

**Women's Health Information and  
Referral Service Central Queensland Inc.**



**Annual Report  
2024 - 2025**



**Women's Health Information and Referral Service Central Queensland Inc.**

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# WHIRSCQ Annual Report 2024 - 2025

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## CHAIRPERSON'S REPORT

**Tracey Miller**



**I would like to acknowledge the Traditional Custodians of the lands of the Darumbal people and pay my respects to their Elders, past, present and emerging.**

It's a privilege to welcome you to WHIRSCQ's Annual General Meeting. The 2024–2025 year has been one of growth and resilience, driven by our vision to empower individuals to live safe, healthy, and fulfilling lives free from violence and trauma. This year, WHIRSCQ delivered over 7,400 hours of counselling to more than 1,000 individuals, with outreach extending to Gracemere, North Rockhampton, Mount Morgan, Yeppoon, Emerald, and Blackwater—ensuring access for rural and remote communities. Our Dignity Hub provided over 3,200 essential services to women at risk of homelessness, and our counselling team facilitated workshops on resilience, mindfulness, and self-care, alongside creative therapy groups. Client feedback was overwhelmingly positive, with 99% feeling welcomed and safe and over 90% reporting improved coping skills.

We strengthened our organisational capacity through technology upgrades, process improvements, and a successful HSQF maintenance audit. The Team ensured compliance with funding bodies and secured a \$45,000 DFV Rent Assist Brokerage Grant, supporting 26 victim-survivors to access safe housing. Community engagement remained strong through events such as the Wellness Expo, DFV Prevention Month sessions, NAIDOC celebrations, and Reclaim the Night.

Looking ahead, our 2025–2028 Strategic Plan focuses on trauma-informed practice, cultural responsiveness, accessibility, and sustainability—ensuring WHIRSCQ continues to lead in creating pathways to healing and empowerment.

## CHAIRPERSON'S REPORT Tracey Miller

On behalf of the Board, I thank our Manager, Janis Littleboy, our dedicated staff, and all stakeholders for their commitment. Together, we are building safer, stronger communities across Central Queensland.

Thank you

*Tracey Miller*



### **The Women's Health Information and Referral Service CQ Inc.**

#### **Board of Directors**

Chairperson – Tracey Miller

Treasurer – Sharon Field

Secretary – Suzanne Olive

Board Member – Annette Dudley

## MANAGER'S REPORT

### Janis Littleboy



**I sincerely acknowledge the traditional owners of the land on which we gather, the Darumbal people and pay my respects to their Elders, past, present and emerging.**

I am proud to present WHIRSCQ's Annual Report for 2024–2025 – a year marked by growth, resilience and unwavering commitment to our vision of empowering individuals to live safe, healthy and fulfilling lives free from violence and trauma. This report showcases the incredible work of our team in delivering trauma-informed, culturally responsive services, expanding outreach to regional and remote communities and strengthening organisational capacity to meet rising demand. Together, we have upheld our **Human Services Quality Framework (HSQF)** compliance, maintained high standards of care and advanced community education initiatives that foster safety and wellbeing across Central Queensland (CQ).

To local Members of Parliament, including Mayor Tony Williams, Deputy Mayor Drew Wickerson, Member for Rockhampton Donna Kirkland, Councillors Shane Latcham, Marika Taylor, Andrea Friend and all others, thank you for acknowledging our service throughout the year.

To our dedicated Board of Directors. Chairperson Tracey Miller, Treasurer - Sharon Field, Secretary Suzanne Olive and Committee member Annette Dudley who continually show up and volunteer their time as committed to represent WHIRSCQ, I say thank you. Your wisdom and guidance in all areas of Governance is testament of what drives women to continually want equality for all.

Thank you to our dedicated staff, partners, and stakeholders for your continued support as we move forward with our 2025–2028 Strategic Plan to create lasting impact.

#### **Service Delivery Overview 2024–2025**

Between July 2024 and June 2025, WHIRSCQ provided counselling to **1,002 individuals** across **6,462 attended sessions**, totalling **7,453 hours**. Most clients **self-referred (37.3%)**, with

## MANAGER'S REPORT

### Janis Littleboy

significant referrals from NGOs and Queensland Police. The majority were women, with clients spanning **30 postcodes**. Of the total number of clients, **18.1%** were our **First Nations people** and **4.6% of Culturally and Linguistically Diverse (CALD) background**. Over half experienced both recent or historical domestic and family violence (DFV) and nearly half had reported sexual violence (SV).

Through dedication and focus we continued to offer face to face to our outreach service to **North Rockhampton, Gracemere, Mount Morgan, Yeppoon, Emerald, Blackwater** and in addition phone counselling throughout CQ. WHIRSCQ ensured individuals in rural and remote communities could access vital, trauma-informed support—breaking down barriers to care and fostering safety and healing across the region. Throughout the 2024 – 2025 period, our Dignity Hub (DH) offered meals, hygiene products, clothing, and technology support with 2,054 interactions, with April–June being the busiest quarter. Whilst the DH has now ceased due to rising costs and following Workplace Health and Safety (WHS), we know the DH played a valuable role; however, the priority continues to be the wellbeing of staff and clients and delivering core counselling services. We continue to gratefully receive donations from **Share the Dignity** and therefore can continue to stock and provide sanitary and personal items to women of all ages.

#### WHIRSCQ Strategic Plan 2025–2028

Our 2025–2028 Strategic and Operational Plan reaffirms WHIRSCQ's commitment to empowering individuals to live safe, healthy and fulfilling lives free from violence and trauma. The plan focuses on **strengthening trauma-informed and culturally responsive practice, enhancing service accessibility for all clients including CALD communities, building organisational capacity through staff wellbeing and compliance and promoting awareness and prevention through community education**. Guided by evidence-based approaches and cultural safety, this plan positions WHIRSCQ as a leader in creating pathways to healing and empowerment.

#### HSQF Maintenance Audit

WHIRSCQ continues to demonstrate strong governance, compliance, and service excellence. The recent HSQF audit confirmed that organisational systems, processes and practices effectively support high-quality service delivery, resulting in the maintenance of certification to the **Human Services Quality Standards**. This achievement reflects our commitment to continuous improvement, evidenced by the successful implementation of corrective actions and robust Human Resource (HR) compliance practices.

