



WOW
WHEELS OF WELLNESS
Homeless Healthcare

23:24

**ANNUAL
REPORT**

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Reconciliation

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 Nations 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.

Inclusiveness

We are dedicated to fostering inclusive environments for our clients, service users, and staff. We celebrate, value, and embrace individuals from all backgrounds, genders, sexual orientations, cultures, body types, and abilities.

At our last AGM, the Board introduced a Statement of Intent, which is read at the beginning of each Board meeting following the Acknowledgment of Country. This statement reflects our unwavering dedication to enhancing the health and wellbeing of individuals experiencing homelessness.

We are committed to creating inclusive spaces that foster community, friendship, and belonging. By building connections that unite us, we cultivate supportive relationships that empower individuals and ensure that everyone feels valued and included. We recognise the profound impact of these supportive relationships in providing emotional support, reducing feelings of isolation, and nurturing a sense of belonging.



WHEELS OF WELLNESS

Homeless Healthcare

Who We Are

Wheels of Wellness (WoW) Homeless Healthcare is a charity dedicated to addressing the healthcare needs of socially disadvantaged and marginalised individuals, particularly those at risk of or currently experiencing homelessness. By providing essential primary and allied healthcare services through outreach GP clinics, WoW ensures that healthcare is accessible to individuals in their environments. This approach is crucial given the barriers many face in accessing traditional healthcare settings.

We are committed to providing follow-up care through on-site appointments, which reflects our proactive strategy to engage clients and prioritise their health, even when it may not be

their immediate focus. Our comprehensive care model not only addresses urgent health needs but also fosters long-term wellbeing, making a significant impact on the lives of hundreds of clients who rely on our services.

Our client-driven approach, which tailors services to the unique needs and circumstances of each individual, reflects a deep understanding of the complexities surrounding homelessness. Furthermore, the inclusion of emotional and wellbeing support from a qualified mental health social worker enhances the holistic nature of the care provided, recognising that health encompasses both physical and mental wellbeing.



»»» 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 – Combined Chair & CEO



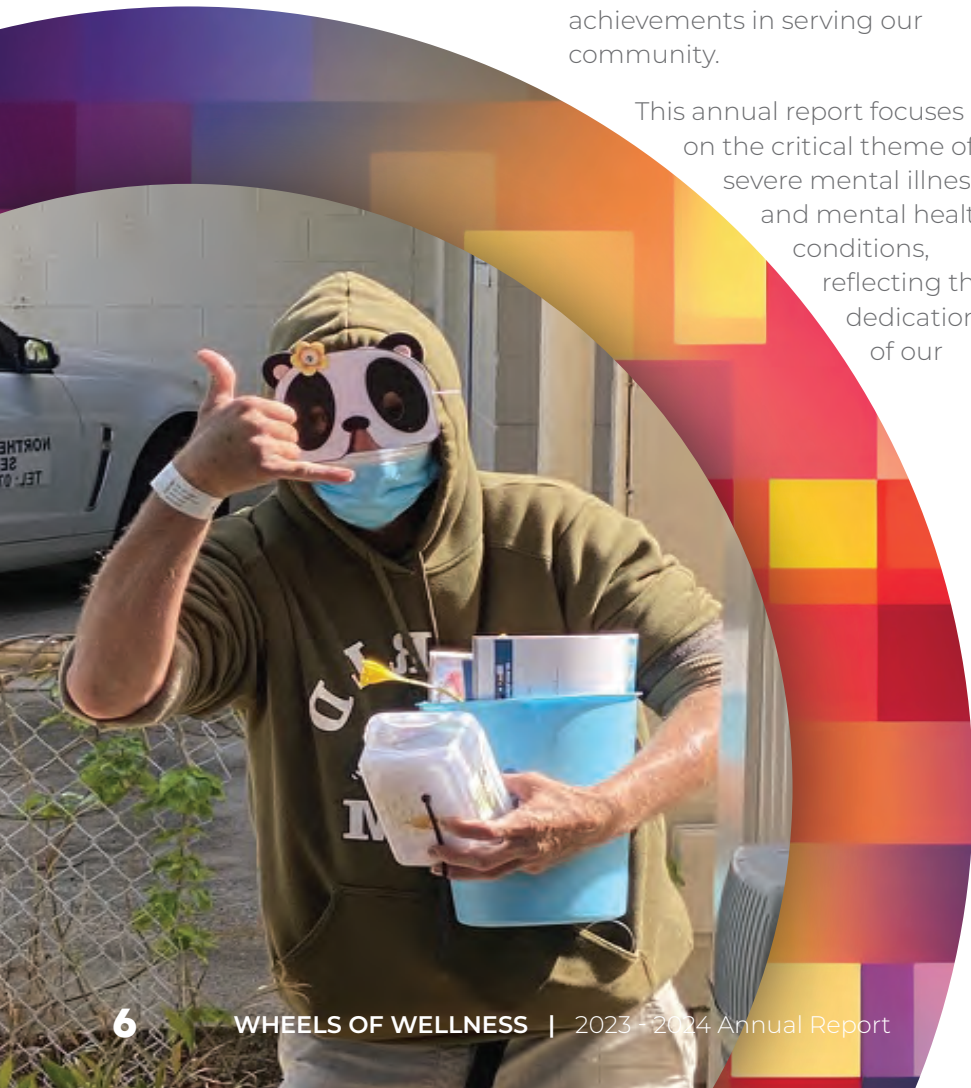
In our fourth year of operation, we have successfully cemented WoW's reputation as a vital and dependable Cairns service that delivers high-quality primary healthcare. Our commitment to addressing the needs of socially disadvantaged and marginalised individuals, particularly those at risk of or currently experiencing homelessness, remains steadfast.

