

# Annual Report

Year ended 30th June 2020





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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 Community Wheels Inc. is situated. We are committed to working in ways that are both supportive and empowering of Aboriginal people and their communities.

Community Wheels Inc. 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. Community Wheels Inc. 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 with our services and together developing and strengthening our relationships within our community.



## Corporate Information

ABN: 82 553 134 025

Members of the Management  
Committee as at 30 June 2020

Sudhir Gupta (Chairperson)  
Maria Baker (Vice Chair)  
Elizabeth Ricketts  
Andrew Cordwell  
Les Fenech  
Jessie Gatt  
Bill W. Ho  
Ramalingam Naganathan

General Manager

Teresa Rivas

Registered office and  
principal place of business

Unit 3E, 6 Boundary Road  
Northmead NSW 2152

Contact details

Email: [mail@communitywheels.org.au](mailto:mail@communitywheels.org.au)  
Phone: (02)8868 1400

Mailing address:

PO Box 558 Merrylands NSW 2160

Bankers

Bendigo Bank  
St George Bank

Auditors

Frost Crane & Co  
Chartered Accountants

## Our Vision, Mission and Values

### Vision

To encourage and support people to participate in social and community programs, that improve their well-being and independence.

### Mission

To achieve our vision, we:

- Promote and deliver personalised, affordable and accessible transport services in the City of Parramatta and Cumberland Council areas for eligible individuals and groups.
- Offer a range of social and community activities that improve our clients' well-being and independence.
- Design transport initiatives that meet the needs of our clients and promote their social inclusion, participation and well-being.
- Perform all the activities in a financially sustainable manner.

### Our Values

#### Respectful

We treat people in the way we would wish to be treated ourselves. We respect and value people for who they are.

#### Innovative

We respond to clients' changing needs and emerging business environments. We look for ways to innovate and develop our services that improve the well-being and independence of our clients.

#### Excellence

We strive to achieve best practice standards in whatever we do with passion.

#### Integrity

We do the right thing even if it takes more time and effort.

#### Inclusive

We aspire to create a social enterprise that reflects the rich diversity of the community we serve. We involve our clients, volunteers and staff in all we do and believe in giving people at all levels a voice in the decision process.

#### Collaborative

We build social networks and strong relationships with stakeholders to design services that meet clients' needs.

# Chairperson's Report

I would like to begin by acknowledging the Traditional Owners of the land on which we meet today, the people of Darug 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.

The Annual Report relates to the 2019-20 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 contracts, legislations, constitution and standards, and to ensure that our organisation is able to serve community needs while remaining financially viable. The Management Committee has considerable specialist skills, and knowledge which has enabled CWI to respond to various challenges, including COVID-19, when CWI introduced a number of changes to its services while ensuring client and staff safety.

Prior to COVID-19 shutdown in March, we have been able to achieve:

- Growth in demand for CWI services, compared to previous years, through co-ordinated promotional activities and increased social programs.
- Launching of our new website, allowing our clients and stakeholders to easily access up to date information of our services, and also allow clients to make bookings and enquiries.
- A shuttle bus service serving Westmead Hospital from Merrylands, Granville and Guildford, with the service running every 30 minutes thus allowing clients to better plan their return trips. This service has been suspended since April due to COVID-19 pandemic.

However, with the onset of COVID-19 pandemic from March 2020 onwards, our focus has shifted to managing and operating our services that are compliant with COVID-19 Safety protocols, and managing CWI resources as per the service demand. The demand for our services were significantly impacted by COVID-19 with all social outings and group bookings suspended. In April, demand for our services had reduced by more than 50%. With significant drop in demand, we had to reduce working hours of staff, and utilised some of our staff and drivers for making welfare calls to our clients. The client feedback on welfare calls has been very positive, so we are planning to continue going forward. We also started a new service for our clients through delivery of food hampers and grocery. By the end of June, demand for our services marginally increased with the easing of COVID-19 restrictions, however more effort is required to revert to pre-pandemic levels.

