



ANNUAL REPORT 2021

Wavlink Inc
36 Myrtle St, Glen Waverley 3150
03 9561 7104 /info@wavlink.org.au
www.wavlink.org.au
ABN: 46 880 814 368



Wavlink acknowledges the Traditional Custodians of the lands across Victoria. We pay our respects to their spirits, ancestors, elders and Aboriginal and Torres Strait Islander community members past present and emerging.



ACKNOWLEDGEMENTS

Wavlink is supported by the Commonwealth Government, Victorian Department of Families Fairness and Housing (DFFH) and the City of Monash as a not for profit ,charity organsiation and registered provider of the National Disability Insurance Scheme (NDIS), Home and Community Care Program Younger Persons (HACC PYP) and Commonwealth Home Support Program (CHSP).

We are also supported by the Neighbourhood House Coordination Program (NHCP) and are members of Neighbourhood Houses Victoria (NHVic) and the Network of Inner Eastern Community Houses (NIECH).



BOARD OF MANAGEMENT

Ron Burke - Chairman
Jenny Salgo - Secretary
Helen Chhor - Treasurer

Stefanie Bauer - Director
Christine Prasad - Director
Alison James - Board Assistant

WAVLINK STAFF

Amber Fleming - Manager
Max Patterson - Finance Officer
Isabel Ho - Administration Coordinator
Sara Henriquez - Tutor / Team Leader
Sue Blandford - Tutor / Team Leader
Sue Palmer - Tutor
Teresa Amoretti - Tutor

Trisha Walker - Tutor
Toshihito (Toshi) Handa - Tutor
Tamara Tallent - Tutor
Margaret Smith - Tutor
Margarita Ciuffardi - Tutor
Mahboubeh (May) Sanaie - Tutor

VOLUNTEERS

Alison James - Tutor / Board assistant
Sue Lin Chan - Tutor Assistant
Dorothey Shem - Tutor Assistant
Ann Wong - Tutor Assistant
Linda Hatton - Tutor Assistant
Susana Vidal - Tutor assistant

James Cuneen- Bus Driver
Harsha Patel - Tutor Assistant
Eileen Richards - Tutor Assistant
Soonja Kim (Cecilia) - Tutor Assistant
Carmel Godden - Tutor assistant
Pat Dennis - Tutor Assistant



CHAIRMAN'S REPORT

Managing the impact of COVID continued to be the focus for Wavlink during the past year.

As with all Victorians, we had hoped to have no restrictions and a return to normal life. Unfortunately, that has still not happened.

What has been particularly pleasing has been the way our staff, tutors and volunteers have responded.

They have all had their own family needs and issues. Yet, they have recognised that Wavlink is another 'family' that needs close attention.

Social engagement is as important for our students as the learning and skills provided by our various courses and activities.

That is why our courses were modified during the year to provide remote social and learning experiences. We were also active in simply 'checking in' with our students to assess how they were coping and identify any special needs.

Our current operations are certainly not ideal. Yet they demonstrate a resilience and versatility on the part of our staff and tutors that has been the hallmark of Wavlink for nearly 40 years.

Wavlink continues to be well served by a capable and committed Board. My thanks to Directors Helen, Christine, Stephanie and Jenny, and also to Alison for her Board administrative support.

Our CEO Amber and her team have steered us through a challenging and demanding time. On behalf of my Board colleagues and all at Wavlink, I thank them for their remarkable effort.

The continued support we receive from the City of Monash, including the Wavlink Neighbourhood House, is highly valued.

We traded profitably over the last financial year. The JobKeeper assistance package and other Federal, State and Local Government financial support enabled that result.

Despite the limitations imposed by COVID, we continue to focus on a 'post-pandemic' strategy. We arranged a mid-year, strategy discussion and workshop that was well attended by staff, tutors and volunteers.

We have been prudent in building reserves to enable us to manage the major income losses from the protracted lockdown and cessation of classes. There are, of course, limits to our ability to sustain losses.

That is why our primary objective for the coming year will be a speedy resumption of 'face-to-face' classes and consideration of other income sources. I remain hopeful of soon having personal contact with the broad community of Wavlink supporters, volunteers, tutors, students and their families. Until then, Wavlink will continue to demonstrate its service commitment, versatility and genuine family values.

Ron Burke

CHAIRMAN



MANAGER'S REPORT

Our Annual report is always a great opportunity to reflect on the past year, our challenges, achievements, and visions for the future.

