



**WOW**

**WHEELS OF WELLNESS**

Homeless Healthcare

22:23

**ANNUAL  
REPORT**

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In the spirit of reconciliation, Wheels of Wellness acknowledges Aboriginal and Torres Strait Islander peoples as First Nations peoples of this Country, we acknowledge the elders past and present. We acknowledge and respect the importance of Indigenous cultures and traditions; we recognise and respect that First Nation peoples have a spiritual connection to land and sea. We recognise the importance of cultural and traditional knowledge and are committed to walking alongside our clients in their health and wellbeing journey.



*The Board would like to formally acknowledge and thank Wayne Christian, Indigenous Health Practitioner, for his unwavering commitment to WoW, sharing his knowledge and providing ongoing advice to ensure our service is providing a culturally sensitive and safe space for First Nations clients.*

**Wayne Christian**  
Wheels of Wellness Health Worker



*We are committed to cultivating inclusive environments for our clients, people who utilise the service and staff. We celebrate, value, and include people of all backgrounds, genders, sexualities, cultures, bodies, and abilities.*

**Raymond Garland**  
Wheels of Wellness Volunteer & Client



## Who We Are

Wheels of Wellness (WoW) is a not-for-profit charity that provides primary and allied healthcare to socially disadvantaged or marginalised individuals. Its primary focus is to support individuals who are at risk of homelessness, are homeless or sleeping rough.

WoW engages clients through outreach GP care clinics and provides follow-up care through on-site appointments. Given the day-to-day realities of homelessness, health isn't necessarily a priority, therefore the care and support provided by WoW is delivered in a way that is client driven.

WoW and the Hub, affectionately referred to as a place of peace, are relied upon by the hundreds of engaged clients seeking refuge, not only for vital primary health care but also for connection, engagement, and a sense of belonging.

## Purpose

Providing a sustainable, accessible, and human-centred healthcare service to enable people experiencing homelessness in Cairns to experience improved health, wellbeing and agency.

## Vision

By 2040 homeless people in northern Australia experience improved health, wellbeing and agency through the provision of sustainable, accessible, and human centred healthcare.

## Mission

Increase outreach clinics so WoW can care for more Australians by building partnerships and fostering relationships with government, specialist homelessness services, service providers and philanthropic organisations wanting to invest in Aboriginal, Torres Strait Islander and non-Indigenous Australians.

# Board Report – A Chair & CEO

▶▶▶ In our third year as a charity, Wheels of Wellness Ltd (WoW) has made significant strides in positively impacting a diverse range of individuals through our clinical and wellbeing teams. Our dedicated team work tirelessly to establish trust and provide continuous primary healthcare tailored to the specific needs of individuals; from chronic rough sleepers to those experiencing homelessness, sometimes for the first time. The figures presented in this report attest to the profound influence of our dynamic, adaptable, and multidisciplinary team within Cairns. Their unwavering commitment consistently surpasses conventional GP practice expectations.

Entering the 2022-23 fiscal year, the North Queensland Primary Health Network (NQPHN) reduced their funding support by 42%. While this presented a challenge for our organisation and team, the Bresnahan Footprint Foundation's timely \$180,000 cash donation provided a lifeline. This ensured the continued provision of essential primary

healthcare, allied health services, and crucial emotional and wellbeing support to the numerous individuals who depend on our services. Refer to page 11 for a high level snapshot.

Beacon Consulting was engaged by the NQPHN to review the program. Through this review, the NQPHN advised their funding could not be used for day respite services, despite acknowledging WoW was the sole provider for people experiencing homelessness.

As NQPHN was a significant funding source, we had no choice but to close the Grove Street Hub and seek alternative accommodation for our GP practice. This was a challenging period for the clients we serve and our team. However, our foremost commitment has always been to deliver high-quality primary healthcare to some of Cairns' most marginalised and vulnerable persons.

On February 6, 2023, WoW successfully relocated to 451 Draper Street, Parramatta Park, reopening its doors on February 8. This new location optimally supports our clinical team in providing seamless care. While we are no longer near the hospital, the number of drop-ins during hospital stays or discharges has naturally and significantly decreased.

During this period, our CEO initiated discussions with the Cairns & Hinterland Hospital & Health Service (CHHHS) about a project targeting homeless individuals admitted to Cairns Hospital. By the end of 2022, funding was secured for a six-month trial, with potential extension for an additional twelve months. This extra funding facilitated additional GP shifts in our monthly schedule and the hiring of a Registered Nurse, Medical Receptionist, and Transport/Support Officer.

Over the past year, we bid farewell to several valued staff members, including Dr Aliene Chang, Dr Ani Garg, Bec Coutis, Jessye Young, Ashwini Kamalapurkar, and Margaret Koisen. Each of these dedicated professionals contributed significantly to WoW and are sincerely missed.