## Challenges

- The Commonwealth Government funding under Commonwealth Home Support Program (CHSP), which provides majority of funding for our services, expires in June 2022. CWI is not aware of Government plans of how community transport will be funded after that date. This has made it very difficult for CWI to plan beyond June 2022, and lease any assets such as vehicles.
- Increase in cost and additional resources e.g. drivers, vehicles etc. to continue providing services while operating under COVID-19 Safety protocols such as social distancing.

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

## Priorities for 2020-22

- Restore our services to pre-pandemic level while complying with COVID-19 Safety protocols.
- Increase uptake of our services in Auburn area of Cumberland LGA, through improved engagement with local communities and existing clients.
- Influence the future funding and model of community transport through active engagement with federal and state MP's, and other community transport organisations.
- Replace some of our ageing vehicles through leasing arrangements, as prescribed by the new Community Transport Service Contract. As per the new contract all assets such as vehicles to be leased and the period of lease should not exceed the service contract period i.e. June 2022.
- 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 optimistic about the future of our organisation as we have a sound financial position and are confident of 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, during this challenging period, enabling CWI to provide additional services to its clients.

On behalf of the Management Committee I would like to thank Ms Teresa Rivas, our General Manager, for her commitment and support, and for successfully leading the organisation through this challenging period.

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 for his guidance on all 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 Mr Les Fenech for ensuring compliance with various legislations and contracts. Thanks to Mrs Jessie Gatt, Mr Bill W Ho, and Mr Naga Ramanaganathan for effective engagement 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 2019-20 our organisation made a surplus of \$306,405 which comprised of \$73,905 of operating surplus compared to an operating surplus of \$141,753 in 2018-19.

Key factors contributing to this result:

- The continued financial support of Transport for NSW and the Commonwealth of \$2,331,873 (2018-19 - \$1,999,790)
- Measures from the Federal Government in relation to COVID-19 subsidies including JobKeeper (\$270,000) and Cash flow booster (\$62,500).
- Volunteers (management committee members, drivers, carers, etc.) continued to support your organisation. The value of volunteer's time was estimated at \$276,210 and is now included in these financial statements as an income and expense resulting in a nil change to the operating surplus.

	Actual 2020 \$	Actual 2019 \$
<b>Income</b>		
Grants	2,331,873	1,999,790
Passenger contributions	403,457	384,644
Other income	25,288	19,073
Volunteer Contribution	276,210	373,000
Interest received	32,311	35,559
<b>Total income</b>	<b>3,069,139</b>	<b>2,812,066</b>
<b>Expenses</b>		
Salaries and employment costs	2,031,441	1,580,985
Volunteer Expense	276,210	373,000
Vehicle running expenses	201,828	182,087
Depreciation	89,224	109,292
Other transport expenses	76,760	85,286
Occupancy expenses	180,722	196,986
Support and administration expenses	139,049	142,677
<b>Total expenses</b>	<b>2,995,234</b>	<b>2,670,313</b>
<b>Operating Surplus/(Loss) for the year</b>	<b>73,905</b>	<b>141,753</b>
<b>Other comprehensive income</b>		
Net assets acquired via novation agreement	-	364,496
COVID Subsidies	332,500	-
<b>Total comprehensive income for the year</b>	<b>406,405</b>	<b>506,249</b>
Transfer to motor vehicle replacement reserve	-	(214,719)
Transfer to IT Software reserve	(100,000)	-
<b>Increase in retained earnings</b>	<b>306,405</b>	<b>291,530</b>

## Balance Sheet as at 30 June 2020

The balance sheet shows the assets and liabilities at 30 June 2020. At this date, net assets (assets-liabilities) were \$2,180,109 compared to \$1,773,704 previous year. The increase was mainly due to operating surplus of \$73,905 and COVID-19 subsidies received from the Australian Taxation Office.