As is our commitment to transparency and accountability. We are proud to present WoW's 2023:24 annual report, which reflects our ongoing efforts and achievements in serving our community.

This annual report focuses on the critical theme of severe mental illness and mental health conditions, reflecting the dedication of our

clinicians and staff in caring for a significant number of extremely traumatised individuals, many of whom are chronic rough sleepers. Comparative data between WoW and mainstream GP practices in Far North Queensland indicate our clients have a significantly greater burden of mental health conditions. This highlights the unique challenges our clients face and underscores the importance of specialised care tailored to their needs.

A unique characteristic that sets our service apart is the presence of a Mental Health Social Worker who is also a qualified counsellor. This allows us to implement an integrated care model that addresses the immediate mental health needs of our clients but also fosters collaboration with external partners and mental health professionals. By combining in-house expertise with a network of support, we are better equipped to deliver comprehensive care that addresses the complex issues faced by our clients, ultimately enhancing their overall wellbeing and recovery journey.



Financial Performance

Year on year, we have enhanced service delivery whilst strengthening our financial position which is a testament to the tireless efforts of our CEO, Yolonde Entsch, in maintaining the financial viability of our service.

This progress has largely been achieved through our partnership with the Cairns and Hinterland Hospital and Health Service (CHHHS), which has enabled us to implement a program aimed at targeting and educating joint patients/clients. Many had frequently utilised the Emergency Department for all primary and non-acute care. This is now changing with funding to treat non-urgent matters and preventive care through WoW.

Reflecting back to 2020:21 when WoW became a standalone charity, we are pleased to report a 30% increase in revenue and other income, particularly impressive given that we entered the 2022:23 fiscal year with a 42% funding reduction. There has been an increase in profit of \$160,976, an increase of 217% from 2023. Due to the profit, it has increased the net asset position of WoW to \$336,361, an increase of 231% from 2023.



Program Highlights

We have seen significant growth across the spectrum of our service delivery domains reflecting the needs of our clients. Notably, between 1 July 2023 and 30 June 2024 we had increased our NQPHN funded After-Hours GP outreach clinics by 21% and CHHHS funded in-clinics by 28%.

During the reporting period, our team successfully conducted 100 GP-led outreach clinics, with a total of 3496 appointments across our services. WoW's dedicated Registered Nurses, Indigenous Health Practitioner and Mental Health Social Worker were equally engaged, managing triaging,

wound management, counselling appointments, and collaborating with GPs to secure follow-up appointments or necessary on-referrals. Collectively, these efforts resulted in 4737 occasions of care provided, demonstrating our commitment to meeting the diverse health needs of our clients.

A notable highlight and improvement for our clients has been in-house phlebotomy services, removing a significant access barrier for many who often struggle to follow through on referrals for pathology, X-rays, or other essential tests. This proactive approach has enhanced client adherence and alleviates unnecessary pressure on a health system already facing significant challenges. By providing immediate access to this service, we are better positioned to support our clients' health outcomes and streamline their care journey.