These positions have been filled by equally capable individuals. Dr Alister Keyser took over as Senior Medical Officer, joining Dr Irene Tjhung, Dr Agu Pepela and Dr Julia Driscoll. Chrissy Peters assumed the role of Practice Manager, and Syan Koisen, Margaret's daughter, stepped into her shoes. With the CHHHS project in effect, we welcomed three part-time registered nurses: Leslie Dunbar, Alexis Carroll, and Sarah Vaggs.



By the end of 2022, funding was secured for a six-month trial, with potential extension for an additional twelve months.

In summary, it has been another eventful year for WoW as a burgeoning organisation. By year-end, our team exceeded the Board's expectations, securing ongoing funding for the foreseeable future.

As we step into the 2023-24 fiscal year, our mission remains: to be local experts in primary healthcare and wellbeing support for chronic rough sleepers, people who are homeless or experiencing homelessness for the first time in our community.

This achievement would not have been possible without the generous support of our funding partners, businesses, community, individuals, and our dedicated volunteer clients. We extend our heartfelt gratitude for making these remarkable results possible.

At last year's AGM, outgoing Chair David Kempton was gratefully acknowledged for his two years of voluntary board service. We value his dedication, wisdom, and advice. Adrian Pennington has since been appointed Chair, with Dr Jacki Mein and Ian Cannon joining as new Directors, bringing valuable expertise to our strategic, corporate, and clinical governance.

# Our Impact

## Change of Scenery

As we continue to be proactive and improve our holistic service offering to clients, for our clinical team it saw a much-needed change in location permitting us to broaden our scope. We were fortunate enough to secure a location that provided a fit-for-purpose building that allowed for a separation of clinical and wellbeing services. Clients have limited access to wellbeing support delivered by our Mental Health Social Worker with the support of students on placement and volunteers with lived experience of homelessness or are homeless.



## The Value of Humanitarian Care

In response to the evolving needs and feedback from clients, WoW expanded its range of services, each tailored to enhance care and alleviate various health and social challenges. The data gathered from the initial two quarters of the fiscal year indicates a positive correlation between the frequented use of respite and the increased engagement with both clinical and social services. It outlines our need to secure long-term funding to support a client-driven model of wellbeing and social support. The collaboration of services underlines WoW's effectiveness in not only addressing primary health needs for vulnerable individuals but also the need to remove barriers including retelling their story to multiple people and services.

The 2022-23 data reveals a significant shift in the utilisation of WoW's unfunded respite service.

In the first half of the year, when WoW was located on Grove Street, 1,662 individuals signed in who were seeking emotional and social support, as well as access to basic human rights such as a shower, refreshments, and a place to rest for a few hours. These 1,662 individuals collectively visited WoW on 5,725 occasions. However, during the latter half of the financial year, access to respite services significantly reduced as our new fit-for-purpose medical premises was not suitable to provide the type of respite we offered on Grove Street. Unfortunately, this move led to a reduction in people accessing wellbeing support. Between January and June 2023, 398 people signed in seeking wellbeing support, which was provided on 1,396 occasions.

During this period, the significance of these services

becomes particularly evident, with August and November standing out as examples that outline how clients can access greater care through the provision of humanitarian care. In August, a total of 1,017 people received humanitarian care, 65 doctors' appointments, and 37 support sessions were recorded, underlining the demand of these services. Similarly, in November, there were 928 people received humanitarian care, 74 doctors' appointments, and 58 occasions of support, reaffirming the ongoing need of this vital services. Compare this will May and June, where a total of 267 respite interactions, 135 doctors' appointments, and 24 social work appointments were recorded for May and 322 humanitarian care, 128 doctors' appointments, and 21 social work appointments for June.



## More than just health

WoW is committed to adopting new strategies needed to provide holistic care for its clients. Last year a new and unfunded initiative was launched, Group Work; an umbrella framework used to drive programs that provide support for social challenges with existing clients. It has helped drive positive change for those that feel they are struggling alone.

The Men's DVO Group was developed for those that are

wanting support and information pertaining to their current domestic violence order. It enables a safe environment that supports collaboration and open communication about client specific orders.

Furthermore, our Social Worker provides clarity on intervention methods that prevent breaches of the client's order and opportunities to understand *No Contact*.

Another group, The Substance Misuse Group, allows individuals the opportunity to speak freely within a sacred space about their struggles with the use of alcohol and drugs. It provides a forum where our Social Worker will outline a SMART Recovery program that tackles four components of personal welfare to reduce misuse and improve control.



