

ANNUAL REPORT 2020-21

Year ended 30th June 2021





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Aboriginal and Torres Strait Islander Reconciliation Statement

Community Wheels Inc. (CWI) acknowledges that the people of the Darug Nation are the traditional custodians of the land on which we are located. We are committed to working in ways that are both supportive and empowering of Aboriginal people and their communities.

CWI respects the values, cultures and heritage of Aboriginal and Torres Strait Islander people and we will endeavour to promote this respectfully in all areas of the work that we deliver. CWI does not tolerate racism, prejudice and harassment of any kind.

Our vision for reconciliation is to work alongside Aboriginal and Torres Strait Islander people, connecting our services and together developing and strengthening our relationships within our community.

Corporate Information

ABN	82 553 134 025
Management Committee members as at 30 June 2021	Sudhir Gupta (Chairperson) Maria Baker (Vice Chair) Stefanie Lowe Elizabeth Ricketts Andrew Cordwell Jessie Gatt Bill W. Ho (non-current member) Ramalingam Naganathan
Chief Executive Officer (Interim)	Stefanie Lowe
Registered office and principal place of business	3E/6 Boundary Rd Northmead NSW 2152
Mailing address and contact	PO Box 558 Merrylands NSW 2160 Website: www.communitywheels.org.au Email: mail@communitywheels.org.au Tel: 8868 1400 Fax: 8868 1444
Banking partners	Bendigo Bank St George Bank National Australia Bank ANZ Bank Great Southern Bank (CUA) ING Bank
Auditors	Frost Crane & Co Chartered Accountants

Our Vision, Mission and Values

Vision

- To transport and support individuals and communities to participate in a range of activities that will improve their wellbeing and independence.

Mission

- Promoting and delivering personalised, affordable and accessible transport services in the city of Parramatta and Cumberland areas for eligible individuals and communities.
- Designing transport initiatives that meet the needs of the clients.
- Planning a range of social and community activities that improve clients' wellbeing and independence.
- Ensuring all activities are carried out in an ethical, compassionate and inclusive manner.
- Providing a safe, diverse, inclusive and professional work environment.
- Optimising resources in a changing environment.
- Operating in a financially sustainable and transparent manner.
- Benchmarking performance against industry standards.

Values

- Respect
- Innovation
- Excellence
- Integrity
- Inclusivity
- Cohesion
- Compassion

Chairperson's Report

I would like to begin by acknowledging the Traditional Owners of the land on which we meet today, the people of Dharug nation and pay my respects to Elders past and present. Community Wheels Inc. (CWI) also acknowledges the Aboriginal and Torres Strait Islander people who now reside within this area.

Community Wheels has a proud history of more than 30 years servicing the transport needs of individuals and communities in Parramatta and Cumberland LGA's. The organisation is committed to our vision to "transport and support individuals and communities to participate in a range of activities that will improve their well-being and independence".

The Annual Report relates to the 2020-21 financial year on which I report as the Chairperson. The main responsibility of the Management Committee is to set the strategic direction and governance of our organisation, which ensures compliance with the contracts, legislations, constitution and standards, and to ensure that our organisation is able to serve community needs while remaining financially viable. The current Management Committee has considerable specialist skills, and knowledge which has enabled CWI to manage costs while remaining financially robust, increase services, expand our service area, and effectively respond to some of the current challenges such as COVID-19, changes to Government funding, etc.

The 2020-21 financial year posed significant operational challenges, but with appropriate controls and policies in place we were able to

continue providing services to our clients safely and with no COVID-19 related incident. The demand for our services were significantly impacted initially but we were able to restore majority of services to pre-pandemic levels by February 2021. However, the cost of providing services have increased due to the requirement of maintaining COVID-19 safety protocols.

We improved the quality and reliability of our fleet by acquiring seven new vehicles to replace ageing vehicles. This was made possible by the financial reserves that we had built over the last few years. We have put in place processes that would allow us to proactively manage the reliability and quality of our fleet going forward.

We were able to extend the lease of existing premises on favourable terms in December 2020 by a further 2 years, i.e. December 2022. Beyond December 2022, CWI can exercise the option to extend by further 2 years, however in view of increased market rents for similar properties, CWI could incur significant increase in rental costs.