Demand for social work-related consultations during the same period has risen by approximately 30%. We saw an increase in participants attending the Men's Domestic Violence Order (DVO) group, with 46 sessions held and 144 men in attendance. During 23:24, we continued supporting the Amaroo Aboriginal and Torres Strait Islander Elders Justice Group, with counselling services providing 48 sessions and engaging with 384 clients.

Being awarded the **Workplace Award – Community Wellbeing** at the 2023 Queensland Mental Health Week Achievement Awards was another significant highlight, acknowledging the impact of WoW's Mental Health Social Worker, Christine Strong, who launched the **Art of Mental Health program**.



Governance & Leadership

As we approached the end of 2023, we bade farewell to our Chair, Adrian Pennington, who relocated back to England. Adrian's contributions to the Board and support provided to the Chief Executive Officer (CEO) were invaluable, and his departure was met with considerable disappointment.

In response to this transition, the Directors appointed Dr Jacki Mein to fill the vacancy, recognising her extensive expertise in clinical governance and her deep understanding of the complexities involved in managing a GP practice. With a robust background in Board governance, Jacki was well-equipped to navigate the associated risks and challenges. Additionally, her profound insights into the barriers faced by Aboriginal and Torres Strait Islander communities in accessing primary healthcare are invaluable. Jacki's leadership and unwavering support for the CEO and Senior Medical Officer were instrumental in maintaining a strong focus on service delivery and upholding best practice governance throughout the organisation.

In light of competing priorities, both Ian Cannon and Nareeta Davis resigned from their

positions as Directors. In Nareeta's new role as a pro-bono lawyer for a global law firm, the ability to refer people to her with non-family law matters has proven advantageous for our clients and the organisation.

This transition prompted the Board to evaluate the expertise, skills, and networks necessary for the next phase of the organisation's growth. Recognising the critical need for marketing capabilities and additional business acumen. We were pleased to welcome Ange Collins, Director of Adllins Media, and Chris Anderson, Director of Gr8motive Cairns, to the Board. Their enthusiasm and diverse contributions have already had a positive impact, positioning us well for future success.

During this period, our CEO took leave without pay commencing in April 2024. In her absence, WoW's

Senior Medical Officer (SMO), Dr Alister Keyser, agreed to assume the responsibilities of the CEO, contingent upon securing a GP to cover his SMO duties. However, due to the ongoing national shortage of GPs and the unique clinical challenges associated with our client demographic, Alister found himself managing both roles simultaneously. Throughout this demanding time, Alister demonstrated exceptional professionalism, unwavering dedication, and a steadfast commitment to the organisation, his team, and our clients. His ability to maintain high standards of governance and leadership whilst juggling two roles is a testament to his character and a valuable asset to WoW.



Challenges & Risks

Ongoing workforce shortages represent a significant challenge and risk for WoW. Our capacity to recruit suitably qualified GPs for after-hours outreach clinics and in-clinic appointments has hindered our ability to meet client demand effectively and the Board's vision to grow the service.

Many of our clients face a range of challenges, including high rates of chronic disease, severe mental illness, and difficulties related to stable housing and financial management. Additionally, a

substantial number of homeless individuals struggle with serious alcohol and drug abuse. In many cases it is simply not possible for our clients to access mainstream health services due to a range of factors, such as transport, hygiene, behavioural, and court considerations.

To tackle this challenge, we will continue to advertise widely, leveraging our professional networks, and exploring innovative strategies to attract GPs seeking to enhance their expertise or

specialise in comorbidities and/or homelessness in a dynamic and supportive work environment.

In light of these efforts, the Board would like to extend its heartfelt gratitude to Dr Irene Tjhung, Dr Julia Driscoll, and Dr Agu Pepela for their unwavering dedication to our clients, the team, and the organisation. Their unique qualities enable them to consistently engage and support clients in their healthcare journeys.

Compliance & Accountability

Throughout the year, we have consistently complied with all applicable laws, regulations, standards, and guidelines relevant to our organisation and staff, thereby upholding the integrity of our service.

