



wavecare

Keeping lives on track

Annual Report 2022

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Wavecare would like to thank: Board, staff and volunteers who contributed to this report. Special thanks to Ad Force (www.adforce.com.au) for production of this publication.

Wavecare acknowledges the Traditional Owners of this land, the Wurundjeri Woi Wurrung and Bunurong People, and recognises their continuing connection to the land and waterways. We pay our respects to their Elders past, present and emerging and extend this to all Aboriginal and Torres Strait Islander People.

Privacy Statement: Wavecare acknowledges and respects the privacy of all individuals. The agency will comply with the Privacy Principles contained in the Privacy Amendment Act 2012 (Commonwealth), the Information Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic). In order to protect client privacy, names and identifying details contained in this report have been excluded.

Notice of endorsement for charity tax concessions issued to WAVECARE INC. A.B.N. 42 596 167 919
Certificate of Incorporation Registration No.: A 10165



“We are always on the lookout for areas where we can support our community better.”

About us

Wavecare has been providing mental health and wellbeing support to people living in or connected to the City of Monash for over 40 years, helping those in need of assistance due to illness, grief & loss, abuse, anxiety, depression, trauma, homelessness, crisis, misfortune, disability, relationship issues and isolation.

The skilled practitioners at Wavecare Counselling Services have professional qualifications and training, and several years of experience in providing clinical and therapeutic interventions appropriate to meet the needs of our diverse clients. Some of our specialist interventions include Cognitive Behavioural Therapy, Family and Systems Therapy, Acceptance and Commitment Therapy, Mindfulness Based Cognitive Behavioural Therapy, Play Therapy and Dialectical Behaviour Therapy.

As a not-for-profit community-based organisation, we work with clients across their entire life-span, offering inclusive care to people from diverse cultural and linguistic backgrounds, as well as people who identify as LGBTIQ+.

Our service offerings have expanded as we have grown, demonstrating our ability to respond to identified community needs. We now offer information and education sessions to various interest groups on a variety of topics affecting their lives, and offer social connectedness for our elderly community members who live at home through our popular Glencare Program. We are always on the lookout for areas where we can support our community better.

Our Vision

To promote better mental health and wellbeing and support people of all ages experiencing life, work and relationship stresses and social isolation in the community.

Our Purpose

We support and improve the mental health and wellbeing of Victorians of all age groups living in, or having a connection to, the City of Monash, through counselling, community education, referral and other support services.

Our Strategic Priorities

Responsiveness

Ensuring that Wavecare provides services that reflects the needs of this community.

Viability & Sustainability

Continuing to provide services that are valued and relevant.

Quality Services

Maintaining good governance and an evidence-based response to mental health issues.

Reputation & Partnerships

Offering services to everybody who lives in the City of Monash.



C.E.O Report

Michelle Gilmore

Wavecare C.E.O.

“Mindfulness is relaxing, calming and helpful to clear your mind.”

When Australia went into lockdown for 43 days in March 2020 it was inconceivable that it would continue until October 2021. All up, Victorians spent 254 days in lockdown and the consequence on people’s mental health has been substantial and universal.

The Australian Bureau of Statistics’ National Study of Mental Health and Wellbeing’ found that during the height of the pandemic, 21.4% of Australians experienced a mental health disorder, the most common was anxiety.

The statistics also show that more than two in five Australians aged 16-85 experience a mental health issue in their lifetime. In 2020-21, 3.4 million Australians sought help from a health care professional for their mental health.

More and more people are taking their mental wellbeing seriously. They are seeking help through GPs, psychologists and online tools. The growth at Wavecare has reflected this: we have gone from 4 to 9 psychologists, 50% increase in appointments offered since 2018; increase in our socialisation group from one day to 2 days.

Our programs are committed to offering everyday tools to help our Monash population manage their mental health and reduce stress, anxiety and depression - to stay connected with other people, be physically active, learn a new skill, to volunteer, help others and practice mindfulness.

This year, we have held free mindfulness sessions, in both English and Mandarin, and they have been well attended and received by the community. We will continue this in our work program next year. We are thankful to Pinewood Community Banking for providing funding for this programme.

The demand on Wavecare Services this year has grown significantly. We continue to actively support

and advocate for the continuation of the Federal Government’s Medicare commitment of 20 funded sessions each year, which makes our services accessible to the community.

Our professional, committed and amazing counsellors and psychologists have enabled Wavecare to continue to deliver excellent services. Thank you for your ongoing commitment: Suzy Adler, Pari Balsara-Mistry, Catherine Gooden, Hiromi Karahwara, Dianna Mackay, Ray Paterson, Yvonne Schroder, Sue Troupakis, Tania Wallace and Poly Chen-Han Yang.

