

# SOUTH WEST COMMUNITY TRANSPORT

TRADING AS

SOUTHERN HIGHLANDS  
COMMUNITY TRANSPORT and

ACCESSIBLE TRANSPORT  
AUSTRALIA

## 35TH ANNUAL REPORT



FROM WITHIN  
FOUR WALLS,  
TO THE GREAT  
OUTDOORS

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**OUR VISION:  
LEADING THE WAY IN ACCESSIBLE TRANSPORT**

**OUR MISSION:  
TO BE A COMPREHENSIVE TRANSPORT SERVICE  
PROVIDING:**

- **ACCESSIBLE, SAFE AND SECURE TRANSPORT WHICH IS  
RESPONSIVE TO COMMUNITY NEEDS**
- **ADVOCACY, EDUCATION, RESEARCH AND INNOVATION;  
AND**
- **INDEPENDENCE AND QUALITY OF LIFE FOR OUR CLIENTS**

**OUR VALUES:**

**EXCELLENCE  
FLEXIBILITY  
PARTNERSHIP  
SAFETY**

**INNOVATION  
LEADERSHIP  
RESPECT**



# 2021 / 2022 Board of Management

South West Community Transport Ltd is a not for profit organisation governed by dynamic and specialised people from our local community.

SWCT's Board Members are elected at our Annual General Meeting, and are selected according to the skills they can bring to our organisation.



**Benjamin Wong**



**Theo Peereboom**



**Kerrie Flynn**



**John Sherwood**



**Samantha Acopian**



**Vanessa Morschel**



**Mark Callanan**



**Carl Peterson**



**Natalie McMullen**



# Agenda

Date: 29th September 2022	Time: 2.00pm
1. Welcome to the 34th Annual General Meeting	Darrin Wilson
2. Acknowledgement of Country	Genevieve Sexton
3. Apologies	Darrin Wilson
4. Guest Speaker	Tara Russell (CTO)
5. Minutes of Previous Meeting	Darrin Wilson
6. Chairperson Report	Ben Wong
7. Treasurer and Auditors Reports	Anwar Anwar
8. Work Health and Safety Report	Vicente Manjon
9. Operations Manager Report	Genevieve Sexton
10. Fleet Manager Report	Mark Tierney
11. Project Officer Report	Sandi Hemmings
12. Executive Officer Report	Darrin Wilson
13. Welcome Returning Officer	Michael Garcia
14. Standing down of existing Board of Management	Michael Garcia
15. Election of New Board of Management	Michael Garcia
16. Years of Service Recognitions	Darrin Wilson
17. Close Meeting	Darrin Wilson

# Minutes from the 34th Annual General Meeting

27th October 2021

Meeting Opened: 2.06pm

## 1. Welcome

Darrin Wilson, Executive Officer formally welcomed everyone to the 34th Annual General Meeting.

## 2. Acknowledgement to Country

An acknowledgement to Country was completed by Genevieve Sexton.

## 3. Apologies

Nil

## 4. Minutes of the previous AGM:

The minutes of the 2020 AGM were presented for information for those present.

Motion: The minutes of the 2020 Annual General Meeting be accepted as tabled.

Moved: John SHERWOOD

Seconded: Theo PEEREBOOM

Carried

## 5. Treasurer's Report

The Annual Financial Report for the year ending the 30th of June 2021 was presented for information for those present by Theo Peereboom.

Motion: The Annual Financial Report be accepted as tabled.

Moved: Vanessa MORSCHELL

Seconded: Mark CALLANAN

Carried

## 6. Chairperson's Report

The chairperson's report was completed by acting Chairperson Ben Wong.

Motion: The Chairperson's Report be accepted as tabled.

Moved: Mark CALLANAN

Seconded: John SHERWOOD

Carried

## 7. Executive Officer's Report

The Executive Officer's report was presented for information for those present by Darrin Wilson.

Motion: The Executive Officer's Report be accepted as tabled.