This year Wavlink marks 40 years since the organisation formed in 1981 – The Year of the Disabled Person. Since then, Wavlink has achieved many milestones and become a trusted and valued community service provider. We look forward to celebrating some of these milestones as we re-open after a lengthy break.

Although the past 12 months were impacted by the ongoing Covid 19 pandemic, our community response has continued to inspire. Our resilience was tested but we remained flexible and adaptable, finding small joys to overcome the fatigue and frustration of restrictions.

Returning to the centre in February, after 8 months online was an exciting time, reconnecting with everyone as activities increased and restrictions eased. There was great enthusiasm as plans and projects started to take shape and we looked at ways to expand and improve our services. Unfortunately, momentum ground to a halt again with lockdown #6, but we have some highlights to look back on.

Highlights

Interwoven Exhibition - The first event of the year was an exhibition at the Track Gallery in Mt Waverley. Show casing our Interwoven project - a community quilt created during lockdown 2020 as a project to keep us engaged and connected.

IT systems upgrade, including the purchase of several new devices and website development to upgrade our online presence - currently in progress.

Fundraisers – Gingerbread Houses, Biggest Morning Tea, Market Makers Group

PATH Plan- As part of our strategic plan review, our team including, board, staff and volunteers, enjoyed contributing to a graphic PATH Plan with visions for future of Wavlink. We look forward to revisiting this in the new year.

On my walk today project - has community members sending photos from their daily walks during lockdown to be included in our next collaborative artwork.

Programs

Activities were reduced due to the pandemic but by the end of Term 3 2021 we had 33 programs (5 online and 28 centre based) up and running and had delivered a total of 1893 hours to more than 70 participants totalling 6,540 student contact hours. Quite an achievement considering the circumstances!

We utilised several community venues across Monash, which allowed us more flexibility with group numbers and provided the opportunity to connect with other local groups who use these shared spaces, introducing our participants to other community activities and engaging new participants as a result. .

A community engagement survey assisted us in gathering feedback and planning programs based on community needs and interests.

During snap lockdowns we adapted our programs and moved online, running daily zoom sessions, including Paper Mosaics, Spanish Chat, Ceramics, Independent Living Skills, Virtual Travel, Performing Arts, Social Games, Trivia, Yoga and Meditation. Activity packs were also available for click and collect or delivery. Moving forward we will maintain both online and face-to-face, blended classes.

Supporters

We have been fortunate to receive funding from Commonwealth, State and the City of Monash for business continuity and several projects that focus on identifying the changing needs of the community, exploring alternative methods of delivery to reach isolated individuals. Neighbourhood houses Victoria and the Network of Inner Eastern Community Houses have also offered great support in these endeavours.

In addition to support from our funding bodies and networks, there have been some substantial donations during the past 12 months and I would like to acknowledge the generosity and kindness of the James family whose significant financial contribution will be put towards a special project in honour of the late, Margaret James, who was involved with many of our social events over the years and was a great friend of Wavlink who will be remembered fondly.



Winaccom Association, another local organisation with a focus on increasing the independence of individuals with a disability, has again generously donated funds which assisted in covering the increased costs of operating.

Vermont South Bunnings contributed materials for projects and Monash Men's Shed helped construct birdhouses and other items for our craft classes.

The support we receive is vital to the sustainability and quality of our programs and we are grateful for all contributions whether they be financial, time spent volunteering or materials donated. It all makes a difference.

Wavlink Team

We are privileged to have a highly experienced Board of Management governing our organisation and providing great guidance and support, especially during these difficult times. Ron, Jenny, Helen, Stefanie, Christine (and Alison as minute taker), all bring something to the table and are valued members of our community.

I also want to thank our staff and volunteers for their dedication and support as we navigated our way through the past year and all the challenges that came with it. Although we have maintained a sense of team spirit, keeping connected online via chat groups, weekly yoga / mediation sessions and social zoom events, we are very much looking forward to reopening and getting back to business!

Participants

Our participants are what this is all about and what motivates us to keep doing what we do. The enjoyment and satisfaction we experience in our interactions with students and the positive feedback we receive, makes it all worthwhile. Thank you to all our participants who have brightened otherwise dull days this year!

