



wavlink

2022 ANNUAL REPORT

# ABOUT WAVLINK

Wavlink is a specialist services provider meeting individual, family and community needs.

We are very proud of our people – our place – and our programs.

Our strategic and operational focus is on building the pride, independence, personal growth and community engagement of adults living with disabilities. We do this by providing innovative social and skills development programs tailored to meet individual and family needs.

Our approach is flexible and person-centred.

We are a not-for-profit, registered charity and incorporated association. Our main activities are based at our place – our Neighbourhood House in Glen Waverley in the City of Monash.

We have a broadly qualified Board, highly experienced permanent and casual staff, and a committed group of volunteers.

Our Purpose is to build the pride, independence, personal growth and community engagement of adults living with disabilities.

Our Strategic Priorities include: Service satisfaction; Sustainable growth; Broad community recognition; Community engagement; and Community education.

The Values that guide all our activities are: Respect; Inclusion; Engagement; Integrity; and Caring.



# HISTORY

**1981.** was the Year of the Disabled Person. Research by the Waverley City Council identified a lack of services for people with disabilities.

**1981.** October 8, the inaugural meeting of the Waverley Activity Centre Organisation was held.

**1982.** A house at 33 Montclair Avenue, Glen Waverley, was modified for people with disabilities and made available rent-free by the Waverley City Council. Service clubs provided access for the physically disabled by building ramps and modifying the garage.

**1982.** September 30 - the first Annual General Meeting was held at the official opening, and the name of the organisation was changed to Wavlink

**1985.** December 19, Wavlink became an Incorporated Association.

Participant numbers gradually increased, and Wavlink was funded as a Neighbourhood House. Waverley Council acknowledged the need for larger premises.

**1990.** Waverley Council purchased a house on Myrtle Street and spent \$129,000 to renovate and extend it.

**1991.** Saturday, June 29 saw the official opening of Wavlink's new home by the Mayor, Cr. Heffernan.

**1999.** An Access and Equity report identified the need for improvement in Wavlink's access and facilities.

**2000.** Funding was secured through Monash Council, Wavlink and the Department of Human Services to conduct major renovations.

**2001.** April 9, the newly refurbished Wavlink was officially opened by the Monash Council Mayor, Cr. Tom Morrissey.

**2003.** Future directions project surveyed 500 people and determined Wavlink's goal to become more inclusive of the community.

**2009.** Current Logo created

**2016.** Transition from bulk funding to individualised funding begins.

**2017.** Registered as a Commonwealth Home Support Program (CHSP) provider

**2018.** Registered as a National Disability Insurance Scheme (NDIS) provider

**2020.** Global Covid 19 pandemic forced Wavlink to close it's doors for almost a whole year. Programs were delivered remotely online for the first time ever.

**2021.** Wavlink community kept connected during lock downs with the Interwoven quilt project and art exhibition funded by Monash Council. The center reopened with a mix of online and small in person programs.

**2022.** Wavlink celebrates 40th AGM at Myrtle St, Glen Waverley

# OUR TEAM

## BOARD OF MANAGEMENT

Ron Burke - Chairperson

Jenny Salgo - Secretary

Helen Chhor - Treasurer

Stefanie Bauer - Director

Christine Prasad - Director

\*Alison James - Assistant

(\*non official board member)

## WAVLINK STAFF

Amber Fleming - Center Manager

Max Patterson - Finance Officer

Isabel Ho - Administration Coordinator

Sara Henriquez - Tutor / Team Leader

Sue Blandford - Tutor / Team Leader

Sue Palmer - Tutor

Trisha Walker - Tutor

Toshihito (Toshi) Handa - Tutor

Tamara Tallent - Tutor

Margarita Ciuffardi - Tutor

Mahboubeh (May) Sanaie - Tutor

Teresa Amoretti - Tutor

## VOLUNTEERS

Alison James - Tutor / Board assistant

Sue Lin Chan - Tutor Assistant

Shelaan David - Tutor Assistant

Harsha Patel - Tutor Assistant

Eileen Richards - Tutor Assistant

Soonja Kim (Cecilia) - Tutor Assistant



**ISABEL  
ADMINISTRATION**



**AMBER  
MANAGER**



**MAX  
FINANCE OFFICER**



**TRISHA  
TUTOR**



**SARA  
TEAM LEADER**



**SUE B  
TEAM LEADER**



**TERESA  
TUTOR**



**TOSHI  
TUTOR**



**TAMARA  
TUTOR**



**SUE P  
TUTOR**



**MAY  
TUTOR**



**MARGARITA  
TUTOR**

# CHAIRPERSON'S REPORT

At Wavlink we focus on one key determinant of success – pride!