## Recognising CHHHS

Over the course of this financial year, we have established a strategic partnership with the Cairns & Hinterland Health & Hospital Service (CHHHS) to optimise WoW's healthcare services for people experiencing homelessness and chronic rough sleepers. The goal is to minimise unnecessary Emergency Department (ED) presentations at Cairns Hospital and build relationships with clients so that if WoW meets their needs, we become their preferred primary healthcare provider.

Through a dedicated Homelessness Healthcare Social Worker based within the Cairns Hospital the focus for the first six months, 1 January to 30 June 2023,

was mapping the mechanics of the project from a CHHHS perspective, educating clinicians and staff about the partnership and referral process. Also, where possible, identifying people within the hospital who have been admitted.

During this six months, WoW's clinical nurse coordinator provided in-service education regarding inclusion criteria as well as the referral process and pathway. To maintain objectivity, a governance committee was established which met monthly.

Naturally, our clients' crossover between NQPHN-funded outreach clinics, therefore quarterly meetings are held with NQPHN, CHHHS and WoW. These

meetings have proven beneficial, from a strategic perspective and delivering culturally safe and appropriate healthcare services to First Nations people and other vulnerable and marginalised people in our community.

We continue to engage with a multitude of specialist homelessness services, service providers, advocacy groups, local businesses, and individuals within the Cairns region. The increase in community exposure and awareness of WoW generated cash donations as well as tangible goods such as toiletries, milk, tea, coffee, and baked goods which were needed to support the Hub's respite services and Draper Streets reduced wellbeing support.



## Supporting our Clients, at Present and After

We have continued to expand strategic partnerships for the long-term success of clients. This has led to WoW's involvement within the Cairns Housing & Homelessness Network, the chronic rough sleepers Cairns

Coordination Working Group and the Cairns Place-Based Response Team. For something different, our CEO partnered with CHHS's Palliative Care Nurse Navigator and Anglicare's Management of Public Intoxication Program Team



## Environmental, Social & Governance (ESG)

WoW places a high priority on diversity within our organisation, from the Board, through to the multi-disciplinary team and volunteers.

Employees and volunteers are encouraged to use natural resources responsibly and we practice turning off lights, air

conditioners and other non-essential electrical equipment when not in use.

As a medical practice, WoW generates hazardous waste. This waste is placed into designated bins, then collected by a specialised waste management service provider. They ensure that



the waste is correctly disposed of, in accordance with local regulations.

Furthermore, in WoW's respite space we have made a concerted effort to minimise our use of single-use plastics by opting for reusable crockery in place of disposable plastic cutlery and plates.

# Service Summary & Client Snapshots

From 1 July 2022 to 30 June 2023

### ENGAGEMENT



**7,773**  
HUMANITARIAN CARE PROVIDED



**1,127**  
ACTIVE PRIMARY HEALTHCARE CLIENTS



**1,094**  
INDIVIDUALS WHO SOUGHT RELIEF



**585**  
SOCIAL WORK CONSULTS



**119**  
IN-HOUSE CLINICS



**79**  
OUTREACH CLINICS

### CLIENT PROFILE



**5,262**  
COLLECTIVE NIGHTS CLIENTS SLEPT ROUGH



**3,728**  
VOLUNTEER HOURS



**61%**  
FIRST NATIONS PEOPLES



**39%**  
FEMALE



**38**  
AVERAGE AGE



**31.6%**  
MENTAL HEALTH DIAGNOSIS

### TOP 4 CHRONIC CONDITIONS



MENTAL HEALTH



CARDIOVASCULAR



DIABETES



CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD) & ASTHMA

# Our Charitable Partners >>>



## Bresnahan Footprint Foundation

Like so many others in the not-for-profit (NFP) sector, WoW was exposed to the challenges of operating within an uncertain funding environment as its primary funder, the NQPHN, significantly decreased its investment in primary healthcare and social work support for people experiencing homelessness.

For the period of July to December 2022, WoW was able to strategically partner with Bresnahan Footprint (BF) Foundation, a national (NFP) based in Cairns. BF Foundation act as an agent for philanthropists, corporations and businesses who want to invest in impactful charities, without the responsibility of identifying and exercising due diligence.

BF Foundation's investment ensured the service could

continue operating at full capacity whilst other funding opportunities were explored. Through this support, 779 Indigenous and non-Indigenous men and women utilised the only day respite offered to people experiencing homelessness.

BF Foundation funds were allocated to the Mental Health Social Worker/Counsellor role. This role provides practical support, referrals to specialist homelessness services and other service providers, group therapy and advocacy. Funds were also used to engage a security officer and to cover some operational costs. Had WoW scaled back its operation, the impact would have been felt immediately by many clients who have come to rely on and trust the service.