As a primary healthcare organisation, our focus is to become accredited by the Royal Australian College of General Practitioners (RACGP), demonstrating that we meet

national standards for quality and safety. This will improve our ability to generate Medicare revenue as well as benchmark the quality of our services to mainstream clinics.

While working towards this goal, we continue to foster a culture driven by compliance and accountability, evidenced with the implementation of an updated Governance Framework.

The framework adopts the principles of corporate and clinical governance to ensure that safe and effective primary health care is maintained, and quality improvement activities are ingrained within the culture of our organisation.



Acknowledgement

Our workforce remained stable throughout this financial year, enabling us to concentrate on refining our model of care in collaboration with the CHHS. During this time, we also successfully continued to provide our highly sought after after-hours GP clinics funded through the NQPHN. On behalf of the Board and team, we extend our gratitude to both organisations for recognising the value in our service.



We also extend our heartfelt gratitude to Wayne Christian, our Senior Indigenous Health Practitioner. Wayne delivers tailored support to our clients by organising outreach clinics, conducting screenings, and encouraging essential health promotion. He often serves as the first step on the long journey back to self-respect and improved health by diligently following up with individuals in need of further care. Wayne works closely with our doctors to identify those requiring additional support, leveraging his community networks to go above and beyond in his efforts. While almost 60% of our clients identify as Aboriginal and/or Torres Strait Islander, Wayne is committed to assisting all who seek our services, whether for a yarn, a specific social issue, or a health concern.

We would like to acknowledge Leslie Dunbar, who joined our team as a Clinical Nurse Coordinator. Leslie worked closely with the CEO to launch the Homeless Healthcare program in partnership with CHHS. Leslie's expertise as a Registered Nurse, combined with over two decades of experience working with individuals experiencing homelessness and chronic rough sleeping, proved invaluable to our efforts.

During this reporting period, podiatrist Callum Blunden took a leave of absence. His expertise has been significantly missed by both our clients and team. Podiatry plays a crucial role in primary healthcare for individuals experiencing homelessness, as foot-related issues can lead to discomfort, pain and in severe cases, complications such as sepsis, amputation, or even mortality.

As an organisation, WoW's achievements this year would not have been possible without the unwavering support of our funding partners and the Cairns community, including local businesses, community groups, individuals, and our dedicated volunteers. We are deeply grateful for their contributions, which have assisted in making this year our most successful yet!

Future Outlook

Data from NQPHN for Cairns indicates that WoW continues to serve a higher-than-average number of clients facing severe mental illness or mental health challenges. In response, we will continue to provide innovative and effective primary healthcare to these vulnerable individuals, who often require extended appointments and follow up with our team. Although this emphasis on quality care may restrict our ability to accommodate additional clients, we know that continuity of care, medication adherence, and education are vital for achieving positive outcomes for these clients, ultimately benefiting the health system and the broader community and decreasing hospital presentations for non-acute care.

As an organisation, we are increasingly concerned about the rising number of new clients accessing our services for the first time. This trend reflects the ongoing housing crisis and the shortage of affordable and social housing options. Unfortunately, many clients reliant on Centrelink payments have been priced out of the private rental market, exacerbating the situation. For

our organisation, this challenge underscores the importance of addressing workforce shortages. We must prioritise the retention of our exceptional staff and explore creative recruitment strategies to expand our clinic offerings.

In conclusion, we remain committed to delivering high-quality primary healthcare and support to our clients while continuously improving our services through collaboration and innovation. We look forward to building on our successes and addressing the evolving needs of our community in the coming year.

**Dr Jacki Mein, Yolonde Entsch
and Dr Alister Keyser**



“Integrating social work with general practice is crucial for addressing the social determinants of health that often hinder access to traditional medical care. As a mental health social worker, I serve as a vital link between medical staff and individuals who may have faced barriers to care. My efforts often encourage clients to reconnect with our primary healthcare team. Additionally, our respite services offer a safe haven where individuals can find food, hygiene, dignity, and a supportive environment.”

– Christine Strong, Mental Health Social Worker



Impact



Rest in Peace

The average life expectancy for individuals experiencing homelessness is a stark 44.5 years, in contrast to 77 years for the general population. The tragic reality is that the deaths of those sleeping rough often go unnoticed. Key contributors to these premature deaths include suicide and overdose, frequently exacerbated by feelings of despair and hopelessness. However, other significant factors also play a role, such as violence in public spaces, shortcomings within the justice system, obstacles to accessing preventive health screenings, inadequate hygiene, unmanaged

diabetes, and oral health complications.