The organisation's cash balances, which includes Term Deposits of \$2,533,946 are adequate to fund employee entitlements and other provisions.

	Actual 2020 \$	Actual 2019 \$
<b>Assets</b>		
<b>Current</b>		
Cash and cash equivalents	1,386,463	999,521
Investments-Term Deposits	1,147,483	1,119,276
Trade & Other receivables	163,374	95,988
<b>Total Current Assets</b>	<b>2,697,320</b>	<b>2,214,785</b>
<b>Non-current</b>		
Plant and equipment	437,629	301,377
Right to use asset-Northmead	385,466	-
<b>Total non-current assets</b>	<b>823,095</b>	<b>301,377</b>
<b>Total assets</b>	<b>3,520,415</b>	<b>2,516,162</b>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade and other payables	450,664	323,220
Right to use liability-Northmead	155,367	-
Provisions	296,329	231,462
<b>Total current liabilities</b>	<b>902,360</b>	<b>554,682</b>
<b>Non-current liabilities</b>		
Provisions	207,847	187,776
Right to use liability-Northmead	230,099	-
<b>Total non-current liabilities</b>	<b>437,946</b>	<b>187,776</b>
<b>Total liabilities</b>	<b>1,340,306</b>	<b>742,458</b>
<b>Net assets</b>	<b>2,180,109</b>	<b>1,773,704</b>
<b>Equity</b>		
Accumulated comprehensive income	1,765,009	1,458,604
Motor vehicle replacement reserve	315,100	315,100
IT Software reserve	100,000	-
<b>Total Equity</b>	<b>2,180,109</b>	<b>1,773,704</b>





Your SMSF Audit Professionals

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## 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 30<sup>th</sup> June 2020 and the statement of comprehensive income, are derived from the audited financial report of Community Wheels Inc. (the Entity) for the year ended 30<sup>th</sup> June 2020.

In my opinion, the summary financial statements derived from the audited financial report of the Entity for the year ended 30<sup>th</sup> 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 28 October 2020.

##### 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  
5<sup>th</sup> November 2020



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Professional Standards Legislation



## General Manager's Report

Our Association is funded by the Commonwealth and the State Governments to provide community transport services to individuals and groups living in the City of Parramatta and Cumberland Council. The service provided by CWI targets people over 65 years (over 50 years for Aboriginal and Torres Strait Islander clients) and transport-disadvantaged residents, enabling them to live independently, participate in their communities, and access local services and amenities.

We encourage and support clients to participate in social and community events by providing door-to-door services in a caring and safe manner.

We received a total of \$2,331,873 in government grants and \$403,457 from passenger contributions to provide transport services. In addition, we get invaluable help from our volunteers to support our services. We have estimated their contribution to be valued at \$276,210.

In 2019-20 financial year, our focus has been to grow social programs to improve the well-being of our clients.

In 2019-20, we delivered 48,199 actual trips, of which 57% were medical related, while social outings constituted 26%, shopping 15%, other trips 2%.

In 2019-20, we planned 105 social outings, 25 of which were cancelled due to COVID-19. Our social outings also included three overnight trips to Forster, Hunter Valley and Mudgee.

In 2019-20, our Association had a surplus of \$306,405 after all expenses. The surplus amount would be reinvested to provide better services to our clients.

### CWI and COVID-19

Like so many areas of our society, COVID-19 has caused a shift in the operations of our services. Social distancing and self-isolation measures have had a significant impact on services run by our organisation. Between April and May 2020 our trips decreased by over 50%; the services most impacted were social outings and group transport.

Despite the challenges and uncertainty faced by our organisation, our staff and volunteers continued to provide services to our clients and the community.

With social distancing in place and people being unable to do their shopping, our organisation has assisted them by delivery of food and other essential supplies.

We also introduced the Client Well-Being Program. The aim of this program was to be in regular contact with our clients and make sure they were OK, check if they needed anything, and convey our support through difficult times.