Our Glencare program continues to grow, and we welcomed Chris Miles into the role of Activities Co-ordinator. We are now running our social inclusion group twice a week and it’s wonderful to witness the camaraderie, laughter, and music. Thank you to Pari and Chris for running an inclusive and fun program and thank you to all the volunteers who have continued to make such a great contribution to Glencare.

Over the past year we have continued supervising students in their Masters of Social Work program - they have worked with our clients, the Glencare program and overall management of Wavecare. Thank you to Ray Paterson for managing this program.

The Board continue to donate their time and services each month, and they are a guiding and integral part of Wavecare, and to me. Their support and expertise is much appreciated. Thank you to Denis Carruthers, John McKenzie, Swami Nathan, Lesley Potucek, Lalitha Rajan, Sunitha Raman and Paul Ng. A huge thank you to Trudy and Georgia for ensuring that Wavecare runs smoothly each and every day. Finally, thank you to Monash City Council for backing Wavecare and their ongoing support in the vital work to the community we are proud to do.



Our Board of Directors

Working together, we're keeping lives on track



Michelle Gilmore
C.E.O.



Denis Carruthers
Chair



John McKenzie
Secretary



Lalitha Rajan
Treasurer.



Swami Nathan
Board Director



Lesley Potucek
Board Director



Paul Ng
Board Director



Sunitha Raman
Board Director

For further information about our board members please head to our website:
<https://www.wavecare.org.au/our-board/>



Chair Report

Denis Carruthers

Wavecare Chairman

“Covid lockdowns and restrictions, sadly, have taken a serious toll on the mental health and wellbeing of many people.”

The first half of the year was dominated by protracted lockdowns, however once they were behind us, Wavecare was quickly able to re-establish more normal routines.

Two years plus of Covid lockdowns and restrictions, sadly, have taken a serious toll on the mental health and wellbeing of many people, and this is a widely reported problem and challenge for our society to properly deal with.

Wavecare has been supporting the most vulnerable members of the Monash community since 1978, and this need, without doubt, is greater today than ever before.

Wavecare counsellors and staff have once again done an outstanding job in demanding circumstances, and certainly deserve our sincere thanks and gratitude.

I want to particularly recognise and thank Wavecare CEO Michelle Gilmore for her excellent leadership and management of the organisation in her first full year as CEO. Wavecare is indeed fortunate to have Michelle at the helm.

The Board has worked together harmoniously and collaboratively, and I thank each one of them for their support and valued contribution throughout the year. Wavecare Board members offer their time and services voluntarily.

It is pleasing to report that Wavecare kept its head above water financially during the 2021-2022 period, and was able to finish the year with an operating surplus.

However, as noted in my report last year, the long term viability of Wavecare is dependent upon additional sources of stable funding being realised. This remains a big challenge for the Board and the organisation.

Wavecare of course has been long supported by many generous and caring organisations, volunteers and other people. We extend our grateful thanks to all those concerned.

In particular I want to acknowledge the ongoing Community Grants Programme funding we receive from the Monash City Council, and thank Councillors, staff, Director of Community Services Russell Hopkins, and CEO Dr Andi Diamond for their strong support. We would not be here without you.

We look ahead with optimism and confidence.



Glencare Report

Pari Balsara-Mistry

Glencare Co-ordinator

“We pivoted our approach and tried to implement our program in an innovative manner while we were in lock down.”

“Pivot and hybrid...” probably two of the most dominant words used in the work force during the pandemic; and certainly something Glencare has had to do in response to numerous lock downs. The last financial year was still a struggle as Victorians saw themselves in and out of a few more lock downs that significantly affected individuals, especially our ageing population. Those living on their own found themselves considerably isolated with minimal contact from family, friends or community groups while others opted for a more cautious approach and refrained from leaving their homes.

To uphold the very essence of Glencare – which is social connectedness, we pivoted our approach and tried to implement our program in an innovative manner while we were in lock down. All Glencare service users were contacted regularly via phone and zoom meetings were conducted weekly with volunteers and participants who had access to technology. We also organised a music performance via zoom which was well received and thoroughly enjoyed by all. Games, puzzles and art materials were personally delivered to people's houses which motivated them to be creative albeit on their own.

As our 6th and final lockdown eased, Glencare was finally able to resume activities from the hall which was a welcome change to our service users, volunteers and staff. Glencare operated with high levels of safety, upholding the standards of care outlined by the government.