Moved: Vanessa MORSCHELL

Seconded: Theo PEEREBOOM

Carried

## 8. Board of Management Nominations

The following nominees were endorsed for the 2021 / 2022 Board of Management of South West Community Transport:

Benjamin WONG, Existing Board Member

Theo PEEREBOOM, Existing Board Member

Kerrie FLYNN, Existing Board Member

Mark CALLANAN, Existing Board Member

Vanessa MORSCHELL, Existing Board Member

Samantha ACOPIAN, Existing Board Member

John SHERWOOD, Existing Board Member

Motion: Members of the organisation to endorse the applications for the Board of Management.

Moved: Mark CALLANAN

Seconded: Vanessa MORSCHELL

Carried

## 9. Appointment of Executive Positions

Motion: Benjamin Wong to fill position of chairperson

Moved: Theo Peereboom      Seconded: Mark Callanan      Carried

The Chairperson position was accepted by Ben Wong.

Motion: Mark Callanan to fill position of Vice Chairperson.

Moved: Samantha Acopian      Seconded: Vanessa Morschel      Carried

The Vice Chairperson position was accepted by Mark Callanan.

Motion: Theo Peereboom to remain as Treasurer.

Moved: Ben Wong      Seconded: John Sherwood      Carried

The Treasurer position was accepted by Theo Peereboom.

Motion: Darrin Wilson to remain as Company Secretary.

Moved: Vanessa Morschel      Seconded: Theo Peereboom      Carried

The Company Secretary Position was accepted by Darrin Wilson.

## 10. Appointment of Auditor

Motion: Michael Garcia to remain as the Organisation's Auditor.

Moved: Theo Peereboom      Seconded: Mark Callanan      Carried

## 11. Appointment of Signatories to Accounts

Motion: Theo Peereboom and Benjamin Wong to become signatories to our accounts with Macarthur Credit Union.

Moved: Vanessa Morschel      Seconded: John Sherwood      Carried

Meeting Closed: 14.30





# Chairperson's Report

It is an honour and a privilege to present the 35th Annual Report for South West Community Transport Ltd. Whilst the report is to look back over the past twelve months, it would be remiss of me not to acknowledge the 35 years that has made this organisation what it is today. Looking back, the organisation has come a long way. From its humble beginnings 1988 as Macarthur volunteer transport with 2 vehicles, 2 volunteer drivers and 50 clients, we are now an organisation of 80 paid staff members, 50 volunteers, 2 depots, 56 vehicles covering 6 LGA's, over 7,000 clients and an area covering over 6,000 square kilometres from Fairfield to the Southern Highlands.

Despite our amazing growth, it is important to recognise and remember that our organisation started with a single objective 35 years ago. That is, to provide "local and accessible transport for the community". Three and a half decades later, the cornerstone of our organisation remains the same in ensuring that we continue to provide accessible transport that services our valued community. To think that our organisation has not only survived over this period, but it has been able to thrive and become an industry leader in accessible transport on a national level, is a testament of what the organisation stands for and the people behind the organisation (both internal and external).

The year that has gone by marks an incredible milestone for the organisation. In late 2021, South West Community Transport had just started its journey toward its merger with Southern Highlands Community Transport. At the start of 2022, the merger was complete, and we are now one of the largest community transport providers in New South Wales.

The merger has meant that we, as an organisation can better deliver quality, value, frequent and consistent service to a more diversified clientele. The collaborative effort of both organisations and the synergies created supports a strong organisation into the future. This could not have taken place if the organisations did not have the same values. The common goal to provide an

outstanding service to our clients that require accessible transportation meant that the integration of the two organisations which would have been a complex undertaking, was completed smoothly. We are all very proud of the collaborative effort and the exciting opportunities the merger brings for all our customers and the community as a whole.

Congratulations, well done and a big welcome to all our Southern Highland friends!