We are genuinely proud of our people – our place – and our programs.

Our people are those we serve and those who provide our services.

Our place is primarily our neighbourhood house in Glen Waverley.

Our programs come in many forms. Due to Covid we have added online social and learning experiences to our longstanding classroom activities.

This year Wavlink will celebrate 40 years of pride in people, place and programs. Not many organisations like ours achieve that.

Operationally and financially, we continue to do well taking into account the enduring impact of the pandemic. Our ongoing challenge is to regain all of our classroom students and to build on those numbers.

We have a three-year strategy in place to guide us. We also have prudently managed reserves to cushion the impacts of fluctuating revenues while some measure of sector instability continues.

My thanks to Directors Helen, Christine, Stefanie and Jenny, and also to Alison for her Board administrative support.

Our CEO Amber and her team continue to steer us through challenging and demanding times. On behalf of my Board colleagues and all at Wavlink, I thank them.

We also have a dedicated team of tutors, volunteers and supporters who have been instrumental in our success.

The continued support we receive from the City of Monash, particularly our place at the Wavlink Neighbourhood House, is highly valued.

The depth and commitment of all who support us is the reason we continue to look to the future with confidence.

**Ron Burke**

# MANAGER'S REPORT

Looking back at our highlights and achievements over the past year, it is hard to believe we spent much of the last 6 months of 2021 in lock down due to a global pandemic!

Reconnecting with our community in 2022 and rebuilding our programs and activities has been our focus this year.

We currently have 27 programs running weekly across four terms, regular holiday programs and monthly community events. Our community cafe and Out and About excursions have been great new activities. Sharing our student's skills, meeting new people and exploring our city again. It feels like we are finally back on track.

Over the past year we have supported 60 participants and delivered 11,929 hours of group activities, including remote learning during lock down.

Enrolments are gradually growing towards pre-pandemic levels. Smaller focused groups have allowed us to pilot new activities aimed at engaging with new participants and the wider community.

We are grateful to have the support of Department of Families, Fairness and Housing (DFFH), Neighbourhood Houses Victoria (NHVic), Network of Inner Eastern Community Houses (NIECH) and Monash Council who all provided helpful resources, information, training and networking opportunities.

This support enables us to deliver vital services and a range of activities aimed at connecting people, creating awareness about important issues, promoting inclusion and celebrating diversity.

Although many activities over the past year had to be adapted to suit the changing environment, we still managed to deliver a packed calendar of events. Community information sharing sessions, social support groups and events, skills development programs, fundraisers and much more.

The positive feedback we received from our recent NDIS audit and community members who were interviewed in the process, was very pleasing.

I share the sentiment of pride in our people and place. We are lucky to be supported by a wonderful community and team of talented and dedicated staff, volunteers and board members. Their commitment and contribution has been exceptional during what has been a very challenging time.

I am confident that the future is bright for Wavlink and look forward to continuing to work together, towards positive outcomes for our community.

**Amber Fleming**

# TUTOR INSIGHT

Sara has been a tutor at Wavlink since 2012. Teaching Ceramics, Soul Food, Sewing Cooking and Saturday social. Now a Team Leader and tutor extraordinaire she has finally been able to fulfill her dream and passion for teaching people with special needs.

Never in our lives, would we have contemplated how the Pandemic would change things. Covid Safety and infection control became the norm. Also social distancing; vaccination evidence; QR code checkin; sanitising hands, equipment and surfaces. Classes were modified so individuals had their own set of instruments.

Cooking classes, were once a group cooked together changed to individuals working independently with their own equipment and allocation of ingredients.

Initially, a little apprehensive about how this would work Sara found it to be a blessing in disguise with students gaining greater confidence and initiative in the kitchen.