Achievements

- **New logo and website:** Last year, we changed our logo and developed a new website.
- **COVID-19 Policy, Procedures and Safety Plan:** As an essential service, our organisation is committed to protect our staff, clients and the community from the spread of COVID-19. Policies and procedures were put in place to give the organisation clear directions to minimise the risk of transmission. We are also registered as COVID Safe service provider.
- **Service growth:** Prior to COVID-19 shutdown, we were able to grow the demand for our services compared to previous years.
- **Vehicles:** We replaced three vehicles in our fleet. Two of them are modified to carry wheelchairs.

Year Ahead

- We plan to continue increasing our social outings program.
- We plan to increase the number of clients in Auburn area.
- We will continue recruiting volunteers to help us grow and improve our services.
- We will continue with our Client Well-Being Program.
- We plan to work with Culturally and Linguistically Diverse (CALD) Communities to make the service more accessible to those groups.

Challenges

- COVID-19 safety protocols such as social distancing. This may require CWI to have more vehicles and drivers to provide services.
- New funding model
- Changes in the Age Care Sector

Staff and Volunteers

Training has been provided to our staff to improve service in areas such as Pay Roll and Taxation, First Aid, COVID-19 Risk Management, NDIS Awareness, Transport Frail Aged Passengers and those with a Disability, Access Vehicles - Knowledge, Understanding & Equipment, Elder Abuse and Mandatory Reporting, Manual Handling in Aged, Disability & Home Care, and Understanding Behavior.

Many thanks to our volunteer and staff for their support, contribution and hard work during 2019-20. Your dedication and professionalism allowed us to continue providing service to our clients who highly value our service.

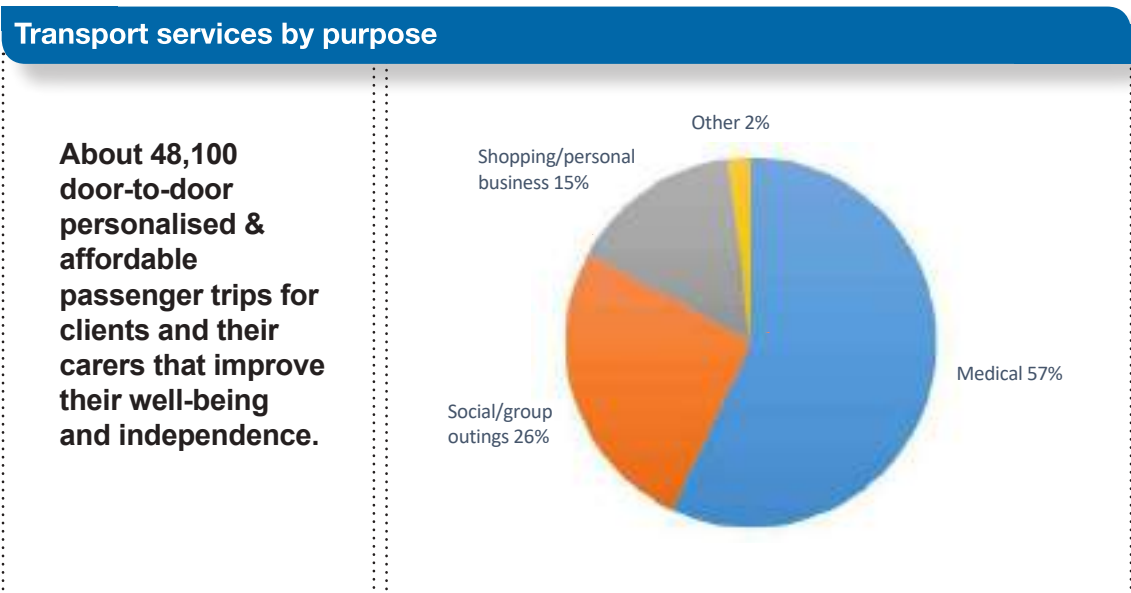
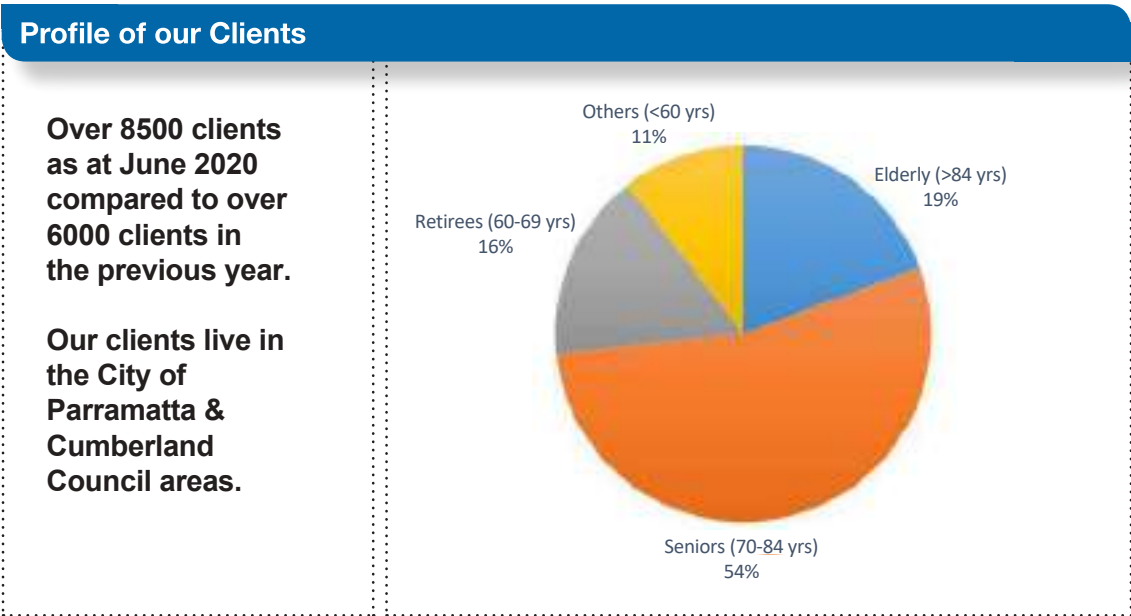
My heartfelt thanks to our drivers and volunteer carers for continuing to provide service during this challenging period.