## Achievements

There have also been several outstanding achievements that South West Community Transport has been able to accomplish. These include:

- Purchasing several new vehicles
  - 2x Camry hybrid sedans
  - 26 seat Yutong bus
  - Kia carnival with wheelchair access
  - Staria wagon with wheelchair access
  - Mercedes Sprinter with wheelchair access
- Completed our NDIS certification audit to allow us to operate in the NDIS space
- Successfully negotiated a 5-month covid lockdown without losing any staff.
- Completed the Bus operator's accreditation scheme registration.
- Merged with Southern Highlands Community Transport
- Commenced support coordination for NDIS clients
- Extended out Transport contract with Transport for NSW until the 30/06/2024

Some of these achievements have been recognised in the form of awards/sponsorships that our organisation received last year (including but not limited to:

- Winner of the Disability Australia Employer of the year award
- Winner of the Campbelltown Business award for specialist business
- Winner of the Westfields local hero award

These honors are a tribute to all our fantastic staff and volunteers who continue to do a remarkable job serving our customers, partners, and community.



# Chairperson's Report

## Financials

Financially, we continue to operate in a strong position. The results speak for themselves and there are many reasons to look to the future with confidence as we continue to grow and serve in an uncertain economic environment.

## Health and Safety

Although the first half of the financial year in 2021 was severely impacted by covid lockdowns, 2022 has largely been a COVID free year and we will keep our fingers crossed for the future. In spite of this we remain committed to the health and safety of all our clients and staff in maintaining the highest of standards. These standards will continue and has formed part of the core foundation of the organisation irrespective of the existence of COVID or any other variant.

## Thank you and Acknowledgements

As usual, it is important to recognise the leadership, team members, volunteers and clients that drive and support this organisation.

I would particularly like to thank our Executive Officer Darrin Wilson who continues to demonstrate and show strong dedication and leadership throughout the organisation. The organisation's achievements are a reflection of Darrin and his team's efforts, and you should be extremely proud of what you have achieved.

To every staff member and volunteer, on behalf of the board, I would like to thank every one of you for your hard work, professionalism, dedication, and loyalty. Thank you!

I would also like to acknowledge and thank our fellow board members:

- Theo Peereboom
- Carl Peterson
- John Sherwood
- Kerrie Flynn
- Natalie McMullen
- Samantha Acopian
- Vanessa Morschel
- Mark Callanan

Your continued support, commitment, expertise, counsel, leadership and willingness to volunteer your valuable time to enhance and progress the development of this wonderful organisation is greatly appreciated, and words cannot thank you enough.

Finally, whilst we continue to build on the past, the year ahead is future focused with strategic planning and exciting new projects that stay true to our core values and remind us of "why" we do this. The results achieved this year continues to be a testament of the hard-working commitment of every single person associated with South West Community Transport. To that end, I would like to personally thank all our clients, customers and partners who have supported South West Community Transport over the years. Without you, there would be no organisation. We hope that we continue to meet your needs and expectations for at least another 35 years.

Thank you

*Ben Wong*  
Chairperson





# Treasurer's Report

The 2021/22 financial year has resulted in a surplus from ordinary activities of \$1.750m (2020/21= \$613k surplus) before transfer to/from Reserves. This impressive result is nevertheless less an aberration as it includes the result of a merger of SWCT with SHCT that occurred during the financial year, which contributed \$1.797m to the bottom line. Further, it needs to be noted that the organisation, like many others in Australia, was severely impacted by restrictive trading with respect to health orders from NSW Health in response to the Covid-19 pandemic.

The restrictions had to a certain degree, limited our ability to deliver our full suite of services that clients expect from our organisation. Income declined compared last year by \$182k, due to the negative impacts resulting in decreases in the Commercial activities sector (\$352k), Interest – due to low cash/interest rates (\$9k), the cessation of the government Cash Flow Boost Subsidy (\$50k) and Job Keeper Subsidy (\$962k), offset somewhat by increased Government funded Covid-19 Business Grant and Covid-19 Job Saver Payment (\$479k in total) plus recurrent and non-recurrent grants (\$699k)

Increases on the expenditure side of the ledger was primarily due to Employee Expenses (\$727k) as a result of SWCT maintaining staff even though work output was severely stymied as a consequence of Covid-19. Our staff are our biggest asset and the Board felt convinced and obliged to shield the burden of reduced work (and therefore reduced income) from staff as much as possible. To the extent possible, SWCT trimmed Administration Costs by 21% (\$112k) to offset the increased employee costs.