The pandemic may have brought with it several challenges, but that propelled us to enhance service delivery and reach out to the community even more. Michelle and I took the opportunity to apply for additional funding to run Glencare on a

second day, only to be delighted by the application being approved within a few weeks. I can proudly say that Glencare operates successfully twice a week since November 2021.

Last October, we bid farewell to Maggie Benko who retired after many years of working at Wavecare. Maggie was part of our administration team and eventually, I lured her into Glencare! She passionately engaged with all the participants and planned some of the most fun craft activities Glencare has ever witnessed. A big thank you to Maggie for her time, support and dedication to the program. As we bid Maggie farewell, we welcomed the very dynamic Chris Miles into the program. Chris started as a volunteer and has now taken over the role of activities co-ordinator.

Sadly, one of our Glencare participants, Felicia Cincini (Gina), passed away this year. She started at Glencare as a volunteer and then joined the group as one of the participants. Gina enjoyed her time at the program and will be missed by all.

While other support programs have shut down during the pandemic, Glencare continues to run successfully and one of the key reasons, is my supportive and dedicated team of volunteers. Thank you Joop Van de Guard, Ian Bjorkman, Anjula Kumar, Des Butler and Dianne White. Your commitment to the program is truly commendable. I am fortunate to be supported by the most wonderful colleagues and board members at Wavecare and I would like to thank all of you for being my source of inspiration.

Finally, I would like to offer my sincerest gratitude to the City of Monash for giving us a space to run Glencare.

Keep connecting and be safe.

Service Snapshot

by the numbers...

43

Wavecare years



4494

appointments offered



4-88

client age range



589

clients per year

31

the number of countries our clients hail from



6

Workshops



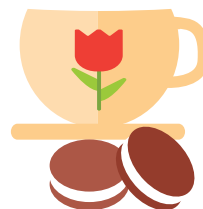
56

free mindfulness sessions

offered during the year in English and Mandarin

1485

Volunteer hours



3595

Glencare activity hours
(our positive ageing planned activity group)

4 Languages spoken by counsellors:
English, Hindi, Mandarin and Japanese

Thank you to our Supporters and Collaborative Partners

Wavecare relies on the generosity of many individuals, organisations and community groups to provide services. We are always thankful for the commitment and hard work of our volunteers who help with Glencare and Wavecare. Without their dedication, we would not be able to provide this amazing service to the community.

Ad Force



Beyond Blue

Services Australia



City of Monash

Commonwealth Government

Home Support Program

Court Services Victoria

EACH

EDVOS



Lindsay Coster, Chartered Accountant

Lions Club (Whealers Hill)

Monash Mens Shed

Monash University

Monash Family Youth Services

New Computers

Pinewood Community Bank



Tanarra Capital

TAC

Workcover



Mulgrave Country Club



We would like to thank them all for the support and collaboration they have provided to Wavecare for its work in the community.

Financial Report

2021-2022

Wavecare Inc

Reg No: A0010165Y ABN: 42 596 167 919

Level1, 2 Euneva Avenue
Glen Waverley VIC 3150

Directors' Report Year Ended 30 June 2022

The Directors present their report on Wavecare Inc for the financial year ended 30 June 2022.

Directors

Denis Carruthers – Chair
Swami Nathan
John McKenzie
Lesley Potucek
Lalitha Rajan
Sunith Raman
Dr Paul Ng (appointed August 2021)
Michelle Gilmore (CEO)

Net Surplus for the Year

The surplus for the year was \$64,591 (2021 - \$58,029)

Principal Activities

The principal activities of Wavecare during the year were:
Wavecare is a community based not-for-profit counselling and support organisation governed by a volunteer committee of management. Wavecare provides innovative services to members of the community including support to people who need assistance due to illness, grief and loss, trauma, suffering, distress, homelessness, crisis, misfortune, disability, relationship issues and isolation.

There has been no significant change to these activities offered during the year.

Financial Report

2021-2022

After Balance Date Events

No known matters or circumstances have arisen since the end of the financial year which significantly affect or may significantly affect Wavecare's operations, the results of these operations or the state of affairs of Wavecare in subsequent financial years.

Future Developments

Wavecare expects to maintain the present status and level of operations and hence there is no known developments in future financial years.

Environmental Issues

Wavecare's operations are not regulated by any significant environmental regulation under a law of the Commonwealth, a State or Territory.

Dividends and Options

Wavecare has not declared a dividend or issued any option during or since the end of the financial year, nor is it permitted to do so under its Rules.

Indemnities Granted

There have been no indemnities granted or insurance premiums paid, during or since the end of the financial year, for any person who has been an officer or auditor of Wavecare.