## Pinchapoo

Through our relationship with BF Foundation, WoW was introduced to Pinchapoo and fortunately, we were able to partner with this organisation dedicated to redistributing

a variety of personal hygiene essentials for disadvantaged people. WoW was allocated a pallet of packaged hygiene products which were gratefully received by our clients.

# Our Team >>>

Our team is comprised of a variety of unique individuals, each with their own story shaped by diverse backgrounds. They work at the forefront of those experiences to assist and resonate with our clients, further building the WoW family identity for this marginalised community.



## Our Staff

**YOLONDE  
ENTSCH**  
Chief Executive Officer  
and Director



With a career spanning community, political, government and entrepreneurial endeavours, Yolonde's focus is on empowering people. As WoW's CEO, Yolonde's priority is creating a safe and inclusive environment for her team and clients, whilst building strong relationships with funding partners, the homelessness sector, and the community to ensure that WoW is effectively adding value, whilst positive outcomes are achieved for people who are vulnerable and marginalised through primary healthcare.



**DR ALISTER KEYSER**  
Senior Medical Officer

As a GP in South Africa, Alister took international postings where he provided primary and emergency care in remote regions around the world. Developing broad experience in health systems management and occupation and public health medicine, Alister has focussed his effort supporting the Cairns healthcare community since 2013. Alister comes to WOW after spending two years supporting a large local Aboriginal Community Control Health Service.



**CHRISTINE PETERS**  
Practice Manager

Christine's role is operational, ensuring our team can focus exclusively on clients. As Practice Manager, Christine is responsible for HR, rosters, payroll and accounts, IT, Medicare, streamlining processes by looking for efficiencies and anything else that is required to keep us functioning.



**DR IRENE TJHUNG**  
Doctor

Commencing in 2015, Dr Irene is the longest serving GP at WoW. Dr Irene has vast experience working with First Nations people through her work in the Torres Straits, the Tablelands, Cairns and surrounding district, specialising in complex conditions and chronic diseases.





**DR AGUFANA PEPELA**  
Doctor

Dr Agu joined WoW in July 2022, with a regular Wednesday clinic and fortnightly after-hours clinic from our van. Dr Agu's special interests are in Indigenous Health, Tropical Health, Aged Care, Men's Health and Sports Medicine, and he speaks Spanish and Swahili.



**DR JULIA DRISCOLL**  
Doctor

Dr Driscoll has been a GP for more than 30 years and has a passion for women's health, mental health and as a mother of 3 has a keen interest in paediatrics. Dr Julia has undertaken further training in mental health, integrative medicine, and hormone health.



**WAYNE CHRISTIAN**  
Indigenous Health Practitioner

As a highly experienced and skilled Indigenous Health Practitioner - although his role is not Indigenous specific - Wayne supports our GP's through triage, case management, planning, outreach, and wound care. While triaging Wayne is also providing health education in a subtle way.



**CALLUM BLUNDEN**  
Podiatrist

Callum has been WoW's foot doctor since 2019 and works one shift at our GP practice and the following week at Barlow Park with the team. Callum is committed to getting people back on their feet and partaking in the activities they love.



**SYAN KOISEN**  
Medical Receptionist/  
Clinic Coordinator

Syan manages WoW's appointment book, new client registrations, forwarding doctor referrals, responding to emails, maintaining all medical records and reports, while providing exceptional customer service.



**ALEXIS (LEXY) CAROLL**  
Registered Nurse

Lexy is a registered nurse with a special interest in primary Indigenous health care. Lexy loves exploring which has seen her work in places like the Torres Strait, Yarrabah, and Samoa. Lexy is passionate about linking people to those services that they need, as for her it is all about connecting the dots.



**SARAH VAGGS**  
Registered Nurse

Sarah has worked both in clinics and hospitals as a nurse, midwife, child-health nurse and in mental health nursing. Sarah has a background working in remote communities in Arnhem Land NT, WA and QLD.



**CHRISTINE STRONG**  
Mental Health Social Worker

Christine is an experienced social worker and counsellor, specialising in case management, group work, and empowering clients to take the lead, which could be a phone call to Centrelink, the bank, Q-Home or the Homeless Hub, or helping to complete forms for accommodation.



## Our Volunteers

Our volunteers provide a variety of services that assist in the upkeep and management of WoW's upstairs wellbeing support offered at the Draper Street premises.

A big thank you to Maggie who volunteers to support the kitchen services by helping with the management of refreshments and cleaning..

Another big thank you to our enthusiastic clients who continue to support the up-keep and maintenance to ensure functionality to assist our valued clients. They are role models who embody and exceed the values of WoW - clients who become our valued volunteers. A massive thank you to Dobbsy, Shane, Nutter, Raymond, Larry, Nick, George, Kimmy and Rachael.