Challenges

- The Commonwealth Government funding under the Commonwealth Home Support Program (CHSP), which provides majority of funding for our services, expires in June 2023. CWI is not aware of Government plans of how community transport will be funded after that date, which has made it very difficult for CWI to plan longer term.
- Increasing cost pressure due to anticipated increase in leasing costs of our premises beyond December 2022, increased operating costs as a result of implementing COVID-19 safety protocols.

-
- Increased competition from private service providers, ride-sharing services like Uber etc.
 - Changing demographics in the areas we serve, which requires us to continually reassess and change our services to meet needs of the community.

Priorities for 2021-22

- Restore our services to pre-pandemic level while complying with COVID-19 Safety protocols.
- Increase social programs and community participation rates.
- Increase engagement with CALD communities to effectively service their transport needs.
- Increase uptake of our services in Auburn area of Cumberland LGA.
- Review leasing options for our operating premises.
- Influence the future funding and model of community transport through active engagement with federal and state MP's, and other community transport organisations.
- Improve quality of service to our clients through staff training, redesigning our services that meet client needs, and use of technology that would help clients in requesting and enquiring about a service.

Outlook

Subject to availability of government funding, we are positive about the future of our organisation as we have sound financial position and the initiatives that we have undertaken to grow and improve the quality of our services.

Acknowledgement

On behalf of the Management Committee, I would like to recognise the cooperation and support of our staff, drivers and volunteers, for maintaining the services and enabling provision of additional services to its clients during this challenging period.

On behalf of the Management Committee I would like to thank Ms Teresa Rivas, our previous General Manager, who retired in May this year, after 31 years of exceptional service to CWI.

I would like to thank the Management Committee members for their expert advice and guidance in responding to unprecedented challenges during this period. Thanks to our Vice Chair and Secretary Mrs Maria Baker for her input on various marketing and promotional initiatives. Thanks to Mr Andrew Cordwell and Stefanie Lowe for their guidance on matters related to finance, investment and risk management. Thanks to Dr Elizabeth Ricketts for her guidance on matters related to HR and staffing. Thanks to Mrs Jessie Gatt, Mr Bill W Ho, and Mr Naga Ramanaganathan for assisting CWI to effectively engage with their respective ethnic communities.

Sudhir Gupta
Chairperson

Summary of Financial Statements

Below is the Independent Audited financial statements. The complete audited financial statements are available on the ACNC website or can be made available on request.

Income & expenditure statement

Our organisation continued to focus on its social mission in a financially responsible manner. In 2020-21 our organisation made a surplus of \$699,751 which comprised of \$24,151 of operating surplus compared to an operating surplus of \$73,905 in 2019-20.

Key factors contributing to this result:

- Continued financial support of Transport for NSW and the Commonwealth of \$2,445,639 (2019-20 was \$2,331,873)
- Measures from the Federal Government in relation to COVID-19 subsidies including JobKeeper (\$694,100) and Cash flow booster (\$37,500)
- Volunteers including Management Committee members, drivers, carers, etc. continued to support the organisation. The value of volunteer's time was estimated at \$300,420 and is included in these financial statements as an income and expense resulting in a nil change to the operating surplus.

	Actual 2021 (\$)	Actual 2020 (\$)
Income		
Grants	2,445,639	2,331,873
Passenger contributions	364,802	403,457
Other income	24,302	25,288
Volunteer contribution	300,420	276,210
Interest received	18,453	32,311
Total income	3,153,616	3,069,139
Expenses		
Salaries & employment costs	2,137,029	2,031,441
Volunteer expense	300,420	276,210
Vehicle running expenses	188,686	201,828
Depreciation	93,628	89,224
Other transport expenses	71,328	76,760
Occupancy expenses	190,195	180,722
Support & admin expenses	148,179	139,049
Total expenses	3,129,465	2,995,234
Operating surplus/(loss) for the year	24,151	73,905
Other comprehensive income		
COVID subsidies	731,600	332,500
Total comprehensive income for the year	755,751	406,405
Transfer to IT Software reserve	(56,000)	(100,000)
Increase in retained earnings	699,751	306,405

Balance Sheet as at 30 June 2021

The balance sheet shows the assets and liabilities at 30 June, 2021. At this date, net assets (assets-liabilities) were \$2,935,860 compared to \$2,180,109. The increase was mainly due to operating surplus of \$24,151 as well as comprehensive income received from the Australian Taxation Office.

The organisation's cash balances, which includes Term Deposits, of \$3,516,485 are adequate to fund employee entitlements and other liabilities/provisions.

