

16 March 2026

Health on Wheels hits the road to support people experiencing homelessness across East Gippsland and Wellington

A new mobile health service is bringing essential health care directly to people experiencing, or at risk of, homelessness across East Gippsland and Wellington.

Commissioned by Gippsland Primary Health Network (PHN) and delivered by Gippsland Lakes Complete Health (GLCH), the Health on Wheels pilot operates five days a week across Yarram, Sale, Bairnsdale, Lakes Entrance and Orbost. Staffed by a dedicated registered nurse and homelessness outreach worker, the service has been established to improve access to health care for people experiencing, or at risk of, homelessness in the Wellington and East Gippsland local government areas.

[Homelessness in Gippsland](#) continues to increase and is becoming more visible. In 2022–23, 7,278 people accessed homelessness services across the region, with rates in parts of Gippsland significantly higher than the national average. Rates of homelessness per 1,000 people are estimated to be at 28.3 in East Gippsland, 28.8 in Wellington and 25.4 in Latrobe, compared with 10.3 nationally.

People experiencing homelessness often face complex and interconnected health challenges, including chronic illness, mental health conditions and substance use, while also encountering significant barriers to accessing timely, trauma-informed and coordinated health care.

Gippsland PHN Chief Executive Officer, Amanda Proposch, said the Health on Wheels pilot responds to a clear and growing need across the region.

“Homelessness in Gippsland is unfortunately on the rise, and we’re pleased to be partnering with Gippsland Lakes Complete Health to deliver this important pilot and break down barriers to accessing critical health care services,” Ms Proposch said.

“Health on Wheels is designed to meet people where they are, bringing health care directly into the community and supporting earlier intervention, continuity of care and stronger connections to ongoing health and social services.”

The Health on Wheels pilot is delivered by Gippsland Lakes Complete Health and forms part of Gippsland PHN’s [Homelessness Access Program](#). The service has been designed to respond to local needs by bringing health services directly to people in the locations they already access.

Conventional models of care can be difficult to access for people experiencing homelessness, often resulting in delayed treatment, frequent emergency department presentations and unaddressed health conditions. Evidence shows that assertive outreach models, which proactively engage people in their own environments, are effective in improving access to health care and supporting better health outcomes.

Health on Wheels operates a fully equipped, highly visible mobile clinic providing community-based outreach, with a strong focus on Neighbourhood Houses to maximise accessibility.

The service is staffed by a registered nurse and a homelessness support worker, enabling the team to address both health needs and social or housing barriers at the same time.

Gippsland Lakes Complete Health Chief Executive Officer, Anne-Maree Kaser, said the early weeks of the pilot have already demonstrated strong community need.

“Our outreach team is connecting with people every day who might otherwise fall through the cracks,” Ms Kaser said.

“For many people, this is the first time in a long while that health care has felt accessible and safe. It’s not just about treating a single issue. It’s about building trust, understanding what is going on for someone, and helping them navigate next steps.”

Services provided through Health on Wheels include:

- Health screening and pathology collection
- Wound care and chronic disease management
- Care coordination, advocacy, referrals and follow-up
- Needle and syringe program
- Support to access digital health platforms, including online GPs, Virtual ED and specialist telehealth services

Health on Wheels complements other [Homelessness Access Program](#) services commissioned by Gippsland PHN, including the Breed Street Clinic, Quantum Support Services, Neighbourhood and Community House telehealth initiatives, and upcoming homelessness training that will be offered to general practices later in the year.

Together, these services aim to reduce barriers to care, improve access to early intervention, and support more equitable health outcomes for all community members across Gippsland.

To learn more about Health on Wheels, visit gphn.org.au/what-we-do/programs/homelessness-access-program/

More information:

- Visit the [Homelessness Access Program webpage](#)
- [Health on Wheels Program flyer](#)



Photo caption: Gippsland Lakes Complete Health outreach worker Nicki Keddie and registered nurse Linda Wright travel from Yarram through to Orbest delivering support for those experiencing homelessness.

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