SWCT has increased the restricted reserve balance pertaining to the Vehicle Reserves and maintain the Equipment Replacement Reserve at last year's level. The vehicle and Equipment Reserves reflect funds set aside for future capital expenditure of the Company and for the purpose specified by the Board.

The Board, Management and Staff have continued to drive and grow the Organisation, whilst maintaining our primary role of 'leading the way in accessible transport'

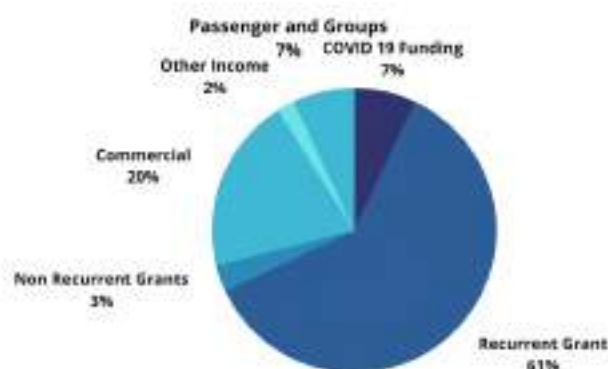
## Income

The major income stream for the organisation continues to be Transport for NSW recurrent grant funding (\$4.415m), representing 61% of total revenue which is higher than the previous year due to the amalgamation of SWCT and SHCT. The organization was also able to secure Covid-19 Job Saver payments and Covid-19 Business Grants.

The Organisation's Commercial business units were on a growth trajectory into new regions, however, Covid-19 interrupted our efforts, and income for this area of the business did fall away by almost 20% this year as a consequence.

Interest rates have continued to fall over the last twelve months (due to the Reserve Bank decreasing the cash rate in an attempt to stimulate the economy), to unprecedented levels. Late in the financial year, the Reserve Bank commenced increasing the cash rate, but too late and too little to make a positive growth contribution against last year's value (which was also negatively impacted by very low interest rates).

Whilst cash has grown overall, interest income has almost halved compared to last year, as investment opportunities with attractive returns were not readily available in the market place. The SWCT board has reviewed its investment strategy and policy which, with increasing interest rates, is expected to turn the current reduction around in the 2022/23 financial year. The organisation continues to monitor investment considerations by maximizing opportunities for its cash surplus requirements against the daily cash flow needs





## Expenditure

On the other side of the ledger, total expenditure has increased by \$499k (8%) over last year, in line with the growth of 2020/21 over 2019/20. Increase of 19% in Employee Expenses (\$727k) was due to maintaining staff throughout the Covid-19 pandemic, and the additional staff coming on board as a consequence of the merger between SWCT and SHCT. This was somewhat offset by a decrease in Administration Costs (\$112k) compared to the prior year. A decrease in the Doubtful debts provision (compared to an increase in 2020/21) of \$82k coupled with reduced bad debts (\$36k) are the main contributors to the movement in Administration costs.

## Balance Sheet

**Cash:** Cash in the bank has increased from last year to \$5.8m (\$3.7m 2020/21) as at the end of June 2022 and is securely invested in short term liquid investments with the local Credit Union. The increase is substantially due to the SHCT funds being included with SWCT as a result of the merger between the two organisations during the year. Whilst the bank account is very healthy, it should be noted that contracts in place with the grant providers leaves only a portion of the cash with minimal discretion over how it can be spent, as the balance is almost entirely 'restricted' and/or limited by TfNSW in what it can be used for.