Thanks to the Management Committee for guiding me through various challenges during the year.

Teresa Rivas  
General Manager

We are Building a Better and Fairer Community

Our clients, their needs and location



How we served our clients

Our people

- 34 permanent and casual staff plus 24 volunteers
- Total staff costs - \$2.03m
- Estimated value of volunteers' work - \$276,210
- 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 vehicles

Our fleet comprises 19 vehicles including:

- 4 large buses
- 5 commuter vans
- 3 small buses
- 3 station wagons
- 4 cars

Fully maintained and fully insured vehicles

Vehicles travelled about 494,000 kms in 2019-20

Some vehicles have hoist facilities for less mobile clients

Premises & facilities

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

Suppliers

In 2019-20 we spent around \$0.4m supporting local businesses

Our community

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

How we are funded?

Different sources of funding

% of total operating budget	
NSW government funding	10%
Commonwealth government funding	70%
Passengers, bank interest & sponsors	20%

Governance, Structure and Our People

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 that 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

Community Wheels Inc. is an Association incorporated on 20th July 1988 under the NSW Associations Incorporation Act 2009.

Community Wheels Inc. is classified as a large charity under the Australian Charities and Not-for-profits Commission Act 2012.

Community Wheels Inc. enjoys various benefits under Australian taxation law 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

Community Wheels Inc. has a Management Committee or board of directors that is appointed by the members at the annual general meeting.