	Actual 2021 (\$)	Actual 2020 (\$)
Assets		
Current		
Cash & cash equivalents	1,752,289	1,386,463
Investments - Term Deposits	1,764,196	1,147,483
Trade & other receivables	99,707	163,374
Total current assets	2,697,320	2,697,320
Non-current		
Plant & equipment	331,305	437,629
Right to use asset - Northmead	230,099	385,466
Total non-current assets	561,404	823,095
Total assets	4,177,596	3,520,415
Liabilities		
Current liabilities		
Trade & other payables	475,622	450,664
Right to use liability - Northmead	167,684	155,367
Provisions	330,169	296,329
Total current liabilities	973,475	902,360
Non-current liabilities		
Provisions	205,846	207,847
Right to use liability - Northmead	62,415	230,099

Total non-current liabilities	268,261	437,946
Total liabilities	1,241,736	1,340,306
Net assets	2,935,860	2,180,109
Equity		
Accumulated comprehensive income	2,464,760	1,765,009
Motor vehicle replacement reserve	315,100	315,100
IT Software reserve	156,000	100,000
Total equity	2,935,860	2,180,109



Your SMSF Audit Professionals

ABN 70 634 348 351
Suite 1C
241-245 Pennant Hills Rd
Carlingford NSW 2118

Phone: (02) 9099 1097
Email: admin@fccaudit.com
Web: www.fccaudit.com

Community Wheels Inc.

Independent Auditor's Report to the directors

Report of the Independent Auditor on Summary Financial Statements

Opinion

The summary financial statements, which comprise the statement of financial position as at 30th June 2021 and the statement of comprehensive income, are derived from the audited financial report of Community Wheels Inc. (the Entity) for the year ended 30th June 2021.

In my opinion, the summary financial statements derived from the audited financial report of the Entity for the year ended 30th June 2020 are consistent, in all material respects, with that audited report, in accordance with Australian Accounting Standards.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of the Entity.

The Audited Financial Report and Our Report Thereon

I expressed an unmodified audit opinion on that financial report in our report dated 11 October 2021.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of a summary of the audited financial report in accordance with the criteria as set out in the Annual Report.

Auditor's Responsibility

My responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Bruce Frost CA
Registered Company Auditor No. 4436
FCCAudit Pty Ltd
Suite 1C, 241-245 Pennant Hills Road, Carlingford NSW 2118
27th October 2021



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CEO's Report

I am presenting this report in the capacity of Interim CEO to which I was appointed on 1st November 2021, upon resignation of CEO Dale Treglown. I would like to acknowledge our long term General Manager Ms Teresa Rivas, who held the position of General Manager for more than 30 years and retired on 15th July 2021. Teresa's contribution to CWI and community transport generally, over this time, can only be summarised as amazing.

I would like to thank our staff, management committee and the volunteers for their support and commitment in ensuring that we continued operating our services in these challenging times.

Community Wheels receives funding from both the Commonwealth Government and State Government, and also passenger contributions from clients. We service clients residing in Parramatta and Cumberland local government areas. Community Wheels services people over the age of 65 years (over 50 years for Aboriginal and Torres Strait Islander people) and transport-disadvantaged residents, to enable them to live independently, get more involved in their communities and access local services and amenities.

The staff, volunteers and management committee continue to work towards the Vision of transporting and supporting individuals and communities to participate in a range of activities that will improve their well-being and independence.

Despite an incredibly challenging year of managing the pandemic, increasing regulatory expectations CWI has maintained its solid financial performance enabling improving our

services, upskilling people, and upgrading our fleet.

It was a challenging year for CWI and indeed the industry in general, with the COVID pandemic and the impact this had on our clients and trip numbers. The various lockdown orders, social distancing restrictions and other government orders has impacted on our trip numbers and social outings.

CWI received \$2,445,639 in government grants and \$364,802 from passenger contributions. We wouldn't be able to perform the number of trips without the help provided by our number of volunteers; we estimate the value of their contribution to be \$300,420.

For 2020-21 financial year, we delivered a total of 49,384 trips of which 63% were for medical purposes, 17% were for social outings, 16% of the trips were shopping related and 4% other trips.

For 2020-21 financial year, we organised 148 social outings, which was an increase of 29% from social outings held in 2019-20 financial year. In addition, we had 1,587 clients attend planned social activities in 2020-21 compared to 1,021 in the previous financial year. These numbers of social outings and clients attending planned social activities in 2019-20 and 2020-21 were significantly lower than anticipated because of COVID lockdowns and other COVID related restrictions.