**A BIG THANK YOU TO MAGGIE**

# Introducing Some of Our People

## Team Stories

### DR AGUFANA (AGU) PEPELA

Doctor

Since July 2022, I have worked as a General Practitioner at WoW on Wednesday mornings and every second Thursday night on the streets of Cairns working from the van. I have had a couple of patients with challenging issues. Then over time I got to know these clients better and they got to know me, and that is when we started making progress with their health. For most, if not all, of our clients continuity of care has probably never happened for them before because they would have never had the opportunity to see a GP regularly enough.

I like that we provide a community for people. People come here and get to know the staff, have a chat, have a feed, and find a sense of belonging somewhere.

### SYAN KOISEN

Medical Receptionist/  
Clinic Coordinator

I have the pleasure of being the first point of contact for our clients. In my role I have met some of the kindest people who are determined to improve their lives despite the adversity they face.

I have always found it incredibly fulfilling helping others and working at WoW has made it possible for me to help make a positive impact in people's lives and provide support in any way I can.

As a law student, working at WoW has really opened my eyes to the problems people in our community face and what I can do in my future career to help. Working alongside a group of people that are genuinely passionate and committed to the work they do in the community has really helped solidify by aspirations for the future.

### CHRISTINE STRONG

Mental Health Social Worker

I look after what happens upstairs at WoW. I make sure there's refreshments, fresh towels for showers and donated clothes, and a caring ear or shoulder when someone needs it.

I provide counselling, case management, support, and assistance - this can mean a phone call to Centrelink, the bank, Q-Home, Mission Australia, or Anglicare's Homeless Hub, helping someone complete a form for Housing, Access Housing or Douglas House (and others), and a myriad of other things that people need help with. I also run a group for men subject to Domestic Violence Orders, to help them not breach orders and a

Substance Misuse Group that focuses on personal welfare to reduce misuse and improve control.

I do this because I believe everyone deserves a chance, even when they've had lots of chances and burned many bridges. I do this because the people who come here mostly have nowhere else to go - they are often seen by others as too difficult, too complex, and not deserving enough and they haven't been able to get the support and assistance that we are able to provide. I can't imagine working anywhere else.

## Client Stories

### STEPHEN ROHR

"If it wasn't for WoW I don't know where I would be. I came across WoW in November after coming out of a coma. I think I wouldn't be here without the support and help that WoW has given me. That's the doctors, the support workers and everybody here. Thank you for helping me."

"If it wasn't for WoW I don't know where I would be"

STEPHEN ROHR

The people who come to WoW have formed a community

### MICHAEL (DOBSY) DOBBS

Dobbsy has been a client of WoW's outreach services for more than four years. In the early days of the WoW Hub, Dobbsy would burst through the front doors almost always yelling 'Where's my bacon and eggs, I want bacon and eggs', and everyone would be uneasy. However, when our initial team of kitchen volunteers left - one was fortunate enough to find employment - Dobbsy didn't hesitate to step in, and he quickly became an important offside to our new kitchen volunteer, Nick. During that time, Dobbsy was still 'Dobbsy' within the Hub, but he turned up every day and worked hard in the kitchen or laundry. At that time, he was homeless himself. We had a small amount of money available, so we offered to pay him as we needed a cleaner - Dobbsy refused and continued to clean anyway. Dobbsy (and Nick) continued to work in the kitchen and attend every day, and yes, he was still loud, too loud! When we relocated, Dobbsy relocated with us ensuring that those jobs that we weren't funded yet very much needed, were done; whether that be packing, cleaning, moving, unpacking to help set up within our new location.

At our new premises, Dobbsy provides informal security - encouraging those that don't adhere to our values to leave - completes gardening or yard work as well as assisting clients who rely on the support and care provided upstairs. Dobbsy manages WoW's laundry and taste tests the donated pies to ensure they are tasty and don't go to waste. He's still loud yet over time and having a

sense of purpose and meaning to his life - besides his 3 sons - we have seen significant and positive change in his behaviour.

Dobbsy's journey epitomises what WoW is all about - he's the first to say that WoW gives people a safe space, a place to belong and gain a sense of purpose. We've watched Dobbsy do just that by the way he interacts with people. The people who come to WoW have formed a community - they look out for each other and support one another. Dobbsy is an integral part of that community - if we need to locate someone quickly, Dobbsy is always our first point of contact to find a client. On the occasional day that Dobbsy isn't at WoW, his presence is missed.





# Acknowledgements

## Our Gratitude

The WoW Team is extremely grateful for the funding and support received during the 2022/2023 financial year. To our long term funding partner, NQPHN, to Bresnahan Footprint Foundation for stepping in at the 11<sup>th</sup> hour and to our new partner, CHHHS.