This report is made in accordance with a resolution of Directors and is signed for and on behalf of the Directors by:


Denis Carruthers
Chair


Lalitha Rajan
Treasurer

Dated: 26 October 2022

Financial Report

2021-2022

Wavecare Inc

Reg No: A0010165Y ABN 42 596 167 919

STATEMENT BY DIRECTORS

Year Ended 30th June 2022

The Directors have determined that Wavecare Inc is not a reporting entity.

The Committee has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Directors the financial report:

1. Presents fairly the financial position of Wavecare at 30 June 2022 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Wavecare will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of Directors and is signed for and on behalf of the Board by:



Denis Carruthers
Chair



Lalitha Rajan
Treasurer

26 October 2022

Financial Report

2021-2022

Wavecare Inc

Reg No: A0010165Y ABN: 42 596 167 919

Level 1, 2 Euneva Avenue

Glen Waverley VIC 3150

Income & Expenditure Statement

Year Ended 30 June 2022

	2022		2021	
	\$	\$	\$	\$
INCOME				
Grants Received including Rent in Kind		267,361		222,893
Cashflow Boost		-		34,026
JobKeeper Wages Subsidy		-		97,500
Client Fees				
Counselling	380,708		284,100	
Glencare	<u>5,305</u>	386,013	<u>2,928</u>	287,028
Fund Raising		180		2,833
Donations		25,398		27,837
Other Operating Income		71,383		43,989
Other Income		416		-
Total Income		<u>\$750,751</u>		<u>\$716,106</u>
EXPENSES				
Administration & Office		45,027		53,204
Advertising & Promotion		13,263		37,311
Bad Debts		1,079		4,318
Depreciation Charge		9,757		12,855
Glencare		22,247		16,621
Staffing Costs				
Salaries	505,239		446,251	
JobKeeper Payments	-		17,090	
Leave Provision & Loading	<u>24,675</u>		<u>12,925</u>	
Total Remuneration	<u>529,914</u>		<u>476,266</u>	
Superannuation	50,227		45,394	
WorkCover	13,046		9,172	
Other Staff & Committee Costs	<u>1,600</u>		<u>2,936</u>	
Total Staffing & Committee Costs		<u>594,787</u>		<u>533,768</u>
Total Expenses		<u>686,160</u>		<u>658,077</u>
NET SURPLUS FOR YEAR		<u>\$64,591</u>		<u>\$58,029</u>

Financial Report

2021-2022

Wavecare Inc

Reg No: A0010165Y ABN: 42 596 167 919

Level 1, 2 Euneva Avenue
Glen Waverley VIC 3150

Statement of Assets & Liabilities as at 30 June 2022

	2022		2021	
	\$	\$	\$	\$
CURRENT ASSETS				
Bank Accounts & Cash on Hand		526,203		464,243
Trade Debtors		34,452		10,697
Prepayments		2,953		3,636
Total Current Assets		563,608		478,576
FIXED ASSETS				
Office Furn. & Equipment - at Cost	23,255		22,422	
Less Accumulated Depreciation	(18,391)	4,864	(17,173)	5,249
Computer Equipment - at Cost	21,799		16,293	
Less Accumulated Depreciation	(17,257)	4,542	(14,820)	1,473
Motor Vehicle - Bus - at Cost	52,099		52,099	
Less Accumulated Depreciation	(21,595)	30,504	(15,493)	36,606
TOTAL FIXED ASSETS		39,910		43,328
TOTAL ASSETS		\$603,518		\$521,904
CURRENT LIABILITIES				
Trade Creditors		1,670		6,029
Other Creditors		90		-
Credit Card		221		856
Payroll Liabilities				
Provision for Long Service Leave	24,265		16,783	
Provision for Annual Leave	52,122		40,074	
Superannuation Payable	2,757		10,287	
PAYG Withholding Tax	14,336	93,480	9,146	76,290
GST - Net Payable/(Receivable)		1,469		(3,268)
Total Current Liabilities		96,930		79,907
NON CURRENT LIABILITIES				
Provision for Long Service Leave		-		-
TOTAL LIABILITIES		\$96,930		\$79,907
NET ASSETS		\$506,588		\$441,997
EQUITY				
Retained Earnings at Start of Year		\$441,997		\$383,968
Net Surplus for Year		64,591		58,029
TOTAL EQUITY AT END OF YEAR		\$506,588		\$441,997

Financial Report

2021-2022

WAVECARE INC

Reg No: A0010165Y ABN 42 596 167 919

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared to satisfy the Financial reporting requirements of the Associations Incorporation Reform Act 2012. The Board of Directors has determined that Wavecare is not a reporting entity. The financial report has been prepared on an accrual basis.

