



wavecare

Keeping lives on track

Annual Report 2023

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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 LGBTQI+.

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.

“Wavecare’s services are still in high demand despite lockdowns ending”

Despite the ever changing landscape of our world today, Wavecare continues to thrive, with the continued expansion of our services. We now offer supervision to social work students, parenting courses, understanding mental health seminars, mindfulness, professional supervision, increased socialisation groups and counselling.

An increase in depression, anxiety, stress, distress, and post-traumatic stress disorder have been linked to the pandemic, which have had a significant impact on mental health. Wavecare’s services are still in high demand despite lockdowns ending. As we continue to meet the demand, there have been times when we have had to revert to a waitlist.

The number of low-cost counselling appointments we offer is just under 5000. Medicare-rebatable sessions were reduced from 20 to 10 by the Federal Government in December 2022. Although this was not what we or any of our clients wanted or needed, we do have to thank Vicinity Centres for granting us money to offer subsidised or pro bono counselling sessions to clients who were in need.

In the aftermath of COVID, teen and parent communication has been challenging. We ran three highly sought after parenting programmes, Tuning in to Teens, in both English and Mandarin. Tuning in to Teens is a six-session parenting programme that helps teens develop emotional intelligence, promote effective communication between parent and teen and better understand the needs of adolescents. This program also helps prevent behavioural issues and how to effectively manage conflicts. Parents learnt how to connect with their teens.

We would like to thank the Suburban Rail Link for their grant to run these courses.

Glencare, our over 65 socialisation group, continues to grow. We have recently merged another socialisation group from La Trobe Health with our group. New faces, new ideas and new friendships have been the theme of the year. We are now running two days a week, Tuesday and Friday and continues to find ways to ensure that all of our friends at Glencare have fun and leave with a smile on their face. Welcome to Sally Ljaskevic who started as our Activities Assistant. Thank you to Chris Miles, Sally and Chris Zhang for running a fun and inclusive programme.

I would also like to thank volunteers Anjula Kumari, Joop Van de Guard, Freida Balsara and Swarna Upadasa for their ongoing support of Glencare. A farewell to our amazing bus drivers Ian Bjorkman and Des Butler – you will be missed by everyone, thank you for many years of service.

It has proven quite hard to get volunteer bus drivers for our community bus. We were very grateful for the Community Bank of Pinewood who give us a grant to hire a bus driver and get our wheels of our bus moving. Thank you to the Community Bank of Pinewood.

Once again, Wavecare would not be able to offer our services without committed psychologists and counsellors. A big thank you to Pari Balsara-Mistry, Catherine Gooden, Hiromi Kawahara, Dianne Mackay, Ray Paterson, Sue Troupakis, Poly Yang and Yvonne Schroder. I would also like to acknowledge Yvonne Schroder, who has been counselling at Wavecare for 40 years. Yvonne has been an integral part of Wavecare. She has devoted many hours to counselling her clients, offering family therapy, running groups, and supervising other psychologists. We feel very privileged that Yvonne continues to work at Wavecare. Thank you, Yvonne.

We farewellled Suzy Adler and Tania Wallace this year. Suzy has chosen to retire, and we wish her well in this new phase of her life. Tania, who has been with Wavecare for over 17 years, left to work in research and private practice. We thank Tania for the many years of dedication to Wavecare and wish her well in the new chapter of her life. Farewell to Lesley Potucek, who has been on our board for over 10 years. You will all know Lesley, as she is a graphic artist who has made our annual report, and all of our marketing brochures/flyers looks amazing. Thank you, Lesley, for everything that you have done, and continue to do for Wavecare.

Wavecare continues to be supported by a very committed Board of Members. We thank Denis Carruthers, John McKenzie, Swami Nathan, Lalitha Rajan, Sunitha Raman and Paul Ng. We welcome Michelle Lykiardopoulos, a lawyer, to our Board. I would like to thank them all for their work on our strategic plan and their overall commitment to Wavecare.



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



Michelle Lykiadopoulos
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

“Stable funding remains an ongoing challenge for the Board and the organisation.”

Following two years of significant disruption from COVID lockdowns and restrictions this year has been a welcome return to normality.

That said, COVID-19 has sadly left a mental health legacy that could last for years. 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 and certainly deserve our sincere thanks and gratitude.

I want to particularly recognise and thank Wavecare CEO Michelle Gilmore for her excellent leadership, dedication and commitment. 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.