We would like to acknowledge those individuals, organisations, departments, businesses, and other service providers who are committed to the ongoing support for a marginalised group of people within our region. It is through their continued support and collective effort that our clients have the opportunity to reduce their level of vulnerability to prejudicial challenges and increase health seeking behaviours. It is through this support that we can continue to provide a high level of primary healthcare, wellbeing support and advocacy.

It is a tough environment and mitigating the health challenges of our clients whilst delivering high-quality support has its challenges. However, it is through passion that we maintain focused on our vision, to provide a service that delivers outcomes whilst we walk alongside many individuals who have been deemed 'too hard'.



## Acknowledging our Staff and Clients

It is through the combined efforts of our staff and clients that makes WoW, wow! By having a combination of passionate primary health and allied health professionals and a driven operational team, we can engage with our clients through supportive care and appropriate liaison. Our team prides itself on removing stigmas and perceptions, so that we can welcome our clients as family.

Finally, a special thanks to our clients for their continued faith and trust in WoW's holistic health services, and to assist in overcoming adversity, big and small. We are committed to listening to you because we haven't walked in your shoes. It is your stories and suggestions that allow us to continually improve our services for you!



## WoW Thanks You!

A note of appreciation and thanks to WoW's voluntary directors who make up our board. Their contribution to the organisation's strategic direction, clinical and corporate governance, financial oversight and ensuring we remain laser focused on what matters most – our clients.

- Chairperson:** Dr Jacki Mein
- Treasurer:** Greg Stanton
- Directors:** Adrian Pennington  
Ian Cannon  
Nareeta Davis  
Yolonde Entsch



**WHEELS OF WELLNESS**

Homeless Healthcare

ABN: 99 637 473 968

# Financial Statements

For the Year Ended 30 June 2023

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JESSUPS

## INDEPENDENCE DECLARATION

TO THE DIRECTORS OF WHEELS OF WELLNESS LTD  
FOR THE YEAR ENDED 30 JUNE 2023

We declare that, to the best of our knowledge and belief, in relation to the audit of Wheels of Wellness Ltd for the year ended 30 June 2023, there have been:

- no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*; and
- no contraventions of any applicable code of professional conduct.

Yours faithfully  
Jessups

**Darren Thamm**  
Partner

Dated this 8th day of November 2023



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A.B.N.: 99 194 967 950



# Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue	4	1,306,414	1,044,542
Finance income		16	9
Employee benefits expense		(931,631)	(817,995)
Depreciation and amortisation expense		(15,664)	(13,711)
Rent		(82,492)	(66,000)
Professional Fees		(29,858)	(49,966)
Computer expenses		(32,447)	(22,145)
Security		(28,501)	(20,936)
Insurance		(14,428)	(5,640)
Materials & Equipment		(26,892)	(15,082)
Other Expenses		(70,582)	(103,741)
<b>Profit before income tax</b>		<b>73,935</b>	(70,665)
Income tax expense		-	-
<b>Profit for the year</b>		<b>73,935</b>	(70,665)
<b>Other comprehensive income for the year, net of tax</b>		-	-
<b>Total comprehensive income for the year</b>		<b>73,935</b>	(70,665)



# Statement of Financial Position

As At 30 June 2023

	Note	2023 \$	2022 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	5	103,06	54,546
Trade and other receivables		-	11,411
Other assets		3,352	-
<b>TOTAL CURRENT ASSETS</b>		<b>106,415</b>	65,957
NON-CURRENT ASSETS			
Property, plant and equipment	6	91,872	42,685
<b>TOTAL NON-CURRENT ASSETS</b>		<b>91,872</b>	42,685
<b>TOTAL ASSETS</b>		<b>198,287</b>	108,642
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	7	60,127	59,718
Employee benefits	8	36,710	21,409
<b>TOTAL CURRENT LIABILITIES</b>		<b>96,837</b>	81,127
<b>TOTAL LIABILITIES</b>		<b>96,837</b>	81,127
<b>NET ASSETS</b>		<b>101,450</b>	27,515
<b>EQUITY</b>			
Retained earnings		101,450	27,515
<b>TOTAL EQUITY</b>		<b>101,450</b>	27,515



# Statement of Changes in Equity

For the Year Ended 30 June 2023

	Retained Earnings \$	Total \$
<b>Balance at 1 July 2022</b>	<b>27,515</b>	<b>27,515</b>
Surplus/(deficit) for the year	73,935	73,935
Total other comprehensive income for the period	-	-
<b>Balance at 30 June 2023</b>	<b>101,450</b>	<b>101,450</b>