A critical measure of success for the WoW team is when a client returns for a follow-up appointment. This engagement is where transformative change will occur. The more involved a client becomes in their health journey, the greater the opportunity to prevent unnecessary fatalities and improve the average life expectancy for individuals experiencing homelessness.

In this report and in future editions, we will honour the

memory of our clients who have passed away by acknowledging their lives. As there are no formal mechanisms for advising GPs or service providers when a client has passed, inevitably there will be individuals who we will not know to acknowledge.

Four of the six people named below died directly as a consequence of being homeless. All of them had a direct and positive impact on WoW – how it operates, changes that have been made, and the support offered.

For the 2023-2024 year, we remember:

Johnson Mopeke	20 July 2023
Shawn Petterwood	4 November 2023
Richard Fellows	16 November 2023
Shirleen Jack	19 March 2024
Allan (Nutter) Garland	22 March 2024
Stephen Rohr	25 March 2024



Professional Boundaries

One of the big lessons we learnt from three of the deceased clients is to not invest more in an individual than they are willing to invest in themselves. When working with people who are traumatised, victimised, challenging and complex, the

boundaries can become blurred, crossed and ignored. This was a lesson learnt the hard way and sometimes must relearn. Our role is to walk alongside while we are invited to do so and to educate when appropriate.

Feedback

Each of these clients provided us with direct feedback. Sometimes we asked for the feedback and sometimes we didn't. One example: "What's good about WoW?", answer: "Jonesy", then "What could be better?" answer: "More Jonesy!". On a serious note, each one told us what they needed and how WoW could better help them. Sometimes there was a difference of opinion over what constitutes 'better', but still they shared, and we did what we could to accommodate their feedback. Ultimately, the service improved and continues to improve via informal and formal feedback.

One of these clients listed on the opposite page demonstrated

to us that the Housing First principle does not always work. He and his older adult brother were accommodated, and even had NDIS support, but still, they could not maintain a tenancy. Over the course of three years, the brothers cycled through homelessness, accommodation, and risk of homelessness. His brother, now with a full-time carer, still follows this cycle despite high levels of support. Our lesson here was that we can only support when we know about the need and are invited in. Sadly, this is not an uncommon story for people who have been chronic rough sleepers, which is why transitional programs like Anglicare's Q-Homes and Q-Stride are critical.

"We are a GP service like no other, or at least, not like most."

**– Christine Strong,
Mental Health Social Worker**

Over time, a number of clients have secured accommodation that should have been long term. Yet by the time WoW learnt the tenancy was at risk, it was too late to prevent eviction. There are individuals existing in our community who may be too traumatised to ever be able to maintain a tenancy, however, when they do secure accommodation, it is most often (but not always) tenuous, regardless of how extensive the wraparound support may be.

Recognition

WoW was honoured with the **Workplace Award – Community Wellbeing** at the 2023 Queensland Mental Health Week Achievement Awards for our commitment to providing primary and allied healthcare to individuals experiencing homelessness.

Recognising the complex issues surrounding homelessness,

particularly the impact of mental health, our Mental Health Social Worker launched the Art of Mental Health program.

Funded by Open Minds Australia, this initiative allowed clients to express their feelings through art, providing a therapeutic outlet for those facing significant illness, mental health and addiction challenges.

The program, which ran during the 2023 Queensland Mental Health Week, was met with overwhelming success, leading to many artworks being displayed permanently at WoW.



Environmental, Social & Governance (ESG) >>>





Environmental Commitment

We are dedicated to responsible stewardship of our natural resources. Our team and volunteers actively practise energy conservation by turning off lights, air conditioning, and other non-essential electrical equipment when not in use.

As a medical practice, we recognise our responsibility in managing hazardous waste. We ensure that this waste is

disposed of properly by placing it in designated bins, which are then collected by a specialised waste management service provider that adheres to local regulations.

Additionally, we are committed to reducing our environmental footprint by minimising single-use plastics. We have transitioned to second-hand crockery, replacing disposable plastic cups, plates, and cutlery.