Looking ahead,

Face-to-face activities are expected to resume in early November as Covid 19 vaccination targets are met and the national plan for reopening unfolds. We are busy preparing for this and can't wait to get back to what we love doing, collaborating, innovating and creating valuable experiences and learning opportunities for our community members.

Amber Fleming

MANAGER

INTERWOVEN EXHIBITION



The Interwoven Project, funded by Monash City Council, community grant scheme, kept us creative and connected during lockdown, and in January our collaborative artwork along with individual works from Wavlink students featured in our exhibition at The Track Gallery Mount Waveley. More than 50 people contributed to the quilt sending their patches in by post. Although we had limits on numbers attending due to covid safety measures, over 150 community members attended the exhibition during the week it ran. Thankyou to Tamara Tallent our Art tutor for assisting with promoting and curating the exhibition and to our volunteer Susana and team leader Sara for sewing the patches together! Thanks also to the Monash Grants, Arts and Halls Teams for all their assistance. We are looking forward to more community events soon!

NEW PROGRAMS

<p>Social Online and Friday Happy Hour A friendly and relaxed social group for individuals of all abilities. Activities include gentle exercise, art therapy, games and quizzes.</p>		<p>Spanish Chat Group A relaxed Spanish speaking group practicing conversation and the use of language.</p>	
<p>Tech Help Make an appointment to get Technology related help and learning on hardware, software, the internet, email, scanning, printers and digital cameras - learn at any level and at your own pace.</p>		<p>Interpersonal skills and Advocacy. This course explores communication in real life and aims to improve listening, speaking and questioning skills to build confidence and independence.</p>	
<p>Performing Arts Express yourself! Sing, Dance, Act, learn about music and theatre and have a good time with a fun and friendly group of fellow performers.</p>		<p>Saturday Social/Movies A friendly and relaxed group enjoying activities including meditation, gentle exercises, dance a cooking demonstration and conversation on current topics.</p>	
<p>Paper Mosaics Students work on simple paper mosaic projects developing skills and knowledge around following a pattern and creating your own mosaic designs with paper.</p>		<p>Ceramics Learn to create ceramic masterpieces from clay. Shaping, glazing and firing to produce unique works of art. Materials supplied.</p>	
<p>Yoga and Meditation Join the team for a short escape to relax the body and the mind. Margarita will lead us through an hour of gentle yoga and mindfulness meditation.</p>		<p>Cooking at Home A cooking demo of a simple meal or snack which you can try out afterwards. Topics include nutrition, food safety, & trivia.</p>	

Our programs have been adapted to suit both online and centre based delivery.



COMMUNITY



TREASURER'S REPORT

Wavlink had an unprecedented year of financial challenges due to ongoing lockdowns. We adapted our operations and used the financial assistance provided by the Australian and Victorian governments.

We finished with a modest surplus of \$55,000 for the 2021 financial year.

JobKeeper and Cashflow supports for the first nine months of the year provided \$333,312. This enabled us to retain our management and teaching staff.

The ability of our management and staff to innovate meant we were able to deliver our most popular programs online. Our priority was to ensure our Wavlink community remained engaged and supported by our organisation.

Our operations gained momentum from February through to June until we entered the July 2021 lockdown after the mid-year term break.

The income from class operations trends of the past two years have obviously been severely impacted by the pandemic and associated lockdowns.

We continued to generate income from the limited capacity of the months in which students were able to return to our venues or continued with online programs. These activities generated around 57 per cent of the average income of the previous year prior to lockdowns.

We are grateful for the continuing financial support provided from Neighbourhood Victoria, government bodies and grants from the City of Monash during the year.

We have been prudent with our reserves and have around \$500,000 to support future activities. That will be needed to assist with any potential shortfall in income next financial year.

As part of our effort to improve operating efficiencies, we upgraded our information technology systems and equipment during the year.

I personally thank our finance officer Max Patterson for his finance supervision and patience in reworking our forecasts.

