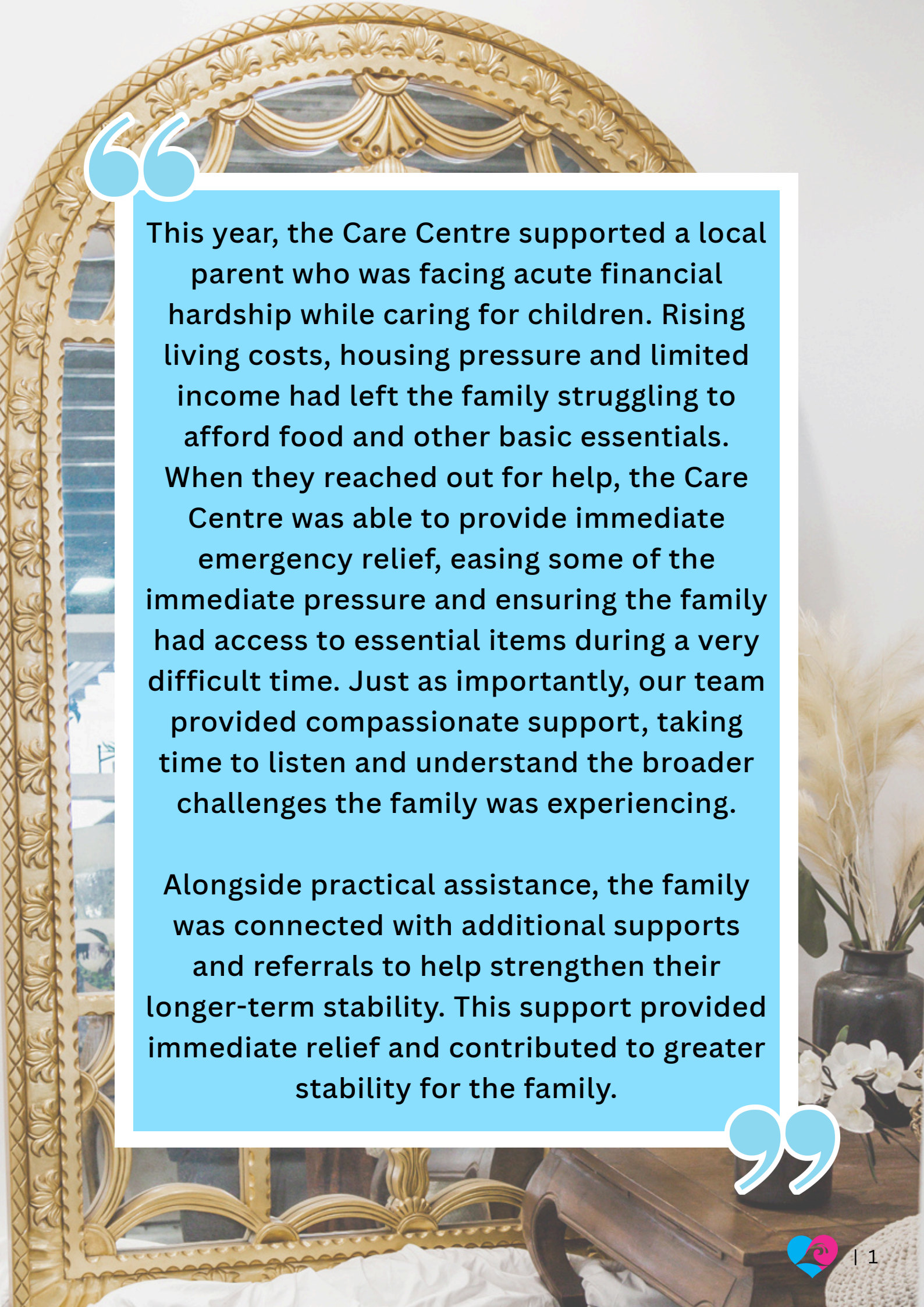


WAVES OF KINDNESS



2024/2025 Annual Report

WAVESOFKINDNESS.COM.AU



This year, the Care Centre supported a local parent who was facing acute financial hardship while caring for children. Rising living costs, housing pressure and limited income had left the family struggling to afford food and other basic essentials. When they reached out for help, the Care Centre was able to provide immediate emergency relief, easing some of the immediate pressure and ensuring the family had access to essential items during a very difficult time. Just as importantly, our team provided compassionate support, taking time to listen and understand the broader challenges the family was experiencing.

Alongside practical assistance, the family was connected with additional supports and referrals to help strengthen their longer-term stability. This support provided immediate relief and contributed to greater stability for the family.



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Our Vision



To see our local community heal and thrive by providing benevolent relief to people in distress due to poverty, violence, illness and other social injustices.



We achieve our vision by providing funding for many different initiatives in the community aimed at supporting individuals in need of help, and by financing and running our own programs. Waves of Kindness works closely with other organisations, private and government, in finding where the needs of people lie and then to provide financial and logistical support to provide the solution.

Members on the Distributions Committee

- Glenn Fuller | • Russell McGuire | • Sharon Cummings | • Rod Muir |
 - Neil Parkins | • Michelle Gameiro

Members Register

- Glenn Fuller, Member & Director
 - Rod Muir, Director
- Sharon Cummings, Member and Director
 - Marina Henry, Company Secretary
 - Nathan Harris, Member
 - Peter Damiris, Member
 - Darren Hughes, Member & Director
 - Dan Riga, Member & Director



CEO



Looking forward, our challenge is to grow stronger still to expand our reach into isolated parts of the Noosa Shire, to build deeper connections with those who feel forgotten and to continue responding with compassion and action to the challenges our community faces.

Finally, I want to thank our entire organisation our staff our volunteers, our board and our members for their unwavering commitment. Together, we are building a stronger, kinder, more resilient community



Dan Riga



This year has been one of both challenge and growth for Waves of Kindness. In the midst of difficult economic times, where the cost of living crisis has deepened, housing has become increasingly unaffordable, and more families face the heartbreaking reality of living rough, in cars, or in temporary accommodation. We have continued to stand strong as a beacon of hope for our community. Sadly, we have also seen a rise in domestic violence and the ripple effects it has across families. These challenges only reaffirm the importance of the work we do.

Milestone

One of this year's most significant milestones was the purchase of the property at 11 Emerald Street, Cooroy. This acquisition secures the long-term future of our Cooroy shop, while also providing a new income stream through leasing the rear shop. More importantly, it offers us a foundation for future community engagement, ensuring that this space remains a hub of kindness, connection and opportunity for years to come.

Deepest Gratitude

I want to express my deepest gratitude to our incredible staff and volunteers, whose dedication and compassion make all of this possible. To the community members who shop in and donate to our opp shops, you are the heartbeat of our circular economy ensuring resources are reused, waste is reduced and funds are raised to directly support our programs. To our partners in the community, your collaboration allows us to extend our reach and strengthen our impact.

Despite the hardship facing so many, Waves of Kindness remains in a position of strength. Our programs continue to provide essential support.

- [The Care Centre](#) reaching more people in need than ever before.
- [The Friendship Group](#) growing into a safe place of connection and belonging.
- [The Breakfast Club](#) continuing to care for local kids, ensuring they start their day nourished and ready to learn.
- [Our Emergency Relief](#) program standing as a lifeline for those in dire need.



Care Centre

Sophie Keelan
Meagan Baker
Bozena Uranek

“ One of our clients, a single mother of two, was struggling to pay rent and utilities while also supporting her children’s schooling. Through the Care Centre, she received wrap-around support, including financial assistance for bills, food vouchers, access to housing services plus linkage and advocacy to other support agencies. She also participated in the Friendship Group, which helped her rebuild confidence and connect with others. Today, she has regained some stability and reports feeling more hopeful and connected in her community. ”



Over the past year the Waves of Kindness Care Centre has strengthened its role as a trusted, community-focused hub of support.

By expanding our core programs, deepening partnerships and increasing our capacity, we have been able to respond more effectively to the complex and urgent needs of our community, providing direct relief and wrap-around support to individuals and families when they need it most.

Service Delivery and Impact

We distributed more than \$77,000 in direct assistance - including food vouchers, bill payments, household goods and counselling - ensuring individuals and families could meet essential needs and manage financial pressures.

Programs and Groups

Our team provided advocacy, practical help and referral pathways to empower clients to regain stability, build resilience and access longer-term support networks.

Friendship Group

Held every Thursday, this program offers creative activities and social connection. Clients report increased wellbeing, reduced isolation and renewed confidence through friendship and routine.

Men's Group and Chat

Delivered in partnership with John Allen at Pomona and District Community House, this group supports men and teenage boys, fostering open conversations and early intervention for mental health.

Partnership and Community Engagement

This year we have worked together with a number of local groups to support our community including Centrelink, Department of Housing, Carer Gateway, Carers QLD, Tursa, St Vincent de Paul, Salvation Army, Youturn, Olive Grove Counselling, Pomona Community and District House, Footprints, Sunny Kids.

Our collaboration with Santa's Classy Helpers enabled 12 families to receive substantial Christmas assistance - boosting wellbeing and easing financial pressure at a critical time.



Operations Manager

Wendy Jordan



Massive Thank You

Next year is already full of promises and I know that with your ongoing support, kindness and belief in what we do, we will achieve even greater things together.

Thank you truly for your time, your energy, your laughter and your generosity of spirit.

Waves of Kindness exists because of you and I am so proud to be part of this remarkable team.



As we come to the end of another financial year, I've found myself reflecting on what an incredible journey this has been for Waves of Kindness. It has been a year filled with growth, challenges, teamwork and countless moments that reminded me why this organisation is so special.

I want to start by saying something very simple but very true. I absolutely love my job. Every day, I get to witness the difference we make in people's lives, sometimes in big, life-changing ways and sometimes in small but deeply meaningful moments. None of this would be possible without the dedication, compassion and hard work of our wonderful team. To all 128 of our volunteers and staff, thank you. You are the heartbeat of Waves of Kindness, and I feel so grateful every day to work alongside you.

Breaking records

The 2024/2025 financial year has been nothing short of extraordinary. Together, we achieved new records and the momentum hasn't slowed, with two consecutive record months already achieved in the new financial year. We now serve more than 12,850 customers each month, a number that reflects not just growth, but the trust our community places in us.

Looking Ahead

We are also honoured to be named Finalist in the 2025 Sunshine Coast Business awards in the social impact category. We will be attending the Gala dinner in November to find out if we've won. Regardless of the outcome, being recognised as a finalist is already a massive achievement and a reflection of the amazing work of our team and community. We have the Nomads Charity Golf Day and that is shaping up to be a highlight, and we're excited to continue connecting with our community through Bunnings sausage sizzles, charity lunches and many other events. These aren't just fundraisers they're opportunities to share who we are, what we do and why our work matters. As we move into the 2025/2026 financial year, we remain committed to strengthening our foundations while expanding our community reach. We'll continue building meaningful partnerships, attending more events and finding new ways to support those who rely on us.





Cooroy Report

Teri Lloyd

“

As we close another financial year, I'm reminded just how much I love my job, my team and all the incredible people I get to work with every day.

”

The dedication and support from our staff and volunteers across both shops truly make Waves of Kindness Cooroy what it is today. I'm so proud to be part of an organisation that stands by its values and continues to make a real difference in our community.

We are two years old

In our second year of business in Cooroy, we've achieved far more than we ever imagined. We've celebrated record-breaking months, strengthened community engagement and continued to thrive, providing not only affordable goods but also a welcoming space where people can relax and enjoy their shopping experience. We have fun along the way and are always creating mini events and flash sales for our customers to be involved in and enjoy, our favourite is dressing up and of course speed shopping.

Looking Ahead

Looking ahead, we're excited for what's to come. Our upcoming Seniors Mad Hatter Fashion Parade and Music Night with Serenity Sounds are set to raise vital funds and awareness for the work we do at Waves of Kindness. With continued community support, I know the year ahead will be even more meaningful and impactful. We hope we can be involved in more events to better raise awareness of our amazing company and the incredible work we do for our community.

New Financial year

As we move into the new financial year, we look forward to continued growth, new opportunities and even more community connection. With the ongoing support of our amazing team, volunteers and customers, we're excited to build on our success and create more meaningful events and engagement throughout the year ahead. Together we'll keep making a positive difference in the lives of those who need it most.

Emergency Relief

Renai Caruso

“

With demand for ER support continuing, we remain focused on strengthening partnerships, refining our programs, and ensuring that assistance reaches those who need it most.

”

In the 2024-2025 period Waves of Kindness has fulfilled over 650 Emergency Relief (ER) requests, delivering a total of \$173,393 in direct assistance.

This reflects our ongoing commitment to respond to urgent community needs with compassion, care and accountability. Our financial supports included but were not limited to:

- Household goods to reestablish locals experiencing homelessness in permanent accommodation.
- Counselling for mental health support.
- Financial assistance with essential car repairs and registration.

Community Partners

We have updated our terminology from Affiliates to Community Partners to better reflect the trusted, collaborative nature of these relationships. We currently work closely with 18 local Community Partners, with whom we coordinate to identify and support people experiencing hardship. This shift in language acknowledges their crucial role in our shared impact. In addition, we continue to welcome ER requests from other local organisations via our online ER request form, assessing each request individually in accordance with our Public Benevolent Institution (PBI) guidelines.

School Support Program

Recognising the unique needs of students and families within school communities, we have established a dedicated School Support Program that allows us to deliver more targeted and effective assistance. This program separates school-based emergency relief from broader community support, enabling us to better respond to challenges faced by students and their families. Through this program, we have provided financial assistance for school fees, uniforms, extracurricular school activities, and school camps. Our ER team has initiated visits to schools participating in both our Brekky Club and School Support Program, offering valuable opportunities to engage directly with staff and gain deeper insights into how we can continue to enhance our support for families in need.

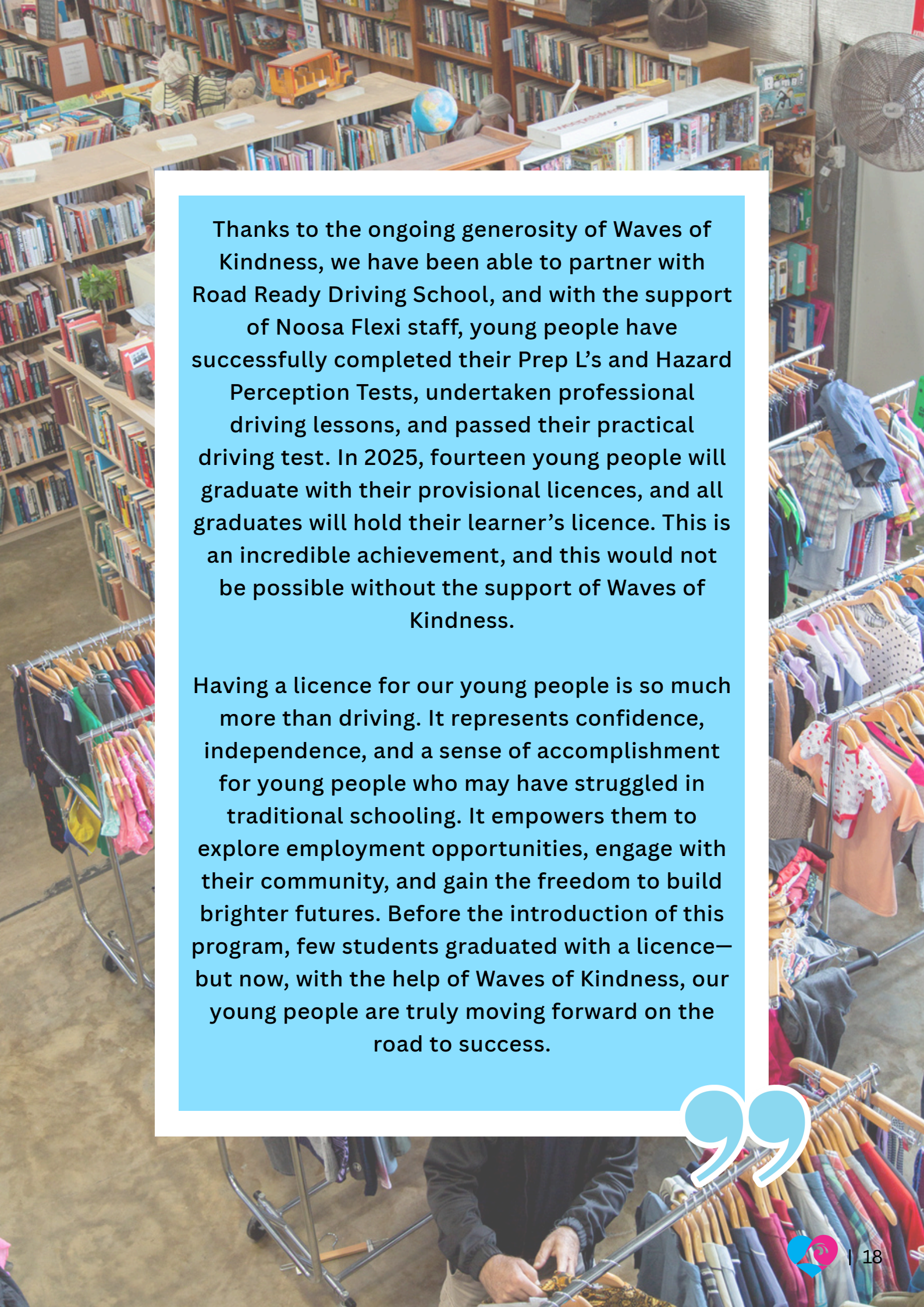


This is the fourth year that Waves of Kindness has supported Noosa Flexible School through our Keys to Drive Program, and it is truly transforming the lives of young people and we are truly seeing the impact of this program.

Noosa Flexible School provides a full-time, multi-year secondary education and social inclusion program for young people who have disengaged from mainstream schooling. Many of our students face significant challenges such as involvement with the juvenile justice system, trauma, mental health concerns, homelessness, substance use risk, extended absences, generational unemployment, and early school leaving. For most, obtaining a driver's licence once seemed like an impossible dream.

Continued →





Thanks to the ongoing generosity of Waves of Kindness, we have been able to partner with Road Ready Driving School, and with the support of Noosa Flexi staff, young people have successfully completed their Prep L's and Hazard Perception Tests, undertaken professional driving lessons, and passed their practical driving test. In 2025, fourteen young people will graduate with their provisional licences, and all graduates will hold their learner's licence. This is an incredible achievement, and this would not be possible without the support of Waves of Kindness.

Having a licence for our young people is so much more than driving. It represents confidence, independence, and a sense of accomplishment for young people who may have struggled in traditional schooling. It empowers them to explore employment opportunities, engage with their community, and gain the freedom to build brighter futures. Before the introduction of this program, few students graduated with a licence—but now, with the help of Waves of Kindness, our young people are truly moving forward on the road to success.



Breakfast Club

Thank you for the amazing appliances that have been delivered to the school. We are so incredibly grateful for the ongoing support Waves of Kindness provides to our Tewantin community. The students we have join us at Brekky Club are provided an excellent start to their learning journey because of the generosity and compassion of your organisation, and our wonderful volunteers. Thank you again for being a pivotal part of our community.

Elisa - Tewantin State School

In 2024-2025 Waves of Kindness continued to support over 2000 students across the Noosa Shire through the Brekky Club, working in partnership with Foodbank Queensland.

Having officially become a direct member of Foodbank QLD in November 2024, Waves of Kindness now benefits from streamlining communication and improved coordination with its primary food supplier. This development is an important improvement in how we operate, allowing us to more efficiently support schools in our region. Prior to this, collaboration was facilitated via The Food Outlet and Noosa Church, whose ongoing support remains important, with the continued use of the Noosa Church Hub's truck to transport goods from Brisbane to our Noosaville store.

Our Reach

The Brekky Club now reaches over 2,000 students per week, providing them with regular access to healthy brekky items to start their day. To make sure we are offering the best options, WOK reviewed all food items and aligned them with the QLD Government's Smart Choices: Healthy Food and Drinks Supply Strategy. This initiative classifies foods into green, amber and red categories, based on their nutritional value. Additionally, all items have been reviewed to minimise exposure to potentially carcinogenic additives, reinforcing our commitment to student wellbeing.

Ordering Made Easy


To make ordering easier, we introduced a new system where schools can select food items using a simple drop-down menu. All orders are now tracked through Monday.com our internal operating systems, helping us stay organised and responsive.

Love What We Do

We are proud to support young people in our community with healthy food and a caring start to their day. With the ongoing help of our Community Partners, and school volunteers, the Brekky Club continues to make a positive difference to the young people in our community in filling tummies, supporting learning, and creating a sense of connection.

Finances

Kate Lilley
Marina Henry



Profits and distributions remain strong, returning more than half a million dollars annually to the community.



Revenue continues to grow for the 2024/25 financial year, with Waves of Kindness classified as a medium charity under ACNC reporting requirements. Most importantly, profits and distributions remain strong, returning more than half a million dollars annually to the community.

Our comprehensive financial report is publicly available on the ACNC website in the interest of transparency. The figures presented here provide a high-level summary of our financial performance. Waves of Kindness remains in a strong financial position, with healthy annual surpluses, a growing building fund and solid equity balance.

Financial Report Components

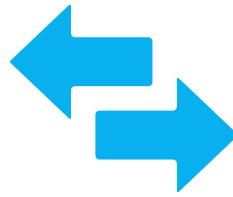
FULL YEAR ENDING JUNE 30	2025	2024
Total Revenue	2,241,383	2,143,863
Total Expenses		
• Operating Expenses	83,407	56,749
• Employment Costs	954,871	809,142
• Occupancy	288,473	269,104
Other Expenses	256,608	256,060
NET SURPLUS	658,024	752,808
Distribution Expenses		
• Community Program Distributions	545,565	634,506
• Building Fund Distribution	75,991	106,250
EQUITY		
Total Equity at start of year	1,126,241	1,004,034
Net Profit	36,468	12,052
Building fund reserve transfer	49,802	110,155
Total Equity at the end of year	1,212,511	1,126,241



Distributions

Incoming funds

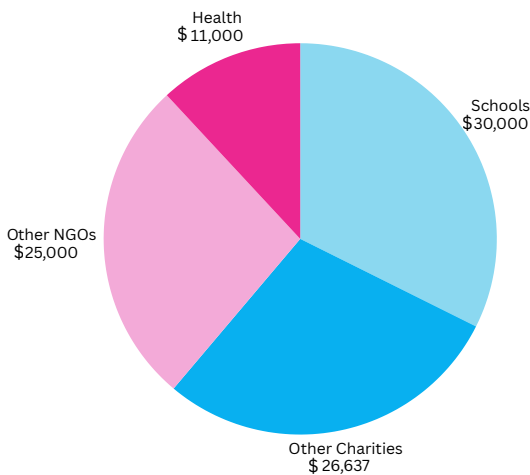
- Sales Revenue: \$2,074,410
- Donations: \$10,117
- Grants: \$149,832
- Other: \$7025



Outgoing funds

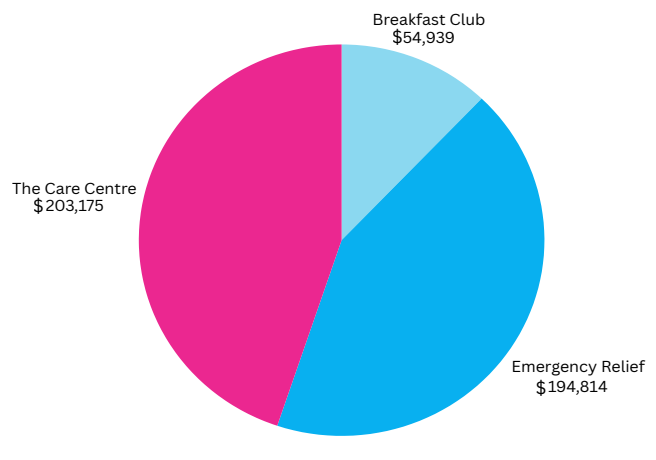
- Expenditure: \$1,583,359
- Charity Distributions: \$545,565

Charity Projects \$92,637



- Schools
- Other Charities
- Other NGOs
- Health

Social Programs \$452,928



- The Care Centre
- Emergency Relief
- Breakfast Club

Where the charitable distributions were spent

Charity Projects: \$92,637

- Health: \$11,000
- Other Charities: \$26,637
- Schools: \$30,000
- Other NGO's: \$25,000

Social Programs: \$452,928

- Breakfast Club: \$54,939
- Emergency Relief: \$194,814
- The Care Centre: \$203,175

Where the help went

- Noosa Shire: \$303,418
- Rest of Australia: \$6,637

Thank you



We would like to sincerely thank our dedicated staff, volunteers, donors, and customers. Your generosity, support and commitment make our work possible and allow us to continue serving the community with kindness, care, and opportunity. Together we are making a meaningful difference every day.



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