Long serving Board member Lesley Potucek stepped-down in June 2022. Lesley has served Wavecare very well over her 12 year tenure, and we extend our heartfelt thanks for everything she has done. I am pleased to say that Lesley is still helping out behind the scenes, and very kindly continues

to produce this Annual Report for us. Thank you Lesley and Ad Force Graphic Design.

We extend a warm welcome to Michelle Lykiardopoulos, who joined the Board at the end of 2022. Michelle is a lawyer and is currently working as a Special Counsel at a Melbourne CBD law firm.

It is pleasing to report that Wavecare has again kept its head above water financially during the 2022-2023 period, and was able to finish the year with an operating surplus.

We would like to do more at Wavecare, however this is dependent upon additional sources of stable funding being realised. This remains an ongoing challenge for the Board and the organisation.

Wavecare would be a much less effective community organisation without the support of 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 Councilors, staff, Director of Community Services Russell Hopkins, and CEO Dr Andi Diamond for their strong support.

We would not be here without you.



Glencare Report

Pari Balsara-Mistry

Glencare Co-ordinator

“Glencare has always had a wonderful group of volunteers supporting the staff and participants.”

The isolation that prevailed in the community during the pandemic has finally eased and Glencare has been able to resume in-person activities with all the participants. The last financial year has been challenging, yet fruitful for Glencare as we have had to adhere to an ever-changing environment while ensuring safe and high quality standards of program delivery. The Aged-Care sector continues to evolve and new reforms have been set in place after the Royal Commission. The staff and volunteers ensure that these requirements are adhered to all times.



Our participants at Glencare were pleased to engage with their friends at the program and the wider community. Socialising and keeping connected to one another has always been an important aspect of their lives and all of them have taken this opportunity to reengage.

Although Glencare faced numerous difficulties during Covid times, we have been successful in acquiring recurrent funding from the Federal Government to continue running the program on a second day. This has addressed the issue of isolation within the community and significantly increased social participation and connectedness.

Last year, we brought Sally Ljaskevic on board as our new activities assistant. Sally has been working closely with the co-ordinator Chris Miles to create and deliver a fun program for our seniors. We were successful in obtaining a grant from Pinewood Community Bank to employ a bus driver. Chris Zhang, a former Monash University placement student has come on board to drive our bus once a week.

Glencare has always had a wonderful group of volunteers supporting the staff and participants. My report would be incomplete without acknowledging their hard work and dedication. A big thank-you to Joop Van de Guard, Des Butler, Ian Bjorkman, Anjula Kumari and Parul Desai. At the end of last year, we bid farewell to Des and Ian after several years at Glencare. Ian serves as an active member of the Lions Club of Wheelers Hill and wanted to fulfil other commitments he had kept on hold for a while. Des had other obligations that he needed to attend to.

Mary Parker, a former volunteer passed away this year after battling ill-health and pneumonia. Mary was a long-standing Wavecare and Glencare volunteer. She enjoyed helping office staff and also planned several Glencare programs with the Coordinator.

Finally, I would like to offer my sincerest gratitude to the City of Monash for giving us a space to run Glencare, the Federal Government – Commonwealth Home Support Program (CHSP) for their funding to run a successful program, Pinewood Community Bank and Lions Club of Wheelers Hill.

Keep connecting and be safe

Service Snapshot

by the numbers...

44

Wavecare years



4968

appointments offered



5-89

client age range



666

clients per year

43

the number of countries our clients hail from



15

Workshops



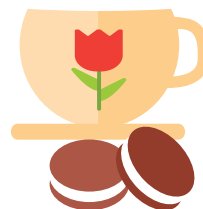
1320

Volunteer hours



47

free mindfulness sessions



4133

Glencare activity hours
(over 65 socialisation 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



Chinese Community Social Services Centre Inc.

Home Support Program

Court Services Victoria

EACH



Lindsay Coster, Chartered Accountant

Lions Club (Wheelers Hill)

Monash Mens Shed

Monash University

Monash Family Youth Services

New Computers

Orange Door

Pinewood Community Bank

South East Volunteers

Suburban Rail Link

TAC

Vicinity Centres

Windermere Child & Family Services

Workcover



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

20212-2023

Wavecare Inc

Reg No: A0010165Y ABN: 42 596 167 919

Level1, 2 Euneva Avenue
Glen Waverley VIC 3150

Directors' Report Year Ended 30 June 2023

The Directors present their report on Wavecare Inc for the financial year ended 30 June 2023.