#### Community Education and Awareness

In 2024–2025, WHIRSCQ's community education initiatives were pivotal in advancing our strategic goal of fostering safer communities. These efforts strengthened partnerships with

## MANAGER'S REPORT

### Janis Littleboy

local organisations, amplified awareness of gender-based violence, and promoted holistic wellbeing. Events such as our **WHIRSCQ Wellness Expo**, **DFV Prevention Month session**, **NAIDOC celebrations**, and **Reclaim the Night** were not only informative but also empowering for all. These initiatives reflect our commitment to driving cultural change and positioning WHIRSCQ as a trusted voice in prevention and advocacy across CQ.

#### **Sector Engagement**

Throughout 2024–2025, the Manager continually participated in the Queensland Sexual Assault Network (QSAN) and Women's Health Service Alliance (WHSa). By engaging at the state level, WHIRSCQ ensures its services are aligned with broader efforts and commitment for change to prevent violence and support survivors, ultimately enhancing outcomes for clients and communities across Central Queensland.

#### **Organisational Restructure and Continuous Improvement**

As part of WHIRSCQ's commitment to continuous improvement, a review of internal systems identified the need for structural changes to strengthen operations and respond to growing service demands. Expanding team leadership within counselling and outreach supports increased staff numbers and rising community needs, ensuring sustainability and compliance with funding and HSQF standards. These changes align with the 2025–2028 Operational Plan objectives to build organisational capacity and maintain a skilled, supported workforce, positioning WHIRSCQ to deliver high-quality, trauma-informed services and adapt effectively to future challenges.

#### **Our Team:**

**Business Team Leader** - Shirin Kanan

**Rockhampton Counselling Team Leader** - Alicia Harris

**Outreach Emerald and Intake Team Leader** - Amy Charlesworth.

**Business Team** - Ann Cryer, Priscilla McQuire, Chantelle Smitheim, Valerie Noffke, Anne Munns and Rebecca Mwankenja.

**Counsellors** - Robyn Bailey, Greer Burgess, Stacy Evans, Debra Pearson, Raelene Ivers, Wendy Dolan, Michelle Close, Dianne Roche, Kerri Tighe, Manmeet Kaur, Rhonda Western, Amy Purton-Long and Veda Mahambrey.

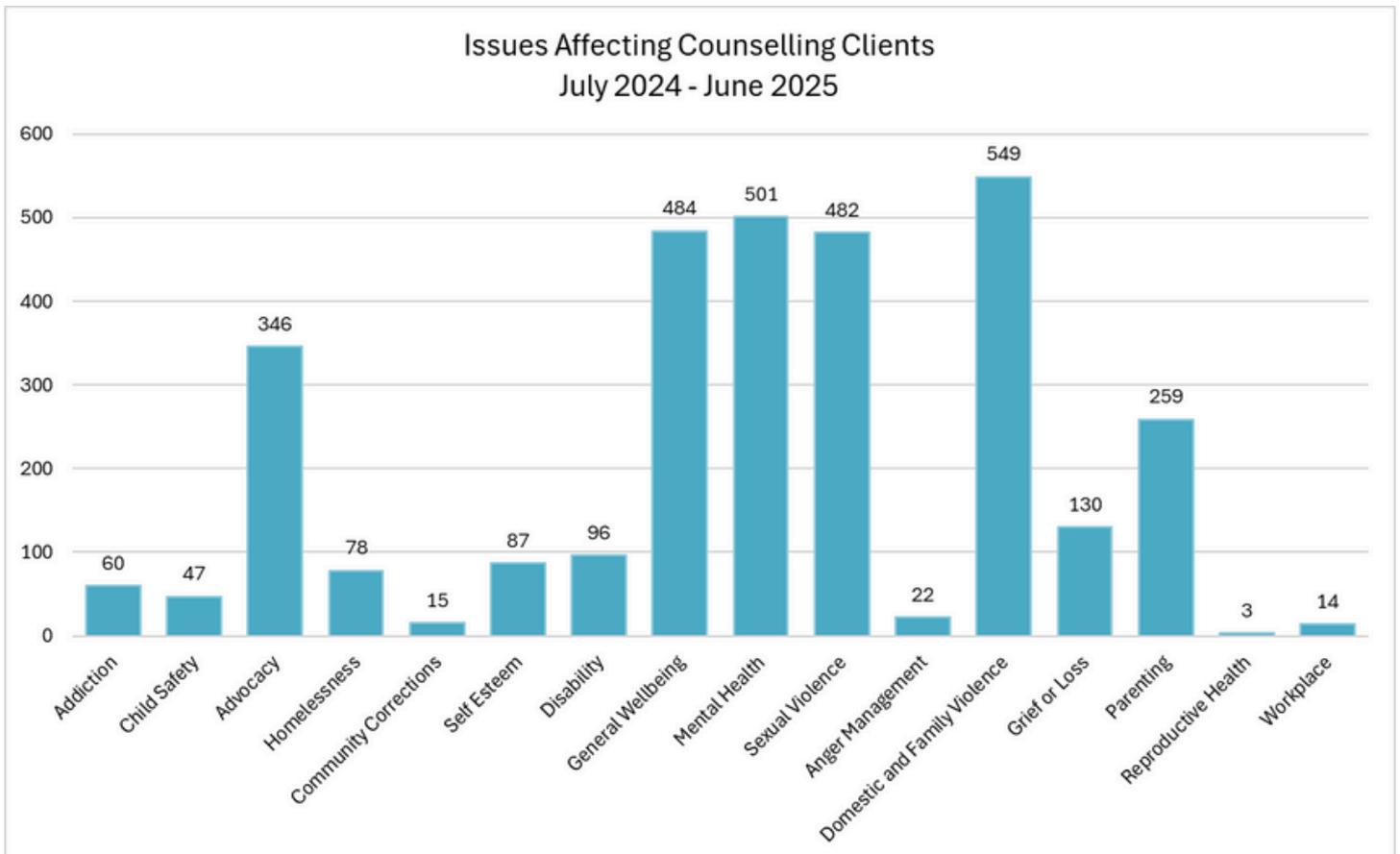
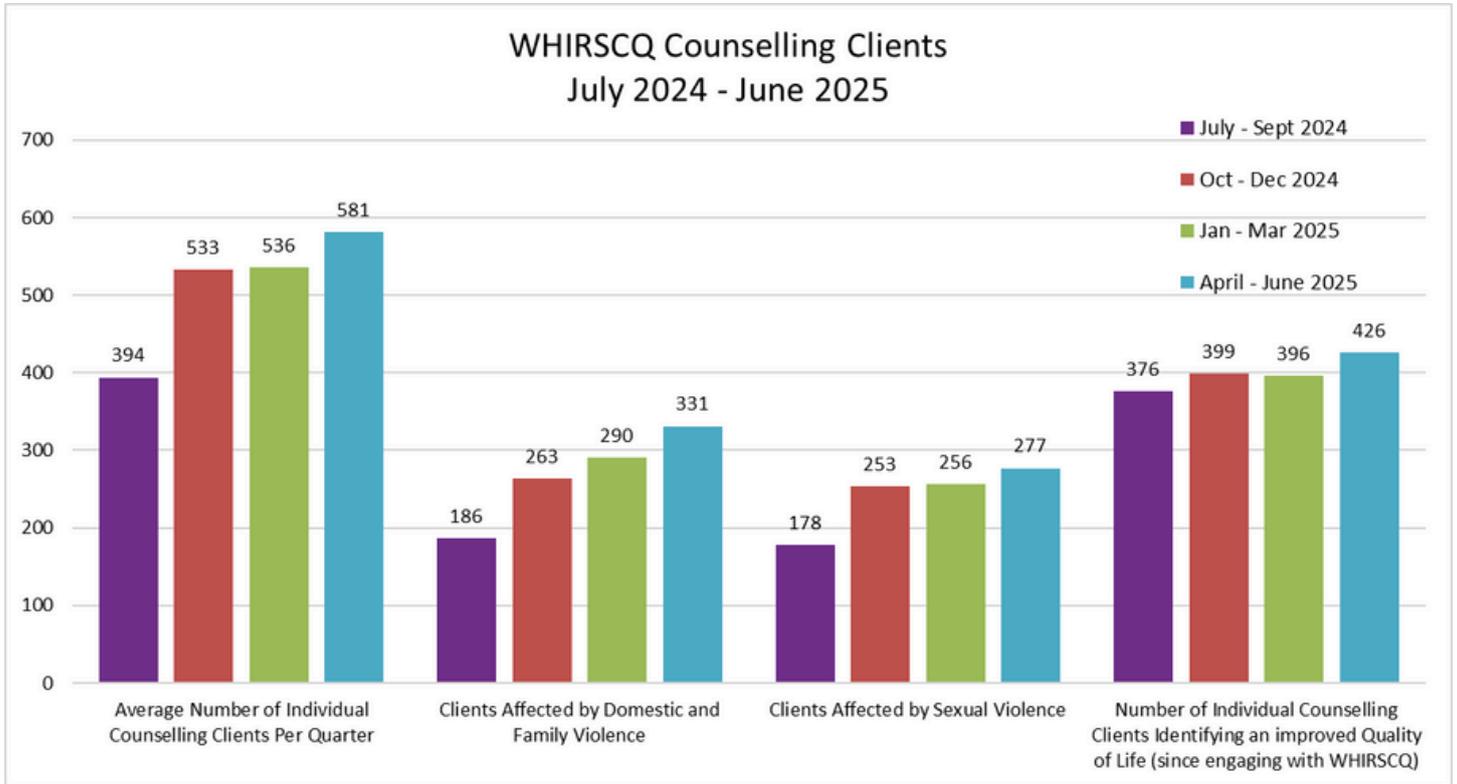
**Intake Officers** - Tineal Farlow and Pavneet Kaur.