An unexpected bonus from our remote craft activities such as Ceramics, was that Sara noticed students were empowered and motivated to trust their ideas and their unique abilities. When we returned to the Centre, students doing classes online had noticeably advanced their skills from pre-Covid days.

Sara remembers the mixed feelings of students on their return to the Centre; happy, anxious; joyful and relieved. All were unanimous about feeling how good it was to see people again.



# COMMUNITY VOICES

You have a great team at Wavlink and Anita enjoys spending time at the Community House very much. She often comments that all the teachers are very nice people and very helpful which is wonderful. Please congratulate and thank everyone for me.  
March 2022

"I joined Wavlink in 1990. I still remember Sheridan the coordinator who helped me move into my own home. I have made lots of friends over the years and enjoyed lots of activities like cooking and social group. I am a a passionate about self advocacy "

Daley: "The reason why I like coming here is because it's a good thing to keep learning and staying focussed, and figuring out what I like to do. I've tried jewellery making, cooking and computers this term. This is my second year coming to Wavlink and when I've been coming here it's good for my thinking and my concentration. It's good for your brain! I like when people recognise and acknowledge what I'm doing and I'm doing a lot."

Jules: "I used to do woodworking in the workshop at Wavlink. I used to make toys for kids, Christmas trees, toolboxes and horses. Now I'm making jewellery, ceramics, art and gardening (when the weather is good.) I like making lighthouses and ships most of all. I've been coming to Wavlink a long time."

Noelene: "I have fun. I like morning tea and making ceramics and art about turtles."

Iain: "I like coming to Wavlink. I like all the classes, and I'm trying jewellery making this term. I used to do that at a centre in Florida. I always have a good time here."

Mel: "I loved the online classes they made me feel happy during lock down but I am glad to back at the house now "

# VOLUNTEER STORY

## **Eileen - Tutor Assistant**

### **Tell us about your experience at Wavlink?**

Volunteering at Wavlink has been for me, a most rewarding and inspiring experience down the years.

To witness the genuine comradery between the clients and see them accept the challenges of taking the various courses on offer. Having the opportunity to work in this environment has shown me the great value and importance of a place like this in our community. I have learnt as much from the students as they have from me.

Wavlink is a place where people feel cared for and cared about, enjoy the company of others and learn new skills. Wavlink is indeed "a special place" and long may it serve.

### **When did you first start volunteering with Wavlink?**

Roughly same time as Barb Mathiesen (in the early 2000's )we have been friends for years and Volunteered at World Vision together before Wavlink.

### **What was your motivation for joining us?**

I was looking for something to do in the community that would give back and was purposeful.

### **What sorts of classes have you volunteered for?**

Belly dancing, jewellery, gardening and meditation.

### **Which has been your favourite class?**

I really enjoy the calming, creative, esoteric nature of Jewellery class.

### **What have been some of the funniest moments/stories?**

I'll never forget the time that gardening class had a whole lot of plants donated. We spent ages preparing the soil and carefully placing and planting each plant and were thrilled with our work. One particular student kept disappearing, but we thought nothing of it until on a final inspection of our hard work, we found our precious plants had all mysteriously disappeared. Upon returning inside we spotted said plants spilling out of a particular student's bag that had taken a liking to them.

### **Have you made friends through you time here?**

I have made many friends at Wavlink over the years and there are two ladies in particular that I have stayed friends with. Through the classes we discovered shared interests and developed a close bond.



Students Xmas Lunch at Eileens House 2010



Eileen and Harsha - Volunteer outing 2017



At Wavlink in Spring 2022

# COMMUNITY ACTIVITIES



## Bunnings Garden Revamp

Bunnings helped us get the garden back in order and planted with fresh vegetables again



## Hearing Awareness Week

To get involved with hearing awareness week, we had a specialist conduct free hearing tests at the house



## Wavlink House Party!

We dusted of our dance shoes and warmed up this winter at the Wavlink House party