**Fixed Assets:** During the year, SWCT increased its motor vehicle fleet cost value by \$375K – and after depreciation and disposals, the vehicle fleet remains the organisations biggest single asset class with a purchase cost price of \$3.0m. Vehicles and all other assets are depreciated in-line with the Australian Taxation Office guidelines over their economic/useful life. The total depreciation relating to the vehicle fleet is shown in the accounts as \$1.7m.

**Reserves and Provisions:** The Vehicle Replacement Reserve (\$1.8m) increased compared to 2020/21 value of \$1.2m whilst the Plant Replacement Reserve (\$0.2m) remained in line with the previous year levels and reflect the

replacement schedule for these assets.

In line with appropriate accounting principles, SWCT has \$625k in the balance sheet to fully cover employee entitlements such as long service leave and annual leave. Management continues to review long outstanding leave with a view of reducing this liability in order to minimize future growth and cost.

## Balance Sheet

Total assets have increased over the year from \$7.6m in 2020/21, to a year-end balance at 30 June 2022 of \$10.0m. It is important to note the AASB 16 accounting standard introduced from 1 July 2019 has been adopted by SWCT. Total liabilities have increased from \$3.4m to \$4.0m due to increases in Trade Payables (\$342k), Lease Liabilities (\$43k) and increase in Provisions by \$256k.

In the meantime, the current ratio, also referred to as the liquid ratio (current assets to current liabilities) - indicating the organisations ability to pay its immediate debts, is steady at 3.5:1 which is favourable compared to the industry standard of 2.0:1.

## Summary

Overall the balance sheet continues to be strong, with the 'Members Funds' (the difference between total assets and total liabilities of the organisation) increasing by the current year's surplus and the merger of the SWCT and SHCT balance sheets, growing to a robust level of \$6.0m at the end of the financial year (\$4.2m in 2020/21)

Whilst the above graphs and commentary indicate an overall summary of the financial position as at, and for the financial year ending 30 June 2021.

*Theo Peereboom*  
*Hon. Treasurer*





# WHS Report

As the Work Health and Safety Committee, our primary responsibility is to Observe, Identify, Discuss, and Resolve Actual; as well as, Potential Hazards and Risks, that will impact on the Health and Safety of our Colleagues, Clients and Contractors.

SWCT and the WHS Committee have had numerous achievements over the last 12 months; including, but not limited to the following:

## ORGANISATION

- Completed contracts with Liverpool and Campbelltown Hospitals re: Vaccine Shuttle Buses. Received excellent review from both organisations.
- Completed NDIS Certification Audit and Support Coordination Audits
- Undertook Successful Compliance Meeting with TfNSW and Passed.
- Negotiated a 5-MONTH Lockdown due to COVID-19 and did not lose any staff as a result. Implemented all Covid Safe Plans and Business Continuity Plans as required.
- Completed all Staff Performance Appraisals for 2021.
- Renewed Taxi Contract with 13CABS for 2021.
- Registered for BOAS, completed Self-Assessment, and completed first Audit.
- Won the Disability Services Australia, Employer of the Year Award.
- Won the Campbelltown Business Awards
- All staff completed 3 doses of Covid Vaccination.
- SWCT acquired Southern Highlands Community Transport.
- Completed Fire Hydrant Testing.

## BUSINESS DEVELOPMENT

- Signed a New Service Contract with Western Sydney Airport, to continue to be their Preferred Transport Provider.
- Signed a Service Agreement with Checkers CABS in Townsville for NDIS Transport
- Partnership with Southern Highlands Taxis.
- Signed Service Agreements with Anthem Care in Bowral, Henley Brae Lifestyle Village and Southern Highlands Christian School

- Signed a Service Agreement with Blue Hills Village and Kilbride Nursing Home.
- Joined a panel of Exec Officers and the University of Wollongong, to research an Alternative Funding Model.
- Became a Sponsor of the Campbelltown Chamber of Commerce.

## FLEET MANAGEMENT

- Leased 2 new Camry Hybrids.
- Leased a new Mercedes Sprinter for the fleet.
- Purchased a Hi-Ace for our Commercial fleet.
- Leased a new Yutong 27-seat Bus.