**Thank you to employees who have moved on to other ventures** - Suezanne Theaker and Dianne McCrae.

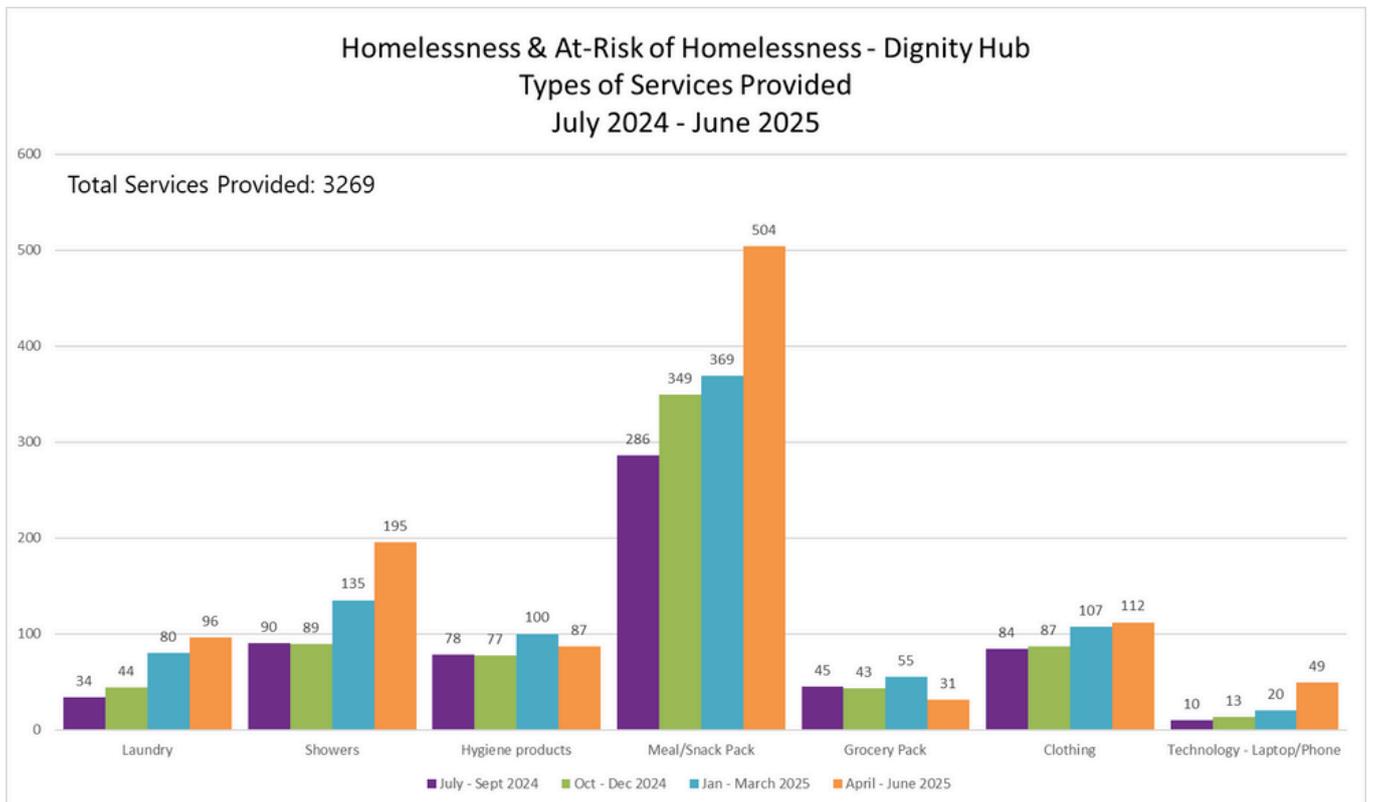
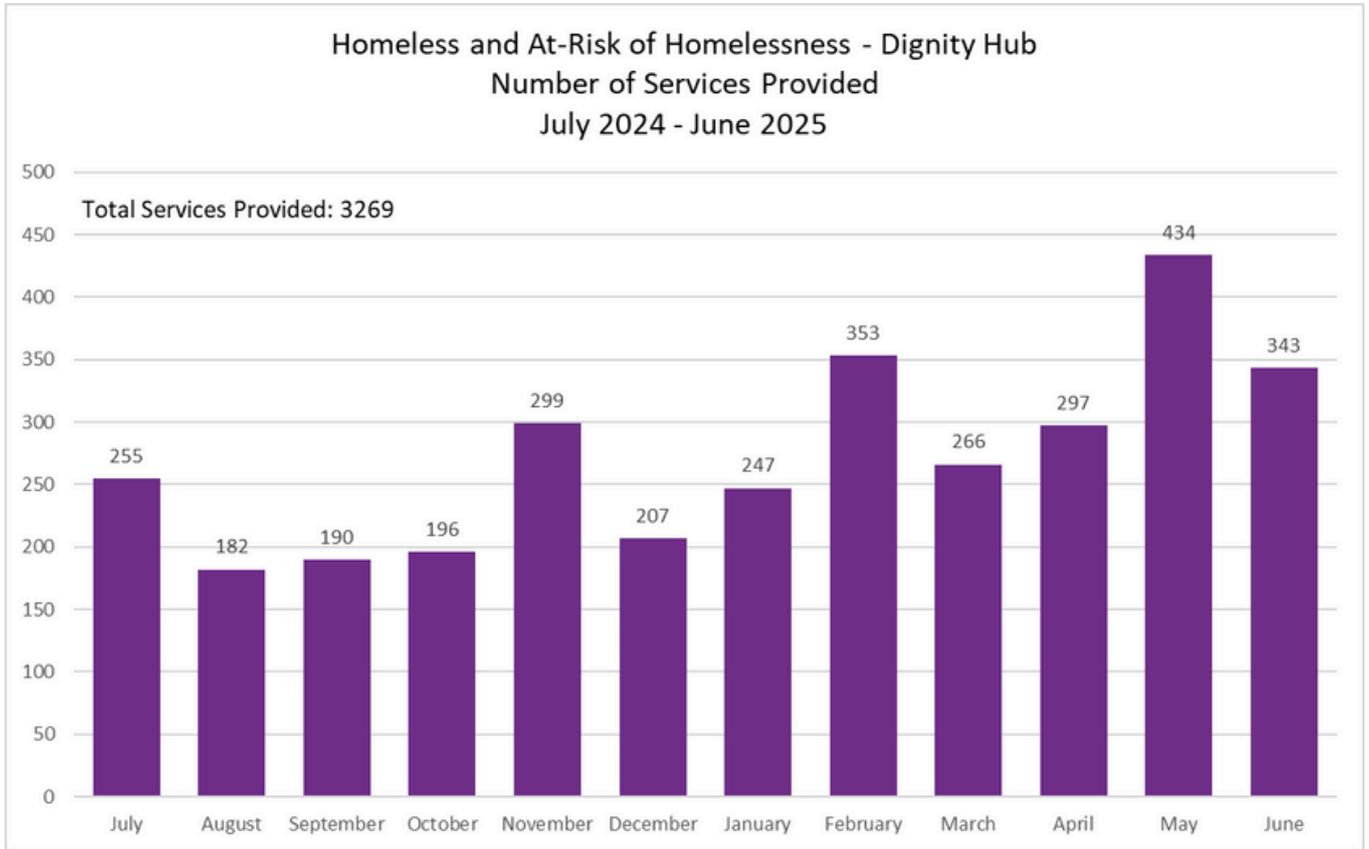
Kind regards,

*Janis Littleboy*

# STATISTICS



# STATISTICS



## STATISTICS

Other data about WHIRSCQ service delivery (1st July, 2024 – 30th June, 2025):

### Counselling:

- Most of our clients self-referred (37.3%).
- Other significant referral channels include Non-Government Organisations (21.7%) and the Queensland Police Service (17.9%).
- 1002 individuals received counselling; of these, 988 were female, 4 were male, and 2 were Non-Binary, 5 were LGBTIQ+ and 3 declined to answer or identified as 'other'.
- 6462 sessions were attended; 904 were not attended.
- The total of session hours was 7453.
- The largest age group to receive counselling were 41 – 59 (33.7%) closely followed by the 26 to 40 age group (32.6%).
- 54.8% of our counselling clients have experienced family or domestic violence, either recently or historically.
- 48.1% of our counselling clients have experienced sexual violence, either recently or historically.
- 18.1% of our counselling clients identify as having a First Nation background.
- 4.6% of our counselling clients identify as culturally and linguistically diverse.
- The majority of our counselling clients reside in postcode 4701 (41%); we worked with clients residing in 30 different postcodes.
- 4.4% of our counselling clients were experiencing homelessness at the time of intake.

### Dignity Hub

- We provided 3269 services (laundry, showers, hygiene products, meals and snack packs, grocery packs, clothing, and technology services) in 2054 interactions (individuals may receive more than one service in an interaction).
- May was our busiest month with 434 services provided. May was also our busiest month last year with 280 services provided.
- We gave out 342 hygiene products; we may have given more depending on the individual's circumstances.
- We provided 1508 meals and snack packs. Last year we provided 1236.
- We provided 174 grocery packs; Last year we provided 117. this does not include hampers that were distributed to counselling clients in need at Christmas.
- The biggest quarter for the dignity hub was April – June 2025 with 1074 services provided on 636 occasions (individuals may have attended on more than one occasion in the quarter).