Social Responsibility

At WoW, diversity and inclusion are fundamental to our organisational culture. This commitment begins with the Board and extends throughout our multi-disciplinary team and volunteers. As a small organisation, we foster a 'work family' environment, prioritising the wellbeing of our staff.

We are dedicated to addressing health disparities and enhancing access to healthcare for vulnerable

and marginalised populations. Our after-hours outreach clinics are a testament to our belief in health equity, utilising local intel to identify and support individuals experiencing homelessness.

During this year, the Board introduced a Statement of Intent which is read before each Board meeting and AGM as a reminder before we begin (refer page 3).



Governance Principles

We uphold strong governance practices that ensure transparency, accountability, and ethical decision-making within our organisation. Our Board is committed to maintaining high standards of integrity and compliance with all relevant regulations.

We regularly review our policies and practices to ensure they align with our ESG objectives, fostering a culture of continuous improvement and respectful engagement with all of whom we work with.



Board

We extend our heartfelt appreciation to the voluntary directors of WoW, whose unwavering commitment and expertise significantly shape our organisation. Their contributions to our strategic direction, clinical and corporate governance, and financial oversight are invaluable.

Under the leadership of Chair Dr Jacki Mein and Treasurer Greg Stanton, along with directors Ian Cannon, Nareeta Davis, Ange Collins, Chris Anderson, and Yolonde Entsch, the organisation is in capable hands as their dedication and guidance are instrumental in driving our mission forward and enhancing the quality of service provided.



**YOLONDE
ENTSCH**
Chief Executive Officer
(until April 2024)

Team

We are committed to an inclusive environment where we value the unique stories and cultural backgrounds of our staff.

By leveraging these diverse experiences, we are able to connect more effectively with clients, other service providers and stakeholders, ultimately strengthening the sense of community. This approach enhances relationships and promotes a deeper understanding and support for the people we serve.



DR ALISTER KEYSER
Chief Executive Officer
(from April 2024) & Senior Medical Officer



DR IRENE TJHUNG
Doctor



DR JULIA DRISCOLL
Doctor



DR AGU PEPELA
Doctor



WAYNE CHRISTIAN
Indigenous Health Practitioner



ALEXIS (LEXY) CAROLL
Clinical Nurse



SARAH VAGGS
Clinical Nurse



CHRISTINE STRONG
Mental Health Social Worker



CHRISTINE PETERS
Practice Manager



SYAN KOISEN
Medical Receptionist/
Clinic Coordinator



Funders

WoW is proud to work with our funding partners, benevolent organisations, businesses, and the community, that help us accomplish our mission to provide primary and allied healthcare to vulnerable and marginalised Queenslanders.



Cairns and Hinterland
Hospital and Health Service

phn

NORTHERN QUEENSLAND

An Australian Government Initiative

GAMBLING
COMMUNITY
BENEFIT FUND



Lady Bowen
Trust HOPE
AND HOME

“Owner of Bushman Pies, Bill, has generously donated pies and sausage rolls every day for over 3 years”



Community Partners

BK Café

Bunnings Cairns

Bushman Pies

Calvary Christian Church Cairns

Grill'd Cairns Esplanade

Pacific Toyota (Vero Insurance)

»»» Other Important Information

We are at a pivotal moment in our mission to enhance outreach GP clinic services, as we seek to replace our current van. The van was purchased second-hand and has served us well over the years. However we seem to be having endless issues. Our objective is to acquire a Mercedes-Benz eSprinter Panel Van, which will enable the team to extend our reach beyond the current 5km radius from our premises, a limitation imposed by the van's age and ongoing maintenance issues.

We invite philanthropic partnerships, benevolent organisations, and corporations interested in making a meaningful impact — whether to fulfill their ESG commitments or

advance their Reconciliation Action Plans. To reach out to our CEO at 4019 7870. Tax-deductible donations can be made through our website or by contacting our **Practice Manager at 4019 7870.**



We warmly welcome contributions from individuals and community groups. In addition to cash donations, we appreciate any non-monetary support, such as tea, coffee, sugar, long-life milk, muesli bars, and new underwear for all genders, as well as crockery, teaspoons, and towels. Your generosity plays a vital role in our ability to serve WoW's clients effectively.

Looking to the Future

A primary focus for the team is to expand our reach and enhance our impact by replacing the current van. This upgrade will enable us to provide essential mobile GP clinics further afield. The second goal is to become RACGP accredited. Both objectives are a key focus for the Board and CEO.

