



# GREAT COMMUNITY TRANSPORT 2018-2019 ANNUAL REPORT

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## OUR CORE VALUES

In seeking to serve our purpose and achieve our vision our core values are as follows:-

- Community Focus
- Commitment
- Respect
- Quality
- Empowerment
- Integrity

## OUR VISION

GREAT choices

# PRESIDENT'S REPORT

This past year the merger of GREAT Community Transport with Easy Go connect has presented significant challenges attendant with bringing together any two organisations with their own cultures no matter how similar is the work or the similarities in their cultures dedicated to providing excellent service to the community.

We have welcomed a new Executive Officer, Ben Jackson, who is bringing significant community sector experience along with having come from Easy Go Connect. Together with Rob Lake we have a strong executive to lead our new organisation into the future and the challenges that will entail.

Let me also extend heartfelt thanks for all the work that has been done by the staff and volunteers from both our newly merged organisations over the past year. The care we provide for our clients would not otherwise have been possible.

Finally let me express my appreciation and thanks to my fellow board members for their dedication and hard work over the past year as they have been deeply involved in all of what has been mentioned above. Their work has been invaluable and vital.

**Kevin Richards**  
President

# TREASURER'S REPORT

This report has been prepared by the Finance Manager at GCT. The Treasurer throughout the 2018-19, Mr Morri Young, resigned at the end of the year, pending the GCT/Easy Go Connect merger.

Total revenue for the year increased by 4% from 2017-18.

In terms of expenses, depreciation increased due to bringing the rate to a more realistic level than previously. Employee costs were lower, a result not of losing staff, but the fact that 75% of drivers accepted permanent contracts during 2018. Rent increased, as GCT had to move out of premises previously leased from Penrith City Council to a

site in the same street but with significantly higher rent. Finally, the sale of three vehicles during the year meant a book loss of \$47,060 on their value as recorded in the balance sheet.

Overall, GCT still holds significant reserves and looks forward to the efficiencies and new opportunities afforded by the merger with Easy Go Connect Inc in 2019.

**Helen Wilson**  
Finance Manager

# CEO REPORT

At this years Annual General Meeting, we get a chance to look back and appreciate where we've come from and look forward to what our new merged GCT can achieve for our staff, our clients and the communities of Penrith Blacktown and the Blue Mountains. As always, firstly, thank you. To our staff, Board members and to the volunteers who drive, support and assist in the office. As we work to bring together two separate organisations and develop shared values, plans and operations, our teams from across the three LGAs have continued to contribute to this work and to continue to provide the services to our clients which provide essential help to remain living at home and to remain living well in their communities. Whether those trips are to the doctor, the vet, to shop or to get out to see or make friends, they contribute to the lives of our clients, the peace of mind of their families and friends and to keeping communities going. So, to everyone, for their parts in that, thank you.

With the help of all our team, we have met the challenge of keeping services going while making big changes in bringing two services together and merging operations. I'm grateful for the forbearance as we have done this. Physical moves, new IT and phone systems have not come without teething issues and challenges as we scale up to manage merged operations. Our reception team have sometimes been at the front end of this and I particularly acknowledge the impact and their help in meeting the ongoing challenge to get the system right.

As staff move into new teams, I want to thank Helen, Milad and Michelle for leadership, support and insights that have helped guide us. Kerri, Andrew and Linda have managed day to day services to ensure the needs of drivers, carers and clients are met. Thanks to Susan, Sara, Trish and Matt for their support to keep our programs going.

Thanks, of course, to all of our drivers and the carers who help them. We get so much feedback from our clients and their families about the friendliness and professional attitude of drivers and carers. This gives so much confidence to people travelling with us.

Good luck to the merged Board of GCT. In getting here, we have benefitted from the experience and insights of previous Chair, Catharine Pruscino and Treasurer Morri Young. Longstanding Directors Glenn Fernandez and Mark Flynn also provided us with valuable experience and views grounded in many years experience working as part of our sector.

Best wishes to all of our staff, volunteers and clients as we now begin to cement the operations of the merger GCT and look towards the future.