Community Wheels acknowledges that professional development of staff members, career opportunities, and recognition is integral to staff job satisfaction, workplace productivity, and continuous improvement in the quality of programs and services delivered.

Looking to the future

- Community Wheels plans to increase our social outings program
- Increase the number of trips and clients in the Auburn area
- Investing in professional development of staff and drivers
- Engage more volunteers in the office, as drivers and bus assistants
- Continue with our Client Wellbeing Program which has been very successfully and widely appreciated by the clients
- Improve our engagements and interactions with Culturally and Linguistically Diverse community (CALD) communities
- Utilise EFTPOS more in our business operations and less handling of cash
- Increase networking with local allied health care providers, other community transport organisations, government departments and community-based organisations
- Restart the shuttle bus service to Westmead medical precinct post COVID restrictions

Acknowledgement

A great thank you to all our volunteers and staff for all the hard work they have done throughout the year in somewhat difficult circumstances. Their dedication, professionalism and enthusiasm has enabled Community Wheels to continue to operate during these challenging times.

A special thank you to our drivers and volunteer carers for their dedication in providing service during this challenging period, including the constant sanitising of vehicles and supplies.

Thank you to the management committee for their contribution and dedication throughout

the year and looking forward to working with them again as we move forward.

Finally, a special thank you to our loyal clients.

Stefanie Lowe
Interim Chief Executive Officer

Client and Service Highlights

Client profile

- Over 5700 active clients as at June 2021
- Our clients live in the City of Parramatta & Cumberland Council areas.

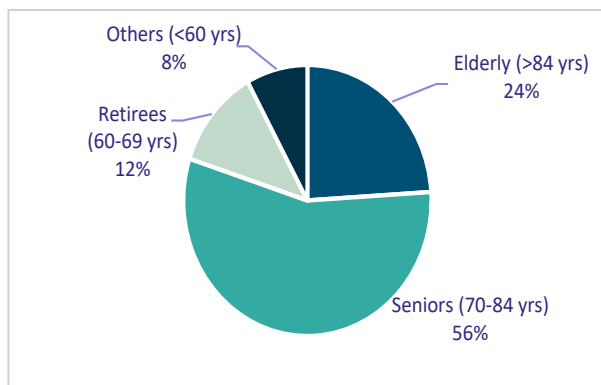


Chart 1 - demographics of Community Wheels clients based on age groups

Transport services by purpose

- Over 49,300 door-to-door personalised and affordable passenger trips for clients and their carers that improve their well-being and independence.

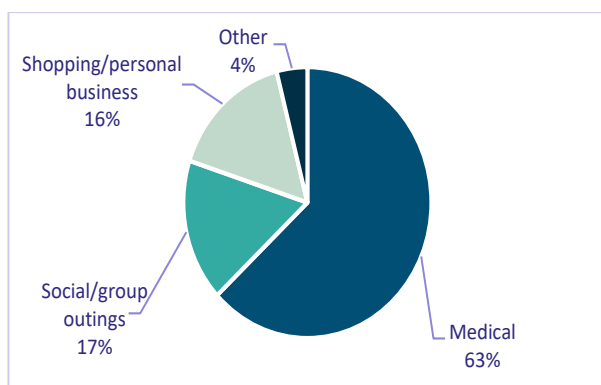


Chart 2 - breakdown of client transport based on trip purpose

Our people

- 38 permanent & casual staff and 13 volunteers
- Total employment costs: \$2.13m
- Estimated value of volunteers' work: \$300,420
- Our people live mainly in Western Sydney
- Our people are police checked and our drivers are accredited by Transport for NSW
- We encourage regular staff training and development
- Our staff and volunteers are fully vaccinated

Our vehicles

- Our fleet comprises 19 vehicles including 4 large buses, 5 commuter vans and 10 cars/station wagons
- Fully maintained and fully insured vehicles
- Vehicles collectively travelled about 678,000 kilometers in 2020-21
- Some vehicles have hoist facility for less mobile clients

Premises & facilities

- Leased premises at Boundary Road, Northmead comprising large garage, offices and easy access for less mobile clients

Suppliers

- In 2020-21, we spent around \$0.4m supporting local businesses

Our community

- Our Management Committee, staff and volunteers represent the rich ethnic diversity of our community

Different sources of funding

(as percentage of total operating budget)

- | | |
|---|-----|
| - NSW government funding | 12% |
| - Commonwealth government funding | 73% |
| - Passengers, bank interests & sponsors | 15% |

Governance and Organisational Structure

Social enterprise

Community Wheels Inc. is a social enterprise that must balance its:

- Social mission to provide transport services to people in the City of Parramatta and Cumberland Council who are unable to use existing public transport, thereby helping them to avoid isolation and to improve their independence and well-being.
- Financial mission to operate in a financially sustainable manner.