The responsibilities of the Management Committee are:

- i. Defining the vision, mission and values of the organisation and setting strategic direction to achieve its social mission in a financially sustainable manner;
- ii. 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;
- iii. Complying fully with legal requirements including funding agreements;
- iv. Monitoring performance of the organisation against strategic plans and budgets and other similar organisations;
- v. Monitoring the performance of the General Manager and providing advice and assistance as required;
- vi. Empowering and developing our people – paid employees and volunteers, to optimise their full potential and their contribution to our social and financial missions; and
- vii. Ensuring that the Management Committee represents the rich diversity of our community and that the members thereof are well prepared to discharge their responsibilities.

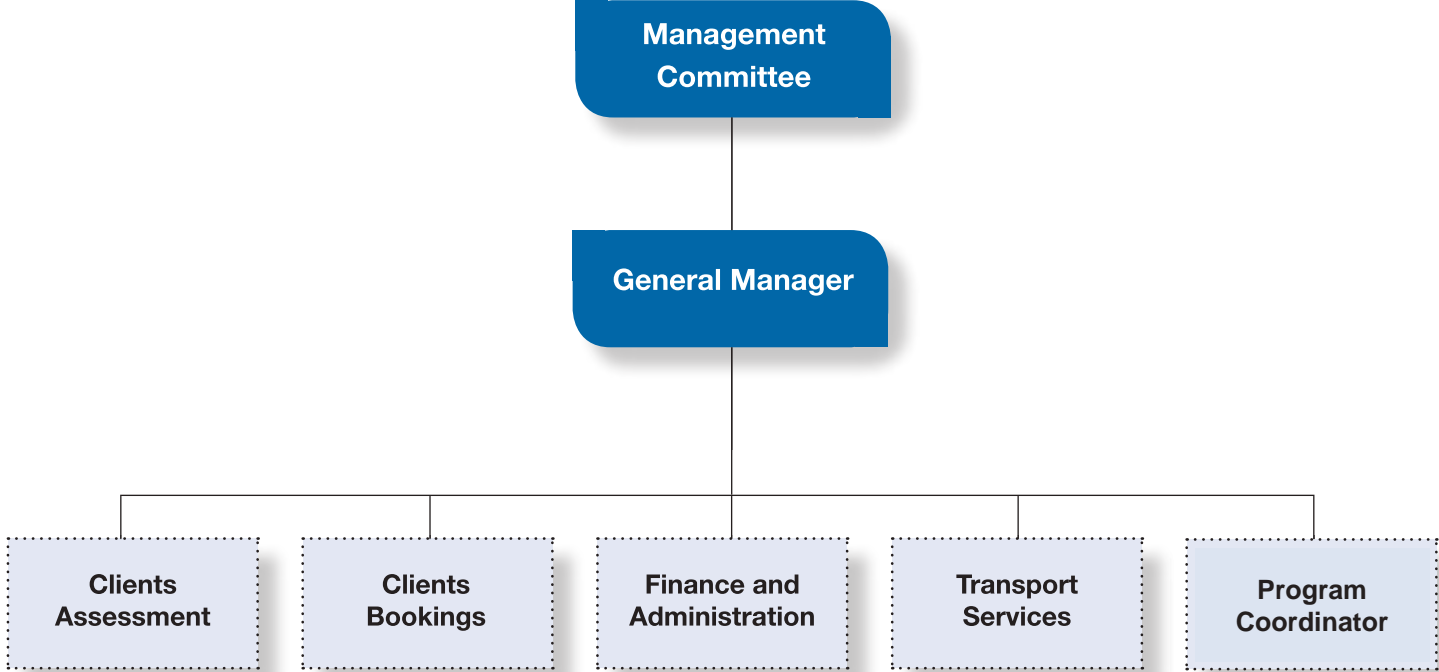


Members of the Management Committee

The members of the Management Committee are all volunteers and do not receive any remuneration for services provided.