	Retained Earnings \$	Total \$
Balance at 1 July 2021	98,181	98,181
Surplus/(deficit) for the year	(70,666)	(70,666)
Total other comprehensive income for the period	-	-
Balance at 30 June 2022	27,515	27,515



# Statement of Cash Flows

For the Year Ended 30 June 2023

		2023	2022
	Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>			
Receipts from customers and funding providers		1,410,670	1,038,970
Payments to suppliers and employees		(1,297,286)	(1,102,009)
Interest received		(16)	9
Net cash provided by/(used in) operating activities		113,368	(63,030)
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>			
Purchase of property, plant and equipment		(64,851)	-
Net cash provided by/(used in) investing activities		(64,851)	-
Net increase/(decrease) in cash and cash equivalents held		48,517	(63,030)
Cash and cash equivalents at beginning of year		54,546	117,576
Cash and cash equivalents at end of financial year	5	103,063	54,546



# Notes to the Financial Statements

For the Year Ended 30 June 2023

The financial report covers Wheels of Wellness Ltd as an individual entity. Wheels of Wellness Ltd is a not-for-profit Company, registered and domiciled in Australia.

The principal activities of the Company for the year ended 30 June 2023 were the provision of medical services to disadvantaged members of society, via mobile GP and nurse clinics.

The functional and presentation currency of Wheels of Wellness Ltd is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

## 1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

## 2 Summary of Significant Accounting Policies

### (a) Revenue and other income

#### Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Company expects to receive in exchange for those goods or services.

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Company have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

#### Grant income

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations then the revenue is recognised when control of each performance obligations is satisfied.

The performance obligations are varied based on the agreement but may include delivery of services, health outcomes achieved or hours of service delivery provided.

Each performance obligation is considered to ensure that the revenue recognition reflects the transfer of control and within grant agreements there may be some performance obligations where control transfers at a point in time and others which have continuous transfer of control over the life of the contract.



# Notes to the Financial Statements

For the Year Ended 30 June 2023

## 2 Summary of Significant Accounting Policies

### (a) Revenue and other income

Where control is transferred over time, generally the input methods being either costs or time incurred are deemed to be the most appropriate methods to reflect the transfer of benefit.

Revenue in the scope of AASB 1058 is recognised on receipt unless it relates to a capital grant which satisfies certain criteria, in this case the grant is recognised as the asset is acquired or constructed.

### (b) Income Tax

The Company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

### (c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

### (d) Property, plant and equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for significantly less than fair value have been recorded at the acquisition date fair value.

#### Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the Company, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Motor Vehicles	20%
Computer Equipment	25%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

### (e) Financial instruments

Financial instruments are recognised initially on the date that the Company becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

### Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

On initial recognition, the Company classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL (NIL)

The Company's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Interest income and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

#### Impairment of Trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Company has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

### Financial liabilities

The Company measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Company comprise trade payables, bank and other loans and lease liabilities.

### (f) Impairment of non-financial assets

At the end of each reporting period the Company determines whether there is evidence of an impairment indicator for non-financial assets.

Where an indicator exists and regardless for indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss.

### (g) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.





# Notes to the Financial Statements

For the Year Ended 30 June 2023

## (h) Employee benefits

Provision is made for the Company's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Changes in the measurement of the liability are recognised in profit or loss.

## (i) Going concern

These financial statements have been prepared on the going concern basis with the assumption that the entity will be able to realise its assets and discharge its liabilities in the normal course of business. At 30 June 2023, the current assets of the Company were \$106,415 (2022: \$65,957) which exceeded the current liabilities of \$96,837 (2022: \$81,128) resulting in a surplus of \$9,578.05 (2022: deficit of \$15,171). The entity is dependent on continued funding from government or private contributions to continue its operations. The directors are of the opinion that sufficient grant funding and private contributions will be forthcoming for the next twelve months and are satisfied that the Company will be able to pay its debts as and when they fall due and payable.

## 3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

### Key estimates - impairment of property, plant and equipment

The Company assesses impairment at the end of each reporting period by evaluating conditions specific to the Company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

## 4 Revenue and Other Income

	2023	2022
	\$	\$
Revenue recognised on receipt (AASB 1058)		
- Medicare revenue	96,810	85,313
- Grant revenue	961,800	950,000
- Donations	232,967	7,697
- NDIS revenue	4,150	-
- Other revenue	10,686	1,532
<b>Total Revenue</b>	<b>1,306,413</b>	<b>1,044,542</b>

## 5 Cash and Cash Equivalents

	2023	2022
	\$	\$
Cash at bank and in hand	103,063	54,546
	<b>103,063</b>	<b>54,546</b>