Regulatory legal framework

CWI is an Association incorporated on 20th July 1988 under the NSW Associations Incorporation Act 2009, and is classified as a large charity under the Australian Charities and Not-for-profits Commission Act 2012. CWI enjoys various benefits under Australian taxation laws namely:

- **Income tax exemption** under Division 50 of the Income Tax Assessment Act 1997.
- **Fringe Benefit Tax Exemption** on employee benefits whose gross-up value does not exceed \$30,000.
- **Deductible Gift Recipient Status:** donations can be claimed as a tax deduction.

The Management Committee

CWI has a Management Committee (MC) or board of directors that is appointed by financial members of the Association at the Annual General Meeting.

The responsibilities of the Management Committee are:

- Defining the vision, mission and values of the organisation and setting strategic direction to achieve its social mission in a financially sustainable manner.
- Adopting financial management best practices to ensure that the assets are managed effectively and efficiently in a manner consistent with the expectations of our members, the governments of New South Wales and Australia and the community.
- Complying fully with legal requirements including funding agreements.
- Monitoring the CEO's performance and providing advice and assistance as required.
- Empowering and developing our people – paid employees and volunteers, to optimise their full potential and their contribution to our social and financial missions.
- Ensuring that the Management Committee represents the rich diversity of our community and that the members thereof are well prepared to discharge their responsibilities.

Members of the Management Committee

The members of the MC are all volunteers and do not receive any remuneration for services provided. Following are MC members as at 30 June 2021:

Sudhir Gupta - Chairperson

Member since: 8 November 2016

Appointed as Chair: 18 March 2019

Responsibilities:

- Strategic direction and management
- IT management
- Data analysis and reporting

Maria Baker - Vice Chair

Member since: 25 June 2018

Appointed as Vice Chair: 15 April 2019

Responsibilities:

- Marketing and promotions

Jessie Gatt

Member since: 23 October 2013

Responsibilities:

- Maltese community representative

Ramalingam Naganathan

Member since: 19 October 2016

Responsibilities:

- Tamil community representative

Elizabeth Ricketts

Member since: 26 February 2018

Responsibilities:

- Human resources

Andrew Cordwell

Member since: 24 September 2018

Responsibilities:

- Commercial due diligence
- Finance and risk management

Stefanie Lowe

Member since: 22 March 2021

Responsibilities:

- Corporate governance

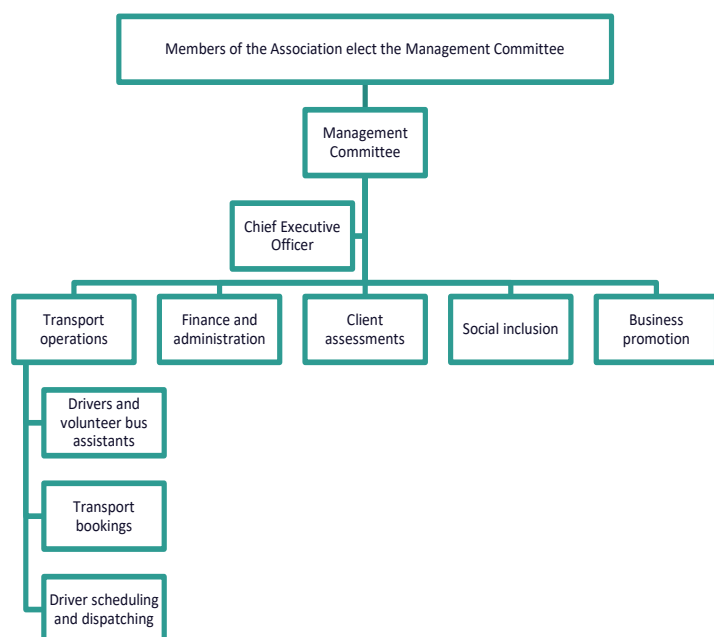
Bill W. Ho (*resigned 3 October 2021*)