<p><b>Mr Sudhir Gupta - Chairperson</b></p> <p><b>Member since: 8 November 2016</b> <b>Appointed as Chair: 18 March 2019</b></p> <p><b>Qualifications:</b> - Masters in Computer Science - Bachelor in Electrical Engineering</p> <p><b>Responsibilities:</b> - Strategic direction and management - IT management - Data analysis and reporting</p>	<p><b>Mrs Maria Baker - Vice Chair</b></p> <p><b>Member since: 25 June 2018</b> <b>Appointed as Vice Chair: 15 April 2019</b></p> <p><b>Responsibilities:</b> - Marketing and promotions</p>
<p><b>Mrs Jessie Gatt</b></p> <p><b>Member since: 23 October 2013</b></p> <p><b>Responsibilities:</b> Maltese community representative</p>	<p><b>Mr Bill W. Ho</b></p> <p><b>Member since: 24 May 2016</b></p> <p><b>Qualifications:</b> - Masters in Geotechnical &amp; Structural Engineering - Bachelor in Civil Engineering</p> <p><b>Responsibilities:</b> Chinese community representative</p>
<p><b>Mr Les Fenech</b></p> <p><b>Member since: 16 June 2016</b></p> <p><b>Qualifications:</b> - Master of Business - Bachelor of Business - Graduate Diploma Applied Finance and Investment - Graduate Certificate Interactive Multi-Media</p> <p><b>Responsibilities:</b> Policy and governance</p>	<p><b>Mr Ramalingam Naganathan</b></p> <p><b>Member since: 19 October 2016</b></p> <p><b>Qualifications:</b> - Justice of the Peace</p> <p><b>Responsibilities:</b> Tamil community representative</p>
<p><b>Dr Elizabeth Ricketts</b></p> <p><b>Member since: 26 February 2018</b></p> <p><b>Qualifications:</b> T.Cert; Dip.T; Dip.Special Ed; Grad.Dip.Ed.Leadership; B.Ed.; M.Ed.; Ed.D.</p> <p><b>Responsibilities:</b> Policy and governance</p>	<p><b>Mr Andrew Cordwell</b></p> <p><b>Member since: 24 September 2018</b></p> <p><b>Qualifications:</b> - FCA, B.Comm, JP</p> <p><b>Responsibilities:</b> Finance and risk management</p>

Structure of the organisation



Our people - staff

Positions	Name	Start Date
General Manager	Teresa Rivas	17 Apr 1990
Client Assessments	Iwona Fracala	5 Mar 2001
Client Bookings	Sally Crocker	19 Aug 2009
	Guiselle Shepardson	12 Nov 2018
	Sowjanya Dammavalam	18 Feb 2019
Finance & Admin	Corey Poulsen	13 Aug 2014
	Pallavi Bartwal	15 May 2017
Program Co-ordinator	Angela Ostojic-Lopatic	16 May 2019
Social Outings	Lynette Connor	16 Feb 2015
Transport Services	Gabriel Hitti	9 Sep 2009
	George Drakos	8 Oct 2003
	Emile Diab	17 Feb 2004 (till 3 Apr 2020)
	Zeljko Brizgala	5 Jun 2006
	Robert Meadows	10 Jul 2007
	Ian Rhodes	22 Jan 2008
	Grahame Hannell	18 Apr 2008
	Steven Donovan	23 Feb 2010
	Steven Krepp	20 May 2011 (till 3 Apr 2020)
	John Jozelich	15 Mar 2012 (till 3 Apr 2020)
	Andrew Kromer	15 May 2014
	Todd Kirkness	3 Aug 2015
	Assad Saada	10 Aug 2015
	Neil Wright	24 Feb 2017
	Peter Jolly	31 Jul 2017
	Ian Jolly	24 Sep 2018
	Rodney Muiser	5 Nov 2018 (till 12 Nov 2019)
	James Tuira	24 Sep 2018
	Mark Ellsmore	24 Sep 2018
	Chadia Taha	1 Dec 2018
	Zacky Lee	1 Dec 2018
	Zoran Milovic	1 Dec 2018
	Martin Li	1 Dec 2018
	Thomas Byrne	1 May 2019
	Scott Odell	8 Jul 2019
	Alecks Mitchell	9 Oct 2019
	Srinivasan Dwarkanath	3 Dec 2019
	Joseph Widjaja	9 Dec 2019 (till 23 Apr 2020)