NOTE 2: GOODS & SERVICES TAX

Wavecare is registered for GST.

NOTE 3: PUBLIC BENEVOLENT INSTITUTION

Wavecare is registered as a Public Benevolent Institution and receives GST Concessions and also FBT and Income Tax Exemptions.

NOTE 4: RENT IN KIND

City of Monash support to Wavecare includes provision of operational and office space valued at \$7,178 p.a. for Glencare and \$20,000 p.a. for general administration and counselling space. This has been included as grant income and expensed as Glencare & Administration expenditure.

Financial Report

2021-2022

WAVECARE INC

Reg No: A0010165Y ABN: 42 596 167 919

Independent Review Report

To the Members of Wavecare Inc:

I have reviewed the accompanying financial report of Wavecare Inc which comprises Statement by Directors, Statement of Income & Expenditure, Statement of Assets & Liabilities and Notes to Financial Reports, for the year ended 30 June 2022.

Director's responsibility for the financial report

The Directors of Wavecare are responsible for preparation of the financial report in accordance with Australian Accounting Standards and the *Associations Incorporation Reform Act 2012*. The committee determines internal controls that are necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Independent Review's responsibility

My responsibility is to express a conclusion on the financial report based on my review. I have conducted my review in accordance with auditing standard on review engagements to state whether, based on the procedures described, anything has come to my attention that causes me to believe that the financial report is not presented fairly, in all material respects, in accordance with the *Associations Incorporation Reform Act 2012*.

A review of a financial report consists of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures.

A review is substantially less in scope than an audit conducted in accordance with Australian Auditing Standards and consequently does not enable me to obtain assurance that I would become aware of all significant matters that might be identified in an audit. Accordingly, I do not express an audit opinion.

Independence

In conducting my review, I have complied with the independence requirements of the Australian professional ethical pronouncements.

Conclusion

Based on my review, which is not an audit, I have not become aware of any matter that makes me believe that the financial report of Wavecare is not in accordance with the *Associations Incorporation Reform Act 2012* including:

- a) giving a true and fair view of Wavecare's financial position as of 30 June 2022 and of its performance for the year ended on that date; and
- b) complying with Australian Accounting Standards as referred to in Note 1 to the financial statements.

Basis of accounting and restriction on distribution

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Wavecare to meet the requirements of the *Associations Incorporation Reform Act 2012*. As a result, the report may not be suitable for another purpose.



Lindsay Coster FCA
Chartered Accountant
1/45 Campbell Street
GLEN WAVERLEY VIC 3150
26 October 2022

Make a Donation

Please consider leaving a bequest (a gift) in your Will to Wavecare. It can contribute to the ongoing support programs of Wavecare and make a positive difference to the lives of those using our services. If you are able to help us through a donation in your Will, you may wish to consult your solicitor, trustee company or the Public Trustee regarding the wording. They will be able to help you choose the best way for you for you to make your bequest.

Name: _____

Amount: \$ _____

Organisation (if applicable) _____

Address _____

Suburb _____ Postcode _____

Telephone No.: _____

Mobile: _____

Email: _____

- I would like to receive the Wavecare Newsletter
- I would like to receive the Wavecare E-Newsletter
- I would like to learn more about volunteering

Send this page to:

WAVECARE

First Floor, 2 Euneva Avenue,
Glen Waverley VIC 3150

or email a copy to
admin@wavecare.org.au

Become a friend of Wavecare

I would like to make an **annual** pledge of:

\$1000

\$500

\$250

< \$250

Credit Card

Please charge by Visa Master Card

I would like to make a **weekly** pledge of:

\$5

\$10

\$20

Card Number

Expiry Date

Name on card: _____

Signature: _____

Cheque (made payable to Wavecare)

All donations over \$2 are tax deductible and a receipt will be mailed to you

Thank you for your support

You can also donate via our website: <https://www.wavecare.org.au/donate/>

PRIVACY POLICY: Your privacy is important to us. We comply with the privacy laws. The information in this form is collected for the processing of your donation. It is also used to keep you informed about our work and assist in our fundraising activities.



wavecare

Keeping lives on track

**Wavecare: First Floor, 2 Euneva Avenue
Glen Waverley, Vic. 3150**

Phone: 9560 6722 Fax: 9560 6861

Email: admin@wavecare.org.au

www.wavecare.org.au

Wavecare receives wonderful support from the City of Monash and Commonwealth Home Support