## 6 Property, plant and equipment

	2023	2022
	\$	\$
Motor vehicles	102,856	68,554
At cost		
Accumulated depreciation	(41,178)	(25,869)
Total motor vehicles	61,678	42,685
Computer equipment	30,550	-
At cost		
Accumulated depreciation	(356)	-
Total computer equipment	30,194	-
<b>Total property, plant and equipment</b>	<b>91,872</b>	<b>42,685</b>

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Motor Vehicles	Computer Equipment	Total
	\$	\$	\$
<b>Year ended 30 June 2023</b>			
Balance at the beginning of year	42,685	-	42,685
Additions	34,301	30,550	64,851
Depreciation expense	(15,308)	(356)	(15,664)
<b>Balance at the end of the year</b>	<b>61,678</b>	<b>30,194</b>	<b>91,872</b>



# Notes to the Financial Statements

For the Year Ended 30 June 2023

## 7 Trade and Other Payables

	2023	2022
CURRENT	\$	\$
Trade payables	15,519	7,240
GST payable	3,121	13,295
Accrued expenses	10,795	32,082
PAYG payable	15,748	10,830
Superannuation payable	14,945	(3,728)
	<b>60,128</b>	<b>59,719</b>

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

## 8 Employee Benefits

	2023	2022
CURRENT	\$	\$
Trade payables	36,710	21,409
Provision for employee benefits	36,710	21,409

## 9 Members' Guarantee

The Company is registered with the Australian Charities and Not-for-profits Commission Act 2012 and is a Company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$ 10 each towards meeting any outstanding obligations of the Company. At 30 June 2023 the number of members was 5.

## 10 Key Management Personnel Disclosures

The names of each key management personnel during the year and to the date of this report are:

<b>Greg Stanton:</b>	Non-Executive Director
<b>Adrian Pennington:</b>	Non-Executive Director
<b>Dr Jacqueline Mein:</b>	Non-Executive Director
<b>Ian Cannon:</b>	Non-Executive Director
<b>Yolonde Entsch:</b>	Executive Director & CEO
<b>Rebecca Coutis:</b>	COO (resigned 2 December 2022)

**Christine Peters:** Practice Manager  
(commenced 28 November 2022)

The total remuneration paid to key management personnel of the Company for the period ended 30 June 2023 was \$254,068 (2022: \$241,683).

## 11 Auditors' Remuneration

	2023	2022
CURRENT	\$	\$
Remuneration of the auditor (Darren Thamm, Jessups) for: - auditing the financial report	5,300	5,000
<b>Total</b>	<b>5,300</b>	<b>5,000</b>

## 12 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2023 (30 June 2022: None).

## 13 Related Parties

Key management personnel - refer to Note 10.

Other related parties include close family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel or their close family members.

## 14 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

## 15 Statutory Information

The registered office and principal place of business of the company is:  
Wheels of Wellness Ltd  
451 Draper Street,  
Parramatta Park QLD 4870




# Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013.

Responsible person 

Responsible person 

Dated 8/11/2023



**TOWNSVILLE**  
1/211 Sturt Street Townsville QLD 4810  
PO Box 1269 Townsville QLD 4810  
T: +61 7 4755 3330

**CAIRNS**  
8-9/320 Sheridan Street Cairns QLD 4870  
PO Box 674 Cairns North QLD 4870  
T: +61 7 40377 050

www.jessupsnq.com.au  
info@jessupsnq.com.au

## INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF WHEELS OF WELLNESS LTD  
FOR THE YEAR ENDED 30 JUNE 2023

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Wheels of Wellness Ltd (the registered entity), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity and 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 entities' declaration.

In our opinion, the accompanying financial report of the registered entity is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

- 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 then ended; and
- complying with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

#### 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 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.

#### Information Other than the Financial Report and Auditor's Report Thereon

The responsible entities are responsible for the other information. The other information comprises the information included in the registered entity's annual report / directors' report for the year ended 30 June 2023, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



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#### *Responsibilities of the Responsible Entities for the Financial Report*

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and the ACNC Act and for such internal control as the responsible entities determine is necessary to enable the preparation of the 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 entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating 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.

The responsible entities are responsible for overseeing the registered entity's financial reporting process.

#### *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 the 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 this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards website at: [http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.

#### *Independence*

We confirm that the independence declaration required by the ACNC Act, which has been given to the responsible entities of the registered entity, would be in the same terms if given to the responsible entities as at the time of this auditor's report.

#### **Jessups**

**Darren Thamm**  
Partner

Dated this 8th day of November 2023



**WOW**

**WHEELS OF WELLNESS**

Homeless Healthcare

**07 4019 7870**

451 Draper St, Parramatta Park QLD 4870

PO Box 554, Cairns North QLD 4870

**wow.org.au**