## CLIENT FOCUS

- Completed a successful 7-Day Social Outing to Mount Kosciuszko.
- Completed 2 x Client Christmas Parties at Robertson Bowling Club.
- Attended a 9-day Gold Coast overnight trip with clients.

## IMPROVEMENTS

- Radio System to be installed at Southern Highlands Community Transport.
- Uniforms ordered for Southern Highlands Community Transport.
- Breakout Area created for Staff use, and for informal meetings with client and staff.
- Volunteer Sign completed and mounted on the front fence.

## TRAINING

- 20 staff completed the Second-Year Manual Handling Course.
- 3 staff completed the Low-Risk Drivers Course.
- Trailer Training completed for 9 Drivers (3 SCHAT and 6 SWCT)
- Low Risk Drive Course for Volunteer Drivers completed last 19th May 2022.

*Vicente Manjon*  
*WHS Chairperson*







# Operation's Manager Report

After the Covid 19 challenges of 2021, including a four month lockdown, it was with cautious enthusiasm that we resumed our services in December 2021. We needed to get our clients back to socialising and in the community.

In November we held our staff team building day, which was a great success, especially after being in lockdown for most of 2021. In December, we conducted a manual handling course for a group of our drivers. In January 2022 we were back in two teams again due to the new strand of Covid 19. Omicron infection numbers were steadily increasing. We were still able to provide essential transport tour clients.

In February, we welcomed our Southern Highlands Mittagong team to SWCT. Over the past months, we have seen growth in the number of clients joining SHCT for their transport needs.

February also saw us win a Local Business award for 2021 in the Specialised Business category. Our business development manager Carissa has done a wonderful job in organising our entry for this award. We are also a finalist once again for this category for 2022.

In April we held our whole organisation training day, whereby we delivered driver training and on road risk critical incident training. We also conducted a manual handling course for Mittagong in August.

Over the last few months we have had some volunteers join us in the office. They are a valuable part of our team, and are very happy learning new skills in the various departments, bookings, NDIS and intake sections.

In May, we headed to the Gold Coast for our first 9 day interstate trip. We had 27 clients on 2 buses who enjoyed a fabulous sunny holiday. Some of the sights we took in were Seaworld, Movieworld, Currumbin Sanctuary, Big Banana at Coffs Harbour, and on the way back, we stopped at Tamworth, Glen Innes, Muswellbrook. The feedback from the clients was extremely positive, and most of them can't wait for the next week long adventure.

We continue to deliver our EMAA program, five classes weekly, as instructed by Sharon. Our bookings team are receiving an increased amount of calls daily and our client base is growing more each day.

I would also like to extend a sincere thank you to all our staff, including our volunteers for their commendable contributions during the past year. We have been growing as a business this year and will continue to do so.

*Genevieve Sexton*  
Operations Manager





# Fleet Report

Since re-joining South West Community Transport Ltd as Fleet Manager in June 2022, I am proud to present my first Annual Fleet Report and covering the entire fleet.

Since the merge with Southern Highlands Community Transport earlier this year, we have been working towards standardising our fleet and driver processes.

Our fleet now comprises a total of 56 vehicles which are based at Minto and Mittagong.

Vehicle	Minto	Mittagong
Rosa / Coaster	8	7
Yutong	1	0
Hi-Ace	9	1
Sprinter	1	3
Kia Carnival	4	0
Honda Odyssey	2	0
Camry	2	1
Corolla	0	6
Mondeo	7	0
Trailer	3	1

All vehicles continue to be regularly serviced and maintained as per the manufacturers' service schedules.

Three of our Minto-based buses are also accredited under the Bus Operators Accreditation Scheme (BOAS) where regular self-assessments and reporting are required. BOAS allows SWCT to operate in the commercial world.

One of our BOAS buses is a new Yutong D7 26 seater bus which was delivered to Minto in April this year.

Our Yutong bus brings added technology to assist our drivers, along with increased passenger comfort, especially for those longer trips.