## STATISTICS

Information, Advice and Referral (from Reception Administration) for the period of July 1, 2024 - June 30, 2025:

- WHIRSCQ provided information, advice and referral on 340 occasions (that did not progress to intake).
- WHIRSCQ received 120 queries about the services we provide, referral and intake process (these were not completed intakes).
- WHIRSCQ received 79 queries about termination.
- WHIRSCQ received 25 queries about medical centres.
- WHIRSCQ received 104 queries about sexual health services, such as sexual health checks.
- WHIRSCQ received 31 queries about accommodation (not domestic and family violence related).
- WHIRSCQ received 22 queries requesting support for domestic and family violence support (not counselling related, including accommodation, information about completing applications and court support).
- WHIRSCQ received 89 other queries, including making donations to WHIRSCQ, assistance with transport, completion of paperwork, support for men and children outside of our service provision, and requests for financial aid.

## **BUSINESS TEAM LEADER**

### **Shirin Kanan**



#### **Overview of 2024–2025**

The 2024–2025 period was marked by significant progress for WHIRSCQ, with growth in service delivery and strengthened internal capacity. The Business Team demonstrated professionalism and commitment, ensuring compliance with contractual obligations to funding bodies—Department of Justice and Attorney-General, and from 2025 onwards, Department of Families, Seniors, Disability Services and Child Safety—as well as adherence to the Human Services Quality Framework (HSQF).

#### **Business Team Members**

- **Business Team Leader:** Shirin Kanan
- **Finance Officer & WHS Officer:** Ann Cryer
- **Communications Officer:** Chantelle Smitheim
- **HR Administration Officer:** Priscilla McQuire
- **Reception Administration Officers:** Valerie Noffke, Anne Munns, Rebecca Mwanjeka
- **Intake Officers:** Tineal Farlow, Pavneet Kaur (jointly supervised with the Emerald Outreach & Intake Team Leader)

#### **Key Achievements and Highlights**

**Financial Position** - WHIRSCQ maintained a strong financial position in full compliance with departmental contracts, Australian Accounting Standards, and ACNC regulations. This was achieved through the collaborative efforts of the Manager, Business Team Leader, Finance Officer, Accountant, and Treasurer.

**Continuous Improvement** - Commitment to quality was upheld through HSQF processes, including regular policy reviews ratified by the Board, a Continuous Improvement Register informed by feedback, and twice-yearly client surveys to guide service enhancements.

**DFV Rent Assist Brokerage Grant** - A \$45,000 grant from the Queensland Government was successfully secured and fully expended, supporting 26 victim-survivors of DFV or sexual violence at risk of homelessness to access or maintain safe housing.

## **BUSINESS TEAM LEADER**

### **Shirin Kanan**

**Community Education and Awareness** - WHIRSCQ actively engaged in prevention and capacity-building initiatives, including:

- **Wellness Expo (March 2025)** promoting women's health and wellbeing.
- **DFV Prevention Month Information Session (May 2025)** focusing on DFV in Capricornia, non-fatal strangulation, coercive control legislation, benefits of counselling, and the community's role as upstanders.
- **NAIDOC March and Information Stall (July 2025).**
- **Reclaim the Night BBQ and Candlelight Ceremony (October 2025)** during Sexual Violence Awareness Month.

Additionally, WHIRSCQ maintained a strong presence at community events through information stalls to broaden outreach.

**Intake Process** - Refinements were implemented to improve assessment quality and streamline service delivery through ongoing feedback and consultation.

**Technology Upgrades** - Introduced the 3CX phone system and provided laptops and mobile phones to outreach counsellors and WFH staff, improving communication, reducing response times, and ensuring uninterrupted client support.

**Digital Engagement** - Strengthened community connection via WHIRSCQ's website and social media platforms, launching campaigns to raise awareness on health, wellbeing, and gender-based violence.

**Dignity Hub** - Delivered 3,269 services between July 2024 and June 2025 (average 272 per month) to women experiencing or at risk of homelessness, providing meals, hygiene products, clothing, showers, laundry, and grocery packs in a welcoming environment.

**Statistics and Reporting** - Robust data collection and analysis ensured accurate reporting to funding bodies, informed strategic planning, and supported continuous improvement.

### **Summary**

The Business Team played a pivotal role in maintaining operational excellence, financial compliance, and service quality. Through technology upgrades, process improvements, and community engagement, WHIRSCQ strengthened its capacity to deliver responsive, client-focused services while meeting all regulatory and contractual obligations.

*Shirin Kanan*

**ROCKHAMPTON COUNSELLING TEAM LEADER &  
EMERALD OUTREACH AND INTAKE TEAM LEADER  
Alicia Harris & Amy Charlesworth**



The 2024-2025 financial year has been another busy and rewarding year for the WHIRSCQ counselling team. In an exciting update, Amy Charlesworth is now the Emerald Outreach and Intake Team Leader. Amy's team consists of Emerald Counsellors Kerri & Veda and our Intake Officers Tineal and Pavneet. The team in Rockhampton has remained the same this year, consisting of: Alicia (Team Leader), Amy P, Deb, Di, Greer, Manmeet, Michelle, Raelene, Rhonda, Robyn, Stacy, Wendy.

**2024-2025 Summary**

Housing remains a challenge, with many clients reporting a decrease in availability of rentals and an increase in rental costs. An increase in the cost of living has been experienced across the board. Despite the challenges faced by our clients, it has been amazing and inspiring to witness the strength, resilience and commitment shown by our clients.

We facilitated the following workshops in Rockhampton this year: “Building Resilience”, “Confidence Through Self-Awareness” and “Mindfulness and Self-Care” with a total of 32 participants. Our counsellors have continued to run the Arts & Craft group every Monday and Thursday. We attended a number of community events to raise awareness of our service and the work that we do. The events we attended this year include: “Golden Mount Festival” (Mount Morgan), “Rockhampton Regional Council Staff Wellness Forum” (Rockhampton), “D&FV Candlelight Vigil” (Emerald), “D&FV Awareness March” (Emerald), “Domestic and Family Violence Awareness Walk” (Rockhampton), “Hands of Support” (Rockhampton), “NAIDOC” marches and events (Rockhampton, Emerald and Blackwater), “CQ Youth Interagency Health Forum” (Rockhampton), “Zonta Says No Breakfast” (Rockhampton) and the North Rockhampton High School “RU OK? Day Mental Health Expo”.

“Sexual Violence” and “Domestic and Family Violence” remain the cornerstones of the work we do. WHIRSCQ held our “Domestic and Family Violence Information Session” in May, and our “Reclaim the Night BBQ and Candle Lighting Ceremony” in October. These were strongly supported by our counsellors and staff.