Directors

Denis Carruthers - Chair
Swami Nathan
John McKenzie
Paul Ng
Lesley Potucek – resigned July 2022
Lalitha Rajan
Sunitha Raman
Michelle Lykiardopoulos – appointed January 2023
Michelle Gilmore - CEO

Net Surplus for the Year

The surplus for the year was \$42,831 (2022 - \$64,591)

Significant Changes in State of Affairs

Other than the financial and operational consequences of the Covid-19 virus, there have been no significant changes in the state of affairs of Wavecare during or the financial year.

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

2022-2023

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.

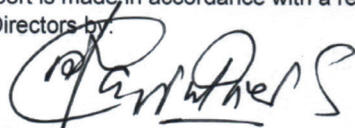
Dividends and Options

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: 8 November 2023

Financial Report

2022-2023

Wavecare Inc

Reg No: A0010165Y ABN 42 596 167 919

STATEMENT BY DIRECTORS

Year Ended 30th June 2023

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 2023 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

8 November 2023

Financial Report

2022-2023

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 2023

	2023		2022	
	\$	\$	\$	\$
INCOME				
Grants Received including Rent in Kind		306,362		267,361
Cashflow Boost		-		-
JobKeeper Wages Subsidy		-		-
Client Fees				
Counselling	450,996		380,708	
Glencare	<u>9,915</u>	460,911	<u>5,305</u>	386,013
Fund Raising		1,855		180
Donations		28,834		25,398
Other Operating Income		42,878		71,383
Other Income		3,326		416
Total Income		<u>\$844,166</u>		<u>\$750,751</u>
EXPENSES				
Administration & Office		41,353		45,027
Advertising & Promotion		308		13,263
Bad Debts		3,252		1,079
Depreciation Charge		8,888		9,757
Glencare		31,269		22,247
Staffing Costs				
Salaries	627,131		505,239	
Leave Provision & Loading	<u>5,898</u>		<u>24,675</u>	
Total Remuneration	<u>633,029</u>		<u>529,914</u>	
Superannuation	66,123		50,227	
WorkCover	12,608		13,046	
Other Staff & Committee Costs	<u>4,505</u>		<u>1,600</u>	
Total Staffing & Committee Costs		<u>716,265</u>		<u>594,787</u>
Total Expenses		<u>801,335</u>		<u>686,160</u>
NET SURPLUS FOR YEAR		<u>\$42,831</u>		<u>\$64,591</u>

Financial Report

2022-2023

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 2023

	2023		2022	
	\$	\$	\$	\$
CURRENT ASSETS				
Bank Accounts & Cash on Hand		545,133		526,203
Trade Debtors		35,133		34,452
Grants Receivable		29,957		-
Prepayments		2,215		2,953
Total Current Assets		612,438		563,608
FIXED ASSETS				
Office Furn. & Equipment - at Cost	23,255		23,255	
Less Accumulated Depreciation	(19,563)	3,692	(18,391)	4,864
Computer Equipment - at Cost	22,876		21,799	
Less Accumulated Depreciation	(19,887)	2,989	(17,257)	4,542
Motor Vehicle - Bus - at Cost	52,099		52,099	
Less Accumulated Depreciation	(26,680)	25,419	(21,595)	30,504
TOTAL FIXED ASSETS		32,100		39,910
TOTAL ASSETS		\$644,538		\$603,518
CURRENT LIABILITIES				
Trade Creditors		12,889		1,670
Other Creditors		135		90
Credit Card		1,213		221
Payroll Liabilities				
Provision for Long Service Leave	24,961		24,265	
Provision for Annual Leave	51,008		52,122	
Superannuation Payable	296		2,757	
PAYG Withholding Tax	4,730	80,995	14,336	93,480
GST - Net Payable/(Receivable)		(113)		1,469
Total Current Liabilities		95,119		96,930
NON CURRENT LIABILITIES				
Provision for Long Service Leave		-		-
TOTAL LIABILITIES		\$95,119		\$96,930
NET ASSETS		\$549,419		\$506,588
EQUITY				
Retained Earnings at Start of Year		\$506,588		\$441,997
Net Surplus for Year		42,831		64,591
TOTAL EQUITY AT END OF YEAR		\$549,419		\$506,588

Financial Report

2022-2023

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 2023

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

2022-2023

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 2023.

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 2023 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
8 November 2023

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