Member since: 24 May 2016

Responsibilities:

- Chinese community representative

Structure of the organisation



Our staff & volunteers as at 30 June 2021

Role/Position	Name
Chief Executive Officer	Dale Treglown <i>(resigned 1 Nov 2021)</i>
Departing General Manager	Teresa Rivas <i>(retired 15 July 2021)</i>
Client assessments	Iwona Fracala
Finance & administration	Corey Poulsen
	Pallavi Bartwal
Social inclusion	Lynette Connor
Business promotion	Angela Ostojic-Lopatic
	Roula Oueik
Transport operations	Gabriel Hitti
Scheduling & dispatching	Sally Crocker
Transport bookings	Guiselle Shepardson
	Sowjanya Dammavalam
Community care drivers	George Drakos
	Zeljko Brizgala
	Robert Meadows
	Grahame Hannell
	Andy Saada

	Mark Ellsmore
	Bruce Booker
	Antonio Goncalves
Community care drivers	Alex Hanna
	Clare Jenkinson
	Rod Parry
	Ian Rhodes
	Steven Donovan
	Andrew Kromer
	Todd Kirkness
	Neil Wright
	Peter Jolly
	Ian Jolly
	James Tuira
	Chadia Taha
	Zacky Lee
	Zoran Milovic
	Martin Li
	Thomas Byrne
	Alecks Mitchell
	Srinivasan Dwarkanath
Volunteers	Allen Smith
	Brant Dawes
	Paul Ambrey
	Beverley Fuller
	Robyn Nalletamby
	Julia Finan
	Ian Hudson
	Dennis Mackenzie
	Joaquin Diaz
	Fadia Drakos
	Sharon Cummins
	Raj Mistry
	Ryan Tam

Client Testimonials

Your drivers Todd and Alecks who took me yesterday were absolutely wonderful and very professional. Very pleased with them both – Beverly

Thank you Community Wheels team for your support right from the drivers to volunteers and admin staff – Rachel

Thank you for putting my photo in your newsletter. I miss the social outings – Audrey

Very grateful to your service for returning my bag to me that I left in the car – Mark

Your driver Ian Jolly was very courteous and his kindness was outstanding in helping me get in and out of the bus – Anne

All your drivers are wonderful and caring and accommodating to clients – Margaret

Job well done to all staff and volunteers for the (2020) client Christmas Party. Good food and excellent entertainment – Anne

I don't know what I would do if Community Wheels weren't around to take me to medicals and visiting people for my personal wellbeing – Sharon

Just received my social program for 2021, it really brightened my day. Can't wait to start getting out again – Lorraine

Thank you for a welfare check on me to ensure if I was alright and back home safely – John

Drivers are always very polite, gentle and well-dressed – Norma

Your driver Antonio was very nice and helpful – Olga

Very pleased with the outing to Royal Motor Yatch Club. It was a great day and great service – Ann

Acknowledgements

Community Wheels Inc. would like to acknowledge our funding partners:

- Commonwealth Department of Social Services
- Transport for NSW

Community Wheels also extends our heartfelt thanks for their ongoing support to:

- City of Parramatta Council
- Cumberland Council
- Ms Julie Owens MP, Federal Member for Parramatta
- Dr Geoff Lee MP, State Member for Parramatta
- Mr Mark Taylor MP, State Member for Seven Hills
- Bendigo Bank
- St George Bank
- National Australia Bank
- ANZ Bank
- Great Southern Bank (CUA)
- ING Bank
- SOS Technology Group
- Kwik Kopy, Parramatta
- Metcalfe
- Castle Hill Toyota

Volunteers

Community Wheels couldn't do what we do without the incredible support and dedication of our volunteers across different roles. We would like to thank each and every one of them for their valuable time contributed in building our organisation stronger.

Financial members and clients

Community Wheels thanks all financial members for their patronage and also many other clients who have donated generously to the organisation. Your contributions make a huge difference to our work and we are deeply grateful for your generosity.





COMMUNITY WHEELS INC.

ANNUAL REPORT 2020-21

Unit 3E, 6 Boundary Rd Northmead NSW 2152

Tel: 8868 1400

Fax: 8868 1400

E: mail@communitywheels.org.au

Website: www.communitywheels.org.au

Facebook: [CWI.Parramatta](https://www.facebook.com/CWI.Parramatta)