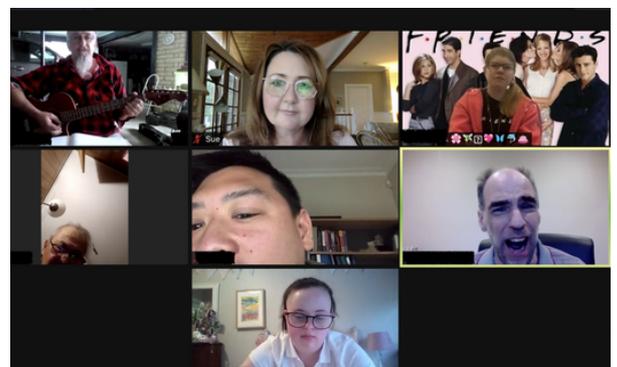
## Cooking Skills

Students enjoyed getting back in the kitchen together after a year of online cooking classes



## Harmony Week

We celebrated Harmony week with a range of activities focused on learning about different cultures and the diversity in our community



## Wavlink Online!

Regular weekly zoom sessions and online events became a new way to connect .



### **Path Planning Session**

The team got together to create a graphic PATH plan with Di Gow and Glenn Scolyer. This has helped inform future strategic direction for Wavlink.



### **Out and About**

It has been great to get out and about in the community again with our social groups enjoying trips to botanic gardens, art galleries, movies and local places of interest.



### **Fundraising events**

We hosted a biggest morning tea and daffodil day event to raise funds for the cancer council. A cause close to all of our hearts.



# WEEKLY PROGRAMS 2022



Craft and Chat

Independent Living Skills



Performing Arts -online



Cooking

Literacy



Mosaics

Garden Studio



Art on Thursday

Ceramics

Bowling at Strike



Virtual Travel - online



Jewellery

Soul Food

Wellbeing



Active Abilities



Saturday Social

Print and Paint

Crafty Creations



Card Making



Tech Skills



# STATISTICS

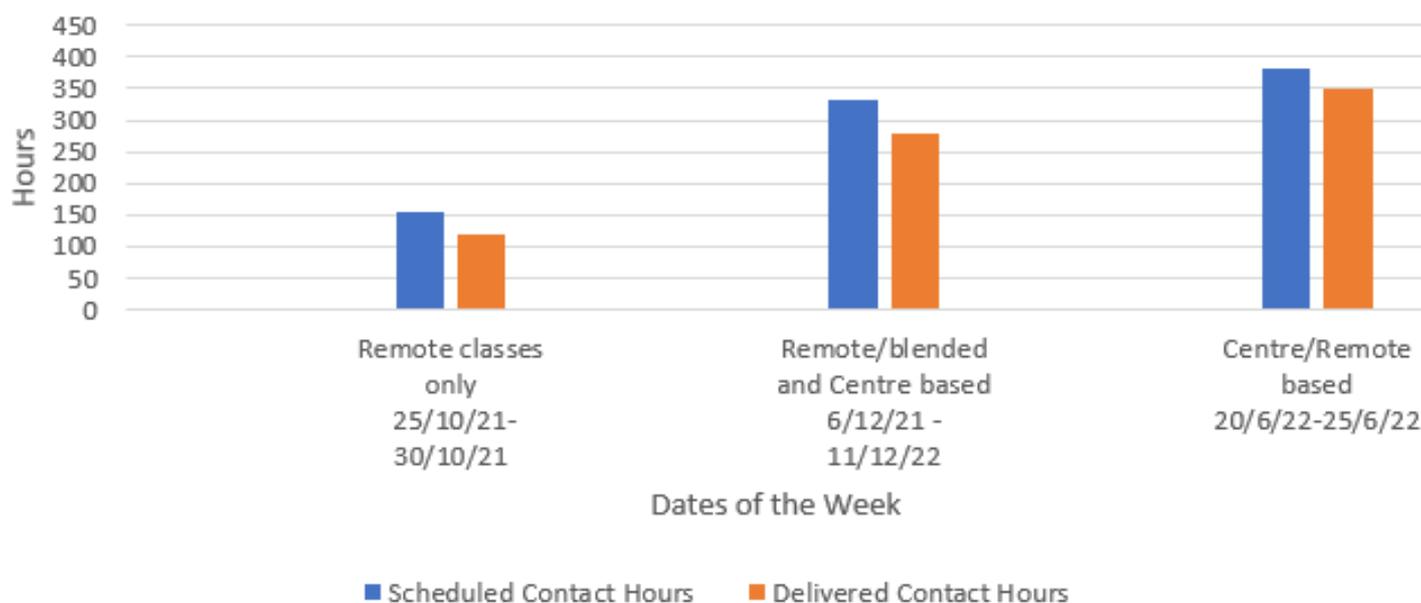
Table and graph show weekly snapshot of the transition from Lockdown 2021 to June 2022.