However, we face significant challenges that require careful consideration and strategic action. In this report, we aimed to share some of the barriers and opportunities associated with our work, particularly working with individuals experiencing homelessness and severe mental illness. As an organisation, we remain committed to advocating for our clients and addressing these challenges with our funding partners, other service providers, and both the federal and state governments. This year, we will prioritise strengthening our collaboration with the Queensland Health's Cairns Community Mental Health services, as we share many clients and common goals.

Another critical issue our team confronts is the impact of domestic and family violence (DFV) on both victims and perpetrators. The ongoing national and local housing crisis has resulted in an increasing number of individuals and families facing homelessness, often for the first time, due to a

lack of affordable and social housing and rising living costs. Unfortunately, this situation often forces victims to remain in abusive relationships.

In response, WoW has been operating an unfunded Men's Domestic Violence Order (DVO) group aimed at educating participants about the implications of court orders and providing a safe space for men to share their experiences. This group also focuses on anger management and de-escalation strategies that have proven effective for participants. Currently, there is only one funded service in Cairns offering a perpetrator program, which has a lengthy waitlist. We believe that our group can serve as a valuable alternative for education and support in this critical area, and therefore we will focus on strategic relationships and funding to extend this offering.

Through these initiatives, we aim to foster a more supportive environment for those affected by domestic violence and homelessness, ultimately contributing to a healthier and more resilient community.

Service Summary & Client Snapshots

From 1 July 2023 to 30 June 2024

ENGAGEMENT



6,528

OCCASIONS OF SERVICE



1,169

PRIMARY HEALTHCARE CLIENTS



391

INDIVIDUALS WHO SOUGHT RESPITE



884

SOCIAL WORK CONSULTS



165

IN-HOUSE CLINICS



100

OUTREACH CLINICS

CLIENT PROFILE



53%

CLIENTS SLEPT ROUGH



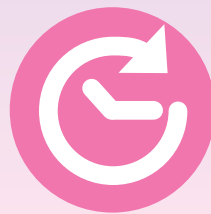
56%

FIRST NATIONS PEOPLES



40%

FEMALE



38

AVERAGE AGE

TOP 4 CHRONIC CONDITIONS



MENTAL HEALTH



CARDIOVASCULAR



DIABETES



CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD) & ASTHMA

WHEELS OF WELLNESS LTD

ABN: 99 637 473 968

Financial Statements

For the Year Ended 30 June 2024

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JESSUPS

INDEPENDENCE DECLARATION

TO THE DIRECTORS OF WHEELS OF WELLNESS LTD
FOR THE YEAR ENDED 30 JUNE 2024

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 2024, 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 13th day of November 2024



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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 2024

	Note	2024 \$	2023 \$
Revenue	4	1,544,171	1,306,413
Finance income		31	16
Employee benefits expense		(946,583)	(931,631)
Depreciation and amortisation expense		(31,313)	(15,664)
Rent		(72,574)	(82,492)
Professional Fees		(50,277)	(29,858)
Computer expenses		(31,957)	(32,447)
Security		(17,824)	(28,501)
Insurance		(24,637)	(4,428)
Materials & Equipment		(45,870)	(26,892)
Other Expenses		(88,256)	(70,581)
Profit before income tax		234,911	73,935
Income tax expense		-	-
Profit for the year		234,911	73,935
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		234,911	73,935



Statement of Financial Position

As At 30 June 2024

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	209,598	103,063
Trade and other receivables		77,642	-
Other assets		24,702	3,352
TOTAL CURRENT ASSETS		311,942	106,415
NON-CURRENT ASSETS			
Property, plant and equipment	6	123,287	911,872
TOTAL NON-CURRENT ASSETS		123,287	91,872
TOTAL ASSETS		435,229	198,287
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	71,705	60,127
Employee benefits	8	27,163	36,710
TOTAL CURRENT LIABILITIES		98,868	96,837
TOTAL LIABILITIES		98,868	96,837
NET ASSETS		336,361	101,450
EQUITY			
Retained earnings		336,361	101,450
TOTAL EQUITY		336,361	101,450