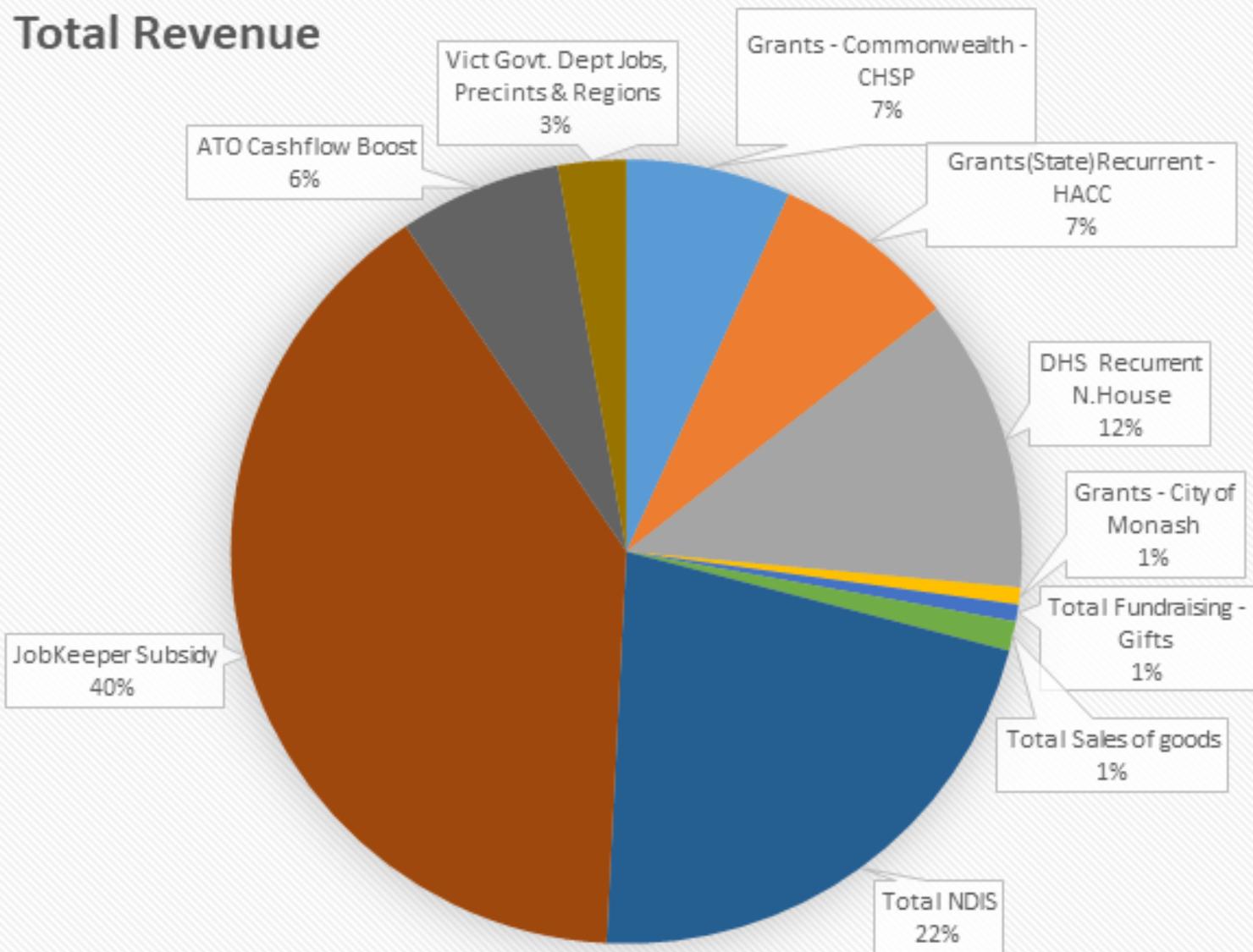
I thank the Board, Amber Fleming and her management team for steering us through yet another challenging period. I look forward to opening our doors to a new year.

Helen Chhor

TREASURER

FINANCIALS

Total Revenue



Income summary	\$
Recurring revenue	195,025
Non-recurring revenue	529,068
Employee benefits expenses	(562,085)
Depreciation and amortisation	(3,750)
Lease expenses	(1,635)
Other expenses	(100,949)
Net surplus	55,674

Balance sheet summary	\$
Current assets	
Cash and cash equivalents	499,742.00
Receivables	1,760
Total current assets	501,502
Non-current assets	
Property, plant and equipment	10,658
Intangibles	40,406
Total Non current assets	51,064
Total Assets	552,566

Current liabilities	
Payables	18,819
Employee provisions	35,438
Total current liabilities	54,257
Non-current liabilities	
Employee provisions	35,307
Total Non current liabilities	35,307
Total liabilities	89,564
Net asset position	463,002

Auditors report and detailed financials are available separately.

For further information feel free to contact us on info@wavlink.org.au or **03 9561 7104**