**COUNSELLING TEAM LEADER**  
**Alicia Harris**

**Client feedback**

We completed client surveys in April/May and received valuable feedback. In summary of the surveys:

- 98.9% of respondents felt welcomed and safe at the Centre
- 100% felt that confidentiality, duty of care and consent to share information were clearly explained
- 93.2% felt that counselling has assisted in identifying and managing negative thinking
- 90.9% felt their understanding of themselves had improved.
- 85.2% felt counselling assists them to better manage life's challenges.

Client surveys are completed twice yearly. We are currently completing our second round of surveys for 2025.

The WHIRSCQ counselling team have worked hard to provide a high-quality, professional and confidential counselling service. We are proud to have led the team in 2025 and look forward to continuing to lead their teams in 2026. The commitment, passion and dedication of the counsellors is second to none, and we thank them for their hard work and effort, day in and day out.

Until next time,

*Alicia Harris & Amy Charlesworth*

## Prevention, Capacity Building and Awareness Raising

WHIRSCQ's service delivery incorporates providing prevention, capacity building and awareness raising to individuals, government and non-government service providers who would benefit from greater awareness around gender-based violence, health and well-being and issues.

The workshops, groups and events that WHIRSCQ had organised or participated in from 1st July 2024 to 30th June 2025 include:

- Arts and Crafts group – ongoing, every Monday and Thursday
- Homeless Connect - 4<sup>th</sup> July
- ROCKNAIDOC March and Family Fun Day - 12<sup>th</sup> July
- Central Queensland Multicultural Association Connectors Web for Healthy Relationships - 14<sup>th</sup> July
- Building Resilience workshop - 16<sup>th</sup> July
- Blackwater NAIDOC March and Expo - 26<sup>th</sup> July
- Central Queensland Indigenous Development Morning Tea - 7<sup>th</sup> August
- Central Queensland Health, Sport and Recreation Expo - 25<sup>th</sup> August
- Yeppoon State High School RU OK? Day - 3<sup>rd</sup> September
- Jean Hailes Women's Health Week - 2<sup>nd</sup> - 6<sup>th</sup> September
- Emerald Women's Health Night - 5<sup>th</sup> September
- Confidence Through Self-Awareness workshop - 6<sup>th</sup> September
- Sexual Violence Awareness Month Digital Campaign – October
- Reclaim the Night BBQ and Candle Light Ceremony – 25<sup>th</sup> October
- CQ Fair Day, 2<sup>nd</sup> November
- Queensland Country Women's Association Branch Meeting - 7<sup>th</sup> November
- Arts and Crafts Christmas Morning Tea - 25<sup>th</sup> November
- Girls Time Out Pathways to Prosperity - 4<sup>th</sup> February
- WHIRSCQ Wellness Expo - 6<sup>th</sup> March
- International Women's Day - 8<sup>th</sup> March
- Golden Mount Festival - 3<sup>rd</sup> May
- Rockhampton Regional Council Staff Wellness Forum - 8<sup>th</sup> May
- Emerald Domestic and Family Violence Candlelight Vigil - 14<sup>th</sup> May
- Emerald Domestic and Family Violence Prevention Month Awareness March - 20<sup>th</sup> May
- Hands of Support - 22<sup>nd</sup> May
- Domestic and Family Violence Awareness Walk - 22<sup>nd</sup> May
- Domestic and Family Violence Prevention Month Information Session - 29<sup>th</sup> May
- Mindfulness and Self-Care workshop - 26<sup>th</sup> June

## Prevention, Capacity Building and Awareness Raising



Emerald NAIDOC Day  
8<sup>th</sup> July, 2024



ROCKNAIDOC March and Family Funday  
12<sup>th</sup> July, 2024



Reclaim the Night BBQ and Candle Light Ceremony  
25<sup>th</sup> October, 2024



ACON Pride Staff Training  
10<sup>th</sup> September, 2024



Arts and Crafts Group  
Christmas Morning Tea  
25<sup>th</sup> November, 2024

## Prevention, Capacity Building and Awareness Raising



WHIRSCQ Wellness Expo  
6th March, 2025



Golden Mount Festival  
3<sup>rd</sup> May, 2025



Domestic and Family Violence Prevention Month Information Session  
29th May, 2025

## Contributions to WHIRSCQ



Donation from BreastScreen  
10th December, 2024



Donation from Anmaree Black and Karen Rogers  
from TBMMBEKIND in honour of Murphy  
Margaret and Tayla Black  
25th May, 2025.



Christmas hampers for clients in need  
2024



Donation from Green Leaves Early Learning  
31<sup>st</sup> March, 2025

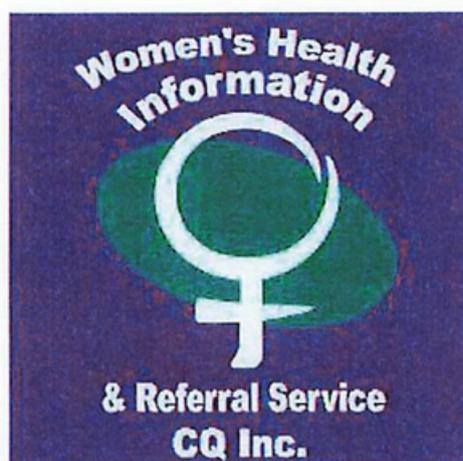


WHIRSCQ Christmas Lunch  
13<sup>th</sup> December, 2024

## FINANCIAL REPORT

FOR YEAR ENDED 30 JUNE 2025

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# Women's Health Information and Referral Service C.Q. Inc.

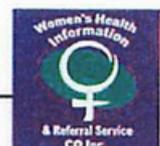
An Incorporated Association

ABN 63 464 913 092

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2025

	Note	2025 \$	2024 \$
<b>Income</b>			
Grants received	2	2,860,830.88	2,219,841.72
Donations		-	6,415.02
Membership fees		535.00	500.00
Sundry income		1,956.54	844.45
Fundraising and events		909.20	931.92
Interest received		4,935.67	4,681.36
<b>Total income</b>		<b>2,869,167.29</b>	<b>2,233,214.47</b>
<b>Expenditure</b>			
Administration and overhead	3(a)	237,519.38	201,087.62
Client support		194,268.11	186,535.19
Consultancy fees		25,332.29	3,411.70
Depreciation		28,718.00	21,901.00
Employee expenses	3(b)	2,162,398.25	1,665,435.63
Fundraising and events		11,466.53	9,373.21
Interest expense		1,404.85	445.74
Occupancy costs		74,747.15	54,049.13
<b>Total expenditure</b>		<b>2,735,854.56</b>	<b>2,142,239.22</b>
<b>Surplus/(deficit) for the year</b>		<b>133,312.73</b>	<b>90,975.25</b>

The accompanying notes form part of these financial statements.