Our people - volunteers

Positions	Name	Start Date
Chairperson	Sudhir Gupta	8 Nov 2016
Vice Chair	Maria Baker	25 Jun 2018
Committee members	Jessie Gatt	23 Oct 2013
	Bill W. Ho	24 May 2016
	R. Naganathan	19 Oct 2016
	Elizabeth Ricketts	26 Feb 2018
	Andrew Cordwell	24 Sep 2018
	Les Fenech	16 Jun 2016
Volunteer carer assistant	Robert Lavender	1 Aug 2006
Volunteer carer assistant	Joaquin Diaz	1 Dec 2007
Volunteer carer assistant	Allen Smith	1 Feb 2009
Volunteer carer assistant	Helen Ruhle	13 Mar 2013
Volunteer driver	Dennis MacKenzie	2 Sep 2014
Volunteer driver	Ian Hudson	3 Oct 2014
Volunteer driver	Stephen Butschek	12 Feb 2016 (till 8 Jul 2019)
Volunteer carer assistant	Brant Dawes	17 Feb 2017
Volunteer carer assistant	Lorraine Crocker	10 Apr 2018
Volunteer carer assistant	Paul Ambrey	19 May 2018
Volunteer carer assistant	Indiati Wulandri	10 Aug 2018
Volunteer carer assistant	Dennis Thorne	24 Jun 2009 (till 3 Apr 2020)
Volunteer carer assistant	Fadia Drakos	16 Feb 2019
Vol bookings assistant	Beverley Fuller	2 Aug 2018
Volunteer admin assistant	Anupama Mishra	18 Feb 2019
Volunteer admin assistant	Ryan Tam	18 Jul 2018

Clients' Testimonials

It is reassuring to know that you are still operating at this very difficult time with some extra services being offered to those who might be struggling a little – Kathleen

The service I received was very good. I'm very happy with Community Wheels, particularly their drivers – Joe

I attended Computer Course at Community Wheels, Angela was a great teacher, had a wonderful time there – Helen

Your driver Chadia was very delightful and friendly when she picked me up today. Very thankful to Chadia for the transport – Norma

My compliments to your driver Zeljko who dropped me back home today. He was very good and helped me to my front door – Alan

Very happy with Community Wheels service. Great work! – Shirley

I so admire the wonderful service you provide to those in need. To put it simply, there are some appointments that I have no idea how I would get to without you all. Thank you – Patricia

Very happy with the service. Your driver Srimi assisted me to the door with an umbrella. Very appreciative – Joe

Your driver helped me get back my personal belongings that I left in the car – Mollie

Thank you to Steve and Paul for delivering my shopping list. Very impressed with your service – Elizabeth

Received a call from one of Community Wheels drivers to check on my well-being. I was touched. The food hampers are excellent too...appreciate them a lot! – Margaret

Very grateful that someone from Community Wheels reached out to me to check on my well-being. The drivers are lovely, they've always been on time for my physio appointments and have been so caring throughout – Lee

Very impressed with Community Wheels drivers who always show so much care and thought for clients – Sharon



## Acknowledgements and Thank You

Community Wheels would like to acknowledge our following funding partners:

- Commonwealth Department of Social Services
- Transport for NSW

Community Wheels would like to thank the following for their ongoing support:

- 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
- Ms Julia Finn MP, State Member for Granville
- Ms Lynda Voltz MP, State Member for Auburn
- Bendigo Bank
- SOS Technology Group
- Kwik Kopy
- Metcalfe
- Terry Shields 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.

### Members and Clients

Community Wheels thanks all its members for their patronage of the organisation 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.**

Phone: 02 8868 1400

[www.communitywheels.org.au](http://www.communitywheels.org.au)