Thanks

Rob

**Rob Lake**  
Chief Executive Officer

2018-June 2020

# OUR ORGANISATION

Great Community Transport provides transport for eligible disadvantaged people (the frail aged, people with disabilities and their carers) living in the Blue Mountains and Penrith local government areas.

Mountains Community Transport was funded through the Home and Community Care Program (HACC) in 1986 to provide transport assistance for the frail aged, people with disabilities and their carers who lived in the Blue Mountains LGA. A year later Nepean Community Transport was funded to service the same people in the Penrith LGA.

On 1 July 2004 the two services were amalgamated to become GREAT Community Transport Inc. The service has since expanded and now provides assistance with shopping, medical and hospital transports, transport to centre based meals and social outings, all provided by paid and volunteer workers.



65

countries



23

vehicles



1,732

people  
assisted



638,068

kilometres  
travelled



42,635

total trips



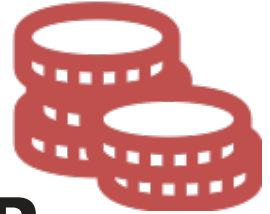
42

languages  
spoken

# OUR DONORS

Thank you to our generous donors and volunteers. Your contribution really makes a difference to our service.

Armstrong Op Shop Wentworth Falls	\$400
Barbara Gordon Estate	\$10,000
Bunnings	\$100
Hazelbrook Croquet Club	\$200
Leep (for volunteer week)	\$250



# VOLUNTEER ROLE OF HONOUR

Volunteer	Position
Andrew Hall	Service Car Driver
Anne Veloso	Receptionist
Bert Bouman	Service Car Driver
Brian Rees	Service Car Driver
Carol Askar	Carer
Cathy Brown	Receptionist/Medical Driver
Cheryle Williams	Carer
Daphne Ward	Medical driver
Debra Van Der Wielen	Receptionist
Dian Walker	Carer
Dianne Notton	Carer
Elaine Gibbons	Receptionist
Erica Morris	Carer
Geoff Hatswell	Medical Driver
George Knuyver	Carer
Glenda Burns	Carer
Jen Chambers	Carer
Jenny Dillon	Carer
Joan Egan	Carer
Joy Goodchild	Receptionist
Julie Murray	Medical Driver
June Stewart	Carer
Kay Hudson	Receptionist
Kevin Chidgey	Service Car Driver
Lenore Price	Receptionist
Linda McGee	Receptionist
Lorraine McDonald	Carer
Lynne Gilchrist	Carer
Lyn Higgins	Service Car Driver
Lynette Crossingham	Carer
Lynne Foley-Brown	Receptionist
Margot Shinn	Receptionist
Marie Kucelj	Receptionist
Michael Hopkins	Carer
Neville Taylor	Medical Driver
Pam Smith	Carer
Pam Wyard	Carer
Paul Elliott	Service Car Driver

Volunteer	Position
Phillip Lopes	Vehicle Care
Richard Nelson	Carer
Robert Chruszcz	Service Car Driver
Robert Harris	Service Car Driver
Robert Lewis	Service Car Driver
Robyn Hayes	Carer
Ruth Bramble	Carer
Sharon Van Keppel	Carer
Stephen Thornley	Driver
Sue Beevers	Carer
Sylvia Seers	Carer
Terry Hamlyn	Carer
Wayne Dalgleish	Service Car Driver
Wendy Blanchard	Carer
Zena Beardsmore	Carer
Richard Talbot	Driver
Robert Chruszcz	Driver
Robert Harris	Driver
Robert Lewis	Driver
Robyn Hayes	Carer
Robynne Cole	Carer
Ross Pierce	Driver
Ruth Bramble	Carer
Sandra Strachan	Carer
Sara Matthews	Driver
Sharon Van Keppel	Carer
Stephen Thornley	Driver
Sue Beevers	Carer
Sue Gedzyk	Driver/Receptionist
Sue Gedzyk	Driver/Receptionist
Sue Grimble	Receptionist
Sylvia Seers	Carer
Terrance Gilligan	Driver
Terry Hamlyn	Driver
Wendy Blanchard	Carer
Xanthi Dafnis	Receptionist
Zena Beardsmore	Carer

great community transport inc.

more than just  
transport...

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