# Women's Health Information and Referral Service C.Q. Inc.

An Incorporated Association

ABN 63 464 913 092

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2025

	Note	2025 \$	2024 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4	593,244.36	512,634.20
Trade and other receivables		58,242.69	66,838.30
<b>Total current assets</b>		<u>651,487.05</u>	<u>579,472.50</u>
<b>Non-current assets</b>			
Property, plant and equipment	5	605,132.09	583,715.84
<b>Total non-current assets</b>		<u>605,132.09</u>	<u>583,715.84</u>
<b>Total assets</b>		<u>1,256,619.14</u>	<u>1,163,188.34</u>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	6	153,514.37	131,111.37
Provisions - current	7	163,942.60	148,768.00
Unexpended grants	8	-	78,864.38
<b>Total current liabilities</b>		<u>317,456.97</u>	<u>358,743.75</u>
<b>Non-current liabilities</b>			
Provisions - non-current	7	-	-
Interest bearing liabilities	9	1,986.94	582.09
<b>Total non-current liabilities</b>		<u>1,986.94</u>	<u>582.09</u>
<b>Total liabilities</b>		<u>319,443.91</u>	<u>359,325.84</u>
<b>Net assets</b>		<u>937,175.23</u>	<u>803,862.50</u>
<b>Retained surpluses</b>			
Retained surpluses brought forward		803,862.50	712,887.25
Current year surplus/(deficit)		133,312.73	90,975.25
<b>Total retained surpluses</b>		<u>937,175.23</u>	<u>803,862.50</u>

The accompanying notes form part of these financial statements.

Page 2



# Women's Health Information and Referral Service C.Q. Inc.

An Incorporated Association

ABN 63 464 913 092

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2025

	Retained Earnings \$	Total \$
Balance at 1 July 2023	712,887.25	712,887.25
Surplus/(deficit) for the period	90,975.25	90,975.25
Balance at 30 June 2024	803,862.50	803,862.50
Balance at 1 July 2024	803,862.50	803,862.50
Surplus/(deficit) for the period	133,312.73	133,312.73
Balance at 30 June 2025	937,175.23	937,175.23

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2025

	2025 \$	2024 \$
<b>Cash flows from operating activities</b>		
Receipts from customers and grants	3,063,850.46	2,363,010.38
Payments to suppliers and employees	(2,939,446.57)	(2,358,916.28)
Interest received	4,935.67	4,681.36
Interest paid	-	445.74
<b>Net cash provided by operating activities</b>	129,339.56	9,221.20
<b>Cash flows from investing activities</b>		
Proceeds from the sale of property, plant and equipment	-	-
Payments for property, plant and equipment	(50,134.25)	(7,190.00)
<b>Net cash used in investing activities</b>	(50,134.25)	(7,190.00)
<b>Cash flows from financing activities</b>		
Loan funds received or drawn down	301,404.85	-
Loan repayments made	(300,000.00)	(4,271.37)
<b>Net cash used in financing activities</b>	1,404.85	(4,271.37)
<b>Net increase/(decrease) in cash held</b>	80,610.16	(2,240.17)
Cash at the beginning of the financial year	512,634.20	514,874.37
<b>Cash at the end of the financial year</b>	593,244.36	512,634.20

The accompanying notes form part of these financial statements.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

### NOTE 1: STATEMENT OF MATERIAL ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

#### **New, revised or amending Accounting Standards and Interpretations adopted**

The incorporated association has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

The following Accounting Standards and Interpretations are most relevant to the incorporated association:

#### **Basis of preparation**

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), Queensland legislation the Associations Incorporation Act 1981 and section 60.40 of the Australian Charities and Not-for-profits Commission Regulation 2013 (ACNC Regulation), as appropriate for not-for-profit oriented entities. These financial statements do not comply with International Financial Reporting Standards as issued by the International Accounting Standards Board ('IASB').

The financial statements have been prepared on an accruals basis under the historical cost convention.

#### *Critical accounting estimates*

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the incorporated association's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 1.

#### **Revenue recognition**

Revenue is recognised when it is probable that the economic benefit will flow to the incorporated association and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable.

#### *Donations*

Donations are recognised at the time the donation is received.

#### *Interest*

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

#### *Grants*

Grants are recognised at their fair value where there is a reasonable assurance that the grant will be received and all attached conditions will be complied with.

#### *Other revenue*

Other revenue is recognised when it is received or when the right to receive payment is established.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

### Income tax

As the incorporated association is a non-profit institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

### Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

### Trade and other receivables

Other receivables are recognised at amortised cost, less any provision for impairment.

### Impairment of non-financial assets

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. Recoverable amount is the higher of an asset's fair value less costs to sell and value-in-use.

### Property, plant and equipment

Plant and equipment acquired with a value below \$5,000 is fully expensed in the year of acquisition.

### Trade and other payables

These amounts represent liabilities for goods and services provided to the incorporated association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

### Employee benefits

#### *Wages and salaries and annual leave*

Liabilities for wages and salaries, including non-monetary benefits, annual and maternity leave and redundancy payments expected to be settled within 12 months of the reporting date are recognised in current liabilities in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

#### *Long service leave*

The liability for long service leave is recognised in current and non-current liabilities, depending on the unconditional right to defer settlement of the liability for at least 12 months after the reporting date. The liability is measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

### Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

### Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

### Long service leave provision

As discussed in note 1, the liability for long service leave is recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

### Mortgages, charges and securities

There is a mortgage over the entire property at 225 Bolsover Street, Rockhampton QLD as security for the loan from Bank of Queensland Ltd.