In the 2021 – 2022 financial year our fleet has travelled 1.04 million kilometres, compared to 1.09 million kilometres in the previous 12 month period.

I would also like to extend my thanks to all Management and staff, to all our drivers, bus assistants and volunteers for their involvement and patience during my first few months. And a special thanks to Patrick, our previous Fleet Manager for his support whilst I have been settling into my role.

*Mark Tierney*  
Fleet Manager







## Projects Report

From within Four Walls to the Great Outdoors; South West Community Transport's Social Outing Project is about our clients!

An active and positive social life is vital to both mental and physical health. As we age, our mental and physical health become more important than ever, as they directly affect our quality of life, longevity and finances. Studies show that seniors who stay socially active and engaged experience a variety of benefits, including:

- **Better Cognitive Function:** Social activities keep us sharp and mentally engaged, and this is important to prevent the onset of dementia.
- **Maintaining Good Emotional Health:** Connecting with others keeps you in a positive frame of mind, which wards off depression.
- **Improving Physical Health:** Socially active seniors tend to be more physically active, too. Plus, you tend to eat more and make better food choices when you share a meal.
- **Boosted Immune System:** Studies have shown that seniors who stay engaged with others, and their communities, have higher levels of immune-system functioning.
- **Enjoying Restful Sleep:** Research shows that people who have more fulfilling relationships in their lives tend to sleep better than those who don't.
- **Increased Longevity:** Live a longer, happier life by keeping your social circle strong. An active social life can help lower daily stress and is often the key to encouraging you to live a healthier lifestyle too!

pandemic numbers. I believe our innovation, safety measures and client commitment during some of the most difficult events of our generation have reinforced our client's faith in our ability to lead the way in community transport.

Our Scenic Sundays continue to remain our more popular outings, with crowds flocking to spend a day by the beach, exploring small towns or driving out to the country. The Rocks Market and Kiama Markets proved popular, Hawkesbury Riverboat and Captain Cook also remain fan favourites. Our Foodie Fridays are growing in all LGA's and remain a staple for the social lives of many of our clients.

But it isn't all a numbers game. We had the pleasure of visiting some niche venues, catering to more specific tastes, but they remain fascinating excursions for those interested. We had a small but dedicated group attend Liverpool Library for a history talk. We sailed alongside Humpback Whales on our Whale Watching outing to Cronulla.





# Projects Report



Despite a few false starts and a little rescheduling, we attended an exciting Steel Works Tour at Port Kembla, a humbling tour of Rookwood Cemetery and a fantastic outing to Fairground Follies to see a one-of-a-kind collection of carnival antiques.

We have welcomed our clients from the Southern Highlands, transitioning their social program and increasing opportunities for clients to engage with their community.

It's a learning process and I look forward to seeing it continue to improve, as we take on our client feedback and work with our Highlands staff. We have had great success integrating our Southern Highland clients into our overnights.

This quarter we are hoping to see more faces on our weekly Foodie Fridays and we will also be integrating our Southern Highlands group with our Macarthur socials.

Since our last AGM we have embarked on not one, but two extended overnights: one to Kosciuszko and the other to the Gold Coast. From a chairlift up to one of the highest points in Australia to a caving adventure. From sailing alongside Humpback Whales to a bona fide Helicopter flight, our overnights have afforded our clients once in a lifetime experiences!

I was lucky enough to join our clients on our overnight trip to Mudgee and I was once again humbled by the care and dedication of our drivers and volunteers.

Our staff go above and beyond in their commitment to ensuring our clients have a safe, accessible and fun experience every time they travel!

Together, we partook in wine tasting, history tours, visited bespoke arts and crafts shops and learned about the regions abundant local produce.

But I think what truly made Mudgee memorable was the clients. Our Socials are only as good as the people on them and when our clients are so positive and bring their best selves, its hard not to believe you have the best job in the world.

This quarter we look forward to our Canberra overnights, another extended eight day trip to Albury and a host of weekly socials to keep our clients engaged and active.

Through South West Community Transport's Social Outings Project we promote the health and wellbeing of our Community by taking our clients from within four walls to the great outdoors.

*Sandi Hemmings*  
*Project Officer*





# Executive Officer's Report

Good Afternoon and welcome to our 35th AGM for South West Community Transport Ltd.

To say it has been a hectic and dynamic 12 months would be a gross understatement. We have faced a variety of challenges including massive Covid lockdowns, fires, and floods as well as substantial fuel and cost of living increases. All of which add to the challenges we already face to deliver a high-quality community transport service.

I am happy to say that not only have we successfully negotiated all the above challenges, but we have thrived and grown over the past year, with several achievements.

I am blessed to have the privilege of working with a fantastic group of people with over 80 paid staff and 50 volunteers, we are no longer a small organisation but a growing business covering the South West of Sydney and more recently adding the Wingecarribee Shire to our family as we merged with Southern Highlands Community Transport in February this year.

Elsewhere within this document are several reports from various Board Members and Management team members and they have covered pretty much all the year's achievements and goings on within the organisation both internally and with our clients and partners.

My main intention today is to personally thank each member of my peers from the Management team, through to all the office staff and drivers and not forgetting Jayden Sham (our warehouse all-rounder) you have all performed to the highest standards through some very trying times.

Everyone willingly adapted during Covid lockdowns to working in teams, working from home, assisting in every aspect of client care, with many staff members stepping way outside their job description to ensure the welfare of each other and of our more than 7,000 clients.

So far this year we have lost 58 weeks of work due to Covid isolation restrictions, but we have never failed to deliver our services to all that needed them, and this is testament to the dedication of each team member.

A big thankyou to the members of my Board for your support and faith in me to navigate the past 12 months, each of you have been a great support. I also thankyou for all putting your hand up to be members of the board again in 2022/2023.

I would like to close my report today by outlining two of our major achievements which I think are shining examples of what can be done if you are willing to think outside the box and work as a team.

## **Cab Charge Community Card Program**

This is a program that allows our clients to be more independent and control their own transport needs, 24/7 but still have our support. The program allows clients to have a cab charge card that can be used in most taxis across Australia, they then can book their own taxi, or wave one down on the street, go where ever they want whenever they want and each trip, we will cover the first \$20 of the cost.

The program commenced with a 6-month trial with 10 clients and has grown to having 300 clients on the program and completing over 1,600 trips per month. The feedback from clients on the program is overwhelmingly positive and many of them indicate the program has changed their lives and afforded them a lot more independence.

This program solves an age-old issue of offering transport solutions for first mile/last mile transport. Meaning you can use the cab charge card to get a taxi to the train station, take the train to the city then use the cab charge card to get a taxi to your appointment, then do the same in reverse to get home.

# Executive Officer's Report

## Overnight Socials

We have been doing one- and two-nights overnight socials for a few years now and more recently trialled a 7-night social holiday away with clients in our buses.

This was an outstanding success and has led to the 7-night socials being a twice-yearly event on our social calendar. So far, we have visited Western NSW, the Gold Coast, Kosciuszko National Park, and we will be going to Albury in October 2022.

Although we are by no means a professional tour company, Sandi Hemmings our project manager does an outstanding job compiling these socials, completing risk assessments, organising day tours, accommodation, and meals, making sure everyone involved has the best experience possible.

These socials are designed to connect clients to the greater outdoors who ordinarily wouldn't be able to go on main stream bus holidays. Our drivers and bus assistants remain with the clients 24/7 to support and assist in every part of the journey.

*Darrin Wilson*  
*Executive Officer*



## SERVICE ACHIEVEMENTS 2021 / 2022



**FLEET OF 56  
VEHICLES**

**1,198,550  
KMS  
TRAVELLED**



**AVERAGE OF  
1,300  
CLIENTS PER  
MONTH**



**99,400  
ANNUAL  
TRIPS**



**80 PAID  
EMPLOYEES**