	Remote Classes 25/10/21-30/10/21	Blended classes 6/12/21-11/12/21	Blended Classes 20/6/22-25/6/22
Scheduled Contact Hrs	153	331	381
Delivered Contact Hrs	118	280	351
Student Attendance%	77%	85%	92%

Wavlink offered blended classes where students could join in person or via ZOOM.

Virtual Travel and Performing Arts are the only two group classes which continue remotely.

Weekly Snapshot  
Scheduled and Delivered Student Contact Hours



# TREASURER'S REPORT

Wavlink has had an exciting year – finally opening doors to continue to deliver programs to students, families and the community.

Our management and teaching team are continually adapting and reinvigorating our programs to continue to deliver both on site and online programs as we emerge from the lockdowns of the past few years.

A part of the strategy moving forward is to strengthen our partnerships and work closely together with other community organisations.

Through prudent financial management, we have delivered a surplus of \$5,000 in the 2022 financial year in yet another challenging year with lower levels of Government financial assistance. This includes the sale of our old bus for \$15,000 as part of our strategy. Our reserves remain steady at \$468,000 as at 30 June 2022 to support future activity for our organisation.

The income from classes have increased by 55 per cent compared to last year as we continue to gain momentum with our program delivery through the continual improvement approach by our team.

We are grateful for the continuing financial support provided from Neighbourhood Victoria, government bodies and Grants from the City of Monash during the year to fund the delivery of services to the community.

We deeply appreciate the support of our students and families who have provided financial donations during the year to deliver special projects.

I personally thank our finance officer Max Patterson for his steadfast approach to a constantly evolving environment and adapting to the changes to our program delivery.

I thank the Board, Amber Fleming and her management team for leading our organisation into a new era as we emerge from the most challenging period for our organisation.

**Helen Chhor**

# FINANCIALS

<b>Income summary</b>	<b>\$</b>
Recurring revenue	173,669
Non-recurring revenue	334,125
Employee benefits expenses	(428,924)
Depreciation and amortisation	(3,780)
Lease expenses	(1,635)
Other expenses	(67,837)
Net surplus	5,618

<b>Balance sheet summary</b>	<b>\$</b>
<b>Current assets</b>	
Cash and cash equivalents	540,134
Receivables	3,875
Total current assets	544,009
<b>Non-current assets</b>	
Property, plant and equipment	6,879
Intangibles	40,406
Total Non current assets	47,285
Total Assets	591,294

<b>Current liabilities</b>	
Payables	48,462
Employee provisions	37,155
Total current liabilities	85,588
<b>Non-current liabilities</b>	
Employee provisions	37,088
Total Non current liabilities	37,088
Total liabilities	122,676
<b>Net asset position</b>	<b>468,620</b>

Complete financial audit documents provided separately

# ACKNOWLEDGEMENTS

Wavlink is supported by the Commonwealth Government, Victorian Department of Families Fairness and Housing and the City of Monash. We are a not-for-profit organisation and registered provider of the National Disability Insurance Scheme, Home and Community Care Program for Younger People and Commonwealth Home Support Program.

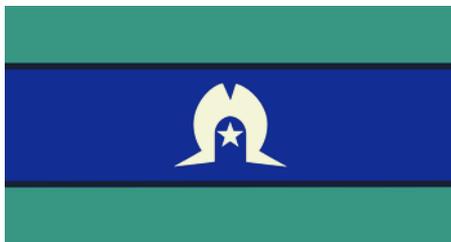
We are also supported by the Neighbourhood House Coordination Program and are members of Neighbourhood Houses Victoria and the Network of Inner Eastern Community Houses.



**Wavlink acknowledges the First Nations people across Victoria and we honour and respect their histories, culture and sense of community.**

**Our House is built on the land of the Wurundjeri Woi Wurrung and Bunurong People, and we recognise their continuing spiritual connection to this land and its waterways.**

**We pay our respects to their Elders past, present and emerging, and extend this to all Aboriginal and Torres Strait Islander People.**



*Detail of painting by artist Heather Kennedy*



# Wavlink

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