Statement of Changes in Equity

For the Year Ended 30 June 2024

	Retained Earnings \$	Total \$
Balance at 1 July 2023	101,450	101,450
Surplus/(deficit) for the year	234,911	234,911
Total other comprehensive income for the period	-	-
Balance at 30 June 2024	336,361	336,361

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



Statement of Cash Flows

For the Year Ended 30 June 2024

	2024	2023
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers and funding providers	1,599,597	1,410,670
Payments to suppliers and employees	(1,430,366)	(1,297,286)
Interest received	(31)	(16)
Net cash provided by/(used in) operating activities	169,262	113,368
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	(62,727)	(64,851)
Net cash provided by/(used in) investing activities	(62,727)	(64,851)
Net increase/(decrease) in cash and cash equivalents held	106,535	48,533
Cash and cash equivalents at beginning of year	103,063	54,546
Cash and cash equivalents at end of financial year	5 209,598	103,079



Notes to the Financial Statements

For the Year Ended 30 June 2024

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 2024 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 2024

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 2024

(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 2024, the current assets of the Company were \$311,941 (2023: \$106,415) which exceeded the current liabilities of \$98,866 (2023: \$96,837) resulting in a surplus of \$213,075 (2023: \$9,578). 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

	2024	2023
	\$	\$
Revenue recognised on receipt (AASB 1058)		
- Medicare revenue	156,555	96,810
- Grant revenue	1,381,024	961,800
- Donations	5,742	232,967
- NDIS revenue	-	4,150
- Other revenue	850	10,686
Total Revenue	1,544,171	1,306,413

5 Cash and Cash Equivalents

	2024	2023
	\$	\$
Cash at bank and in hand	209,598	103,063
	209,598	103,063

6 Property, plant and equipment

	2023	2022
	\$	\$
Motor vehicles		
At cost	165,583	102,856
Accumulated depreciation	(64,853)	(41,178)
Total motor vehicles	100,730	61,678
Computer equipment		
At cost	30,550	30,550
Accumulated depreciation	(7,993)	(356)
Total computer equipment	22,557	30,194
Total property, plant and equipment	123,287	91,872

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
	\$	\$	\$
Year ended 30 June 2024			
Balance at the beginning of year	61,679	30,194	91,873
Additions	62,727	-	62,727
Depreciation	(23,676)	(7,637)	(31,313)
Balance at the end of the year	100,730	22,557	123,287



Notes to the Financial Statements

For the Year Ended 30 June 2024

7 Trade and Other Payables

	2024	2023
CURRENT	\$	\$
Trade payables	43,942	15,519
GST payable	5,544	3,121
Accrued expenses	-	10,795
PAYG payable	13,122	15,748
Superannuation payable	9,095	14,945
	71,703	60,128

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

	2024	2023
CURRENT	\$	\$
Trade payables	27,163	36,710
Provision for employee benefits	27,163	36,710

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 2024 the number of members was 3.

10 Key Management Personnel Disclosures

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

Adrian Pennington: Non-Executive Director (resigned February 2024)

Greg Stanton: Non-Executive Director

Dr Jacqueline Mein: Non-Executive Director

Nareeta Davis: Non-Executive Director (resigned June 2024)

Ian Cannon: Non-Executive Director (resigned May 2024)

Yolonde Entsch: Executive Director (resigned as CEO August 2024, continued as Non-Executive Director)

Dr Alister Keyser: Senior Medical Officer & CEO (commenced role April 2024)

Christine Peters: Practice Manager (resigned October 2024)

The total remuneration paid to key management personnel of the Company for the period ended 30 June 2024 was \$379,274 (2023: \$254,068).

11 Auditors' Remuneration

	2024	2023
CURRENT	\$	\$
Remuneration of the auditor (Darren Thamm, Jessups) for: - auditing the financial report	5,550	5,300
Total	5,550	5,300

12 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2024 (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 of the company is:
Wheels of Wellness Ltd
PO Box 554
Cairns North QLD 4870

The principal place of business is:
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 13 November 2024



JESSUPS

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF WHEELS OF WELLNESS LTD
FOR THE YEAR ENDED 30 JUNE 2024

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 2024, 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 material accounting policies and the responsible entities' declaration.

In our opinion:

- giving a true and fair view of the registered entity's financial position as at 30 June 2024 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 2024, 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. 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 13th day of November 2024



WOW

WHEELS OF WELLNESS

Homeless Healthcare

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