,583
TOTAL CURRENT ASSETS	3,550,100	3,347,128
Non-Current Assets		
Property, plant and equipment	784,138	912,621
TOTAL NON-CURRENT ASSETS	784,138	912,621
TOTAL ASSETS	4,334,238	4,259,749
LIABILITIES		
Current Liabilities		
Trade and other payables	268,003	204,136
Employee benefits	294,485	255,564
Other financial liabilities	124,204	274,565
TOTAL CURRENT LIABILITIES	686,692	734,265
Non-Current Liabilities		
Employee benefits	85,287	100,500
TOTAL NON-CURRENT LIABILITIES	85,287	100,500
TOTAL LIABILITIES	771,979	834,765
NET ASSETS	3,562,259	3,424,984
EQUITY		
Reserves	1,089,483	1,089,483
Retained earnings	2,472,776	2,335,501
	3,562,259	3,424,984
TOTAL EQUITY	3,562,259	3,424,984



INDEPENDENT AUDIT REPORT TO THE MEMBERS OF ST GEORGE COMMUNITY TRANSPORT LIMITED

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of St George Community Transport Limited, which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of St George Community Transport Limited has been prepared in accordance with Division 60 of the Australian Charities and Notforprofits Commission Act 2012, including:

- i. giving a true and fair view of the Registered Entity's financial position as at 30 June 2023 and of its financial performance for the year ended; and
- ii. complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Notforprofits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the Australian Charities and Notforprofits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Responsible Entities for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

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A F GILBERT
CA Director

Our Supporters

Thank you for support

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Better Support. Stronger Connections.

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