	2025	2024
	\$	\$
<b>NOTE 2: INCOME</b>		
<b>Grants Received</b>		
Grants - Queensland Government	2,860,830.88	1,926,154.22
Other grants	-	293,687.50
	<u>2,860,830.88</u>	<u>2,219,841.72</u>

# Women's Health Information and Referral Service C.Q. Inc.

An Incorporated Association

ABN 63 464 913 092

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

	2025	2024
	\$	\$
<b>NOTE 3: EXPENDITURE</b>		
<b>(a) Administration and overhead expenses</b>		
Advertising and promotion	11,674.89	13,136.14
Audit and accounting fees	15,570.00	18,050.00
Bank fees	322.20	246.22
Computer expenses	33,183.07	31,244.06
Insurance	17,223.13	10,526.98
Motor vehicle expenses	10,885.22	7,872.20
Printing, postage and stationery	12,579.26	9,710.42
Repairs and maintenance	20,056.48	27,658.46
Subscriptions and memberships	6,945.57	7,245.97
Sundry expenses	80,019.67	42,682.37
Telephone and internet	20,080.99	23,778.97
Travel and accommodation	8,978.90	8,935.83
	<u>237,519.38</u>	<u>201,087.62</u>
<b>(b) Employee expenses</b>		
Wages and salaries	1,868,343.86	1,437,868.45
Superannuation	211,901.35	155,467.36
Training and development	24,467.97	19,253.63
Other employee expenses	57,685.07	52,846.19
	<u>2,162,398.25</u>	<u>1,665,435.63</u>
	2025	2024
	\$	\$
<b>NOTE 4: CASH AND CASH EQUIVALENTS</b>		
Cash on hand	4,855.65	1,305.70
Cash at bank	534,399.38	376,970.49
Cash on deposit	53,989.33	134,358.01
	<u>593,244.36</u>	<u>512,634.20</u>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

	2025	2024
	\$	\$
<b>NOTE 5: PROPERTY, PLANT AND EQUIPMENT</b>		
Land and buildings at cost	626,629.05	621,759.05
Land and buildings accumulated depreciation	(84,392.75)	(71,385.75)
	<u>542,236.30</u>	<u>550,373.30</u>
Plant and equipment	98,585.75	53,321.50
Less accumulated depreciation	(35,689.96)	(19,978.96)
	<u>62,895.79</u>	<u>33,342.54</u>
<b>Total property, plant and equipment</b>	<u><u>605,132.09</u></u>	<u><u>583,715.84</u></u>

	2025	2024
	\$	\$
<b>NOTE 6: TRADE AND OTHER PAYABLES</b>		
Accounts payable	9,973.94	34,417.02
Accrued expenses	124,057.95	81,662.57
Other creditors	19,482.48	15,031.78
	<u>153,514.37</u>	<u>131,111.37</u>

	2025	2024
	\$	\$
<b>NOTE 7: PROVISIONS</b>		
<b>Current</b>		
Provision for employee entitlements	163,942.60	148,768.00
	<u>163,942.60</u>	<u>148,768.00</u>
<b>Non-current</b>		
Provision for employee entitlements	-	-
	<u>-</u>	<u>-</u>
<b>Total provisions</b>	<u><u>163,942.60</u></u>	<u><u>148,768.00</u></u>

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2025**

	2025 \$	2024 \$
<b>NOTE 8: UNEXPENDED GRANTS</b>		
Unexpended grants	-	78,864.38
	-	78,864.38

	2025 \$	2024 \$
<b>NOTE 9: INTEREST BEARING LIABILITIES</b>		
<b>Current</b>		
Bank loans	-	-
<b>Non-current</b>		
Bank loans	1,986.94	582.09
	1,986.94	582.09
<b>Total interest bearing liabilities</b>	1,986.94	582.09

	2025 \$	2024 \$
<b>NOTE 10: KEY MANAGEMENT PERSONNEL DISCLOSURES</b>		
<b>Compensation</b>		
The aggregate compensation made to officers and other members of key management personnel of the incorporated association is set out below:		
Aggregate compensation	391,318.26	358,499.36

**NOTE 11: FINANCIAL INSTRUMENTS**

*Market risk*

*Interest rate risk*

The incorporated association is not exposed to any significant interest rate risk.

**NOTE 12: CONTINGENT ASSETS AND LIABILITIES**

The incorporated association had no contingent assets or liabilities as at 30 June 2025 and 30 June 2024.

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2025**

**NOTE 13: RELATED PARTY TRANSACTIONS**

*Key management personnel – Committee Members*

No remuneration was paid to any Committee Member for positions held, all Committee Members hold an honorary position.

*Transactions with related parties*

There were no transactions with related parties during the current and previous financial year.

*Receivable from and payable to related parties*

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

*Loans to/from related parties*

There were no loans to or from related parties at the current and previous reporting date.

**NOTE 14: COMMITMENTS**

The incorporated association had no commitments for expenditure as at 30 June 2025 and 30 June 2024.

**NOTE 15: EVENTS AFTER THE REPORTING PERIOD**

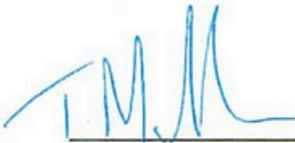
There are no matters or circumstances that have arisen since 30 June 2025 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

**STATEMENT BY MEMBERS OF THE COMMITTEE**

In the members of the committee opinion:

1. the attached financial statements and notes thereto comply with the Australian Accounting Standards - Reduced Disclosure Requirements;
2. the attached financial statements and notes thereto give a true and fair view of the incorporated association's financial position as at 30 June 2025 and of its performance for the financial year ended on that date; and
3. there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.
4. complying with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

On behalf of the management committee



\_\_\_\_\_  
President/Chairperson



\_\_\_\_\_  
Treasurer

Date: 17 November 2025.

**INDEPENDENT AUDIT REPORT****TO THE MEMBERS OF WOMEN'S HEALTH INFORMATION AND REFERRAL SERVICE C.Q. INC.****Report on the Financial Report****Opinion**

We have audited the accompanying financial report of the Women's Health Information and Referral Service C.Q. Inc., which comprises the balance sheet as at 30 June 2025, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of material accounting policies, other explanatory notes and the statement by members of the committee.

In our opinion, the financial report of Women's Health Information and Referral Service C.Q. Inc is in accordance with the Associations Incorporation Act 1981, including:

- i. Giving a fair view of the Association's financial position as at 30 June 2025 and of its performance and its cash flows for the year ended on that date; and
- ii. Complying with Australian Accounting Standards - Reduced Disclosure Requirements (including the Australian Accounting Interpretations) and the Associations Incorporation Act 1981.
- iii. Complying with Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

**Basis for Opinion**

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**Committee's Responsibility for the Financial Report**

The Management Committee is responsible for the preparation and fair presentation of the financial report and for such internal control as the Committee determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Management Committee is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Association'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 Board website at: [https://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor's report.

**AuditSmith**

**Paul Smith CA**  
**Principal**

Date: 17 November 2025.