

Face the challenges, retain the dreams, minimise the impact

Multiple Sclerosis Limited Annual Report 2013

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Multiple Sclerosis Limited

Annual Report 2013

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ACKNOWLEDGEMENTS

Thanks to...

Our supporters:

Youngcare
Molonglo Financial Services
Oztron Pty Ltd
Goodman Property Services (Australia) Pty Ltd
KPMG
Westpac Group
Oakton Consulting Technology

Our media partners:

OMD media agency oOH! Outdoor Media Executive Channel Media i Network Ten Nine Network Seven Network SBS SKY Foxtel Café Media

Our event partners:

Transport for NSW Scody Specialized Brooks

Through funding from all levels of government, we are able to offer a wide range of services, programs, accommodation and support to people living with MS.

In particular, we would like to acknowledge:

The Australian Government:

Department of Education, Employment and Workplace Relations Department of Health and Ageing

The Australian Capital Territory Government: Disability ACT ACT Health

The New South Wales Government:

Department of Family and Community Services – Ageing, Disability and Home Care NSW Health

The Victorian Government:

Department of Health
Department of Human Services

And our wonderful volunteers and donors!

The Corporate Governance Statement:

- contains the principles, policies and procedures that the Board adopts to ensure that the long-term health and prosperity of the Company are maintained for the benefit of Australians affected by MS
- is an overall governance framework for the Company
- includes the roles and responsibilities of the Board and Executive in setting the strategy and direction of the Company and in managing and controlling the organisation.

Our full Corporate Governance Statement can be viewed on our website: www.msaustralia.org.au/actnswvic

Our Principles

- We are a service agency working to support people affected by MS.
- We were established by people affected by MS to represent their best interests.
- Our role is to listen to and support people affected by MS.
- We respond to emerging issues appropriately and sensitively, taking into account medical, organisational, social and other related considerations.
- We do not give medical advice but refer people affected by MS to health professionals for medical advice.
- 6. We provide service-delivery support, endorse and (in some instances) provide disease-specific, non-medical treatments to deal with the symptoms of MS.
- 7. We aim to be a trusted source of information about MS, ensuring that the information is:
 - evidence based
 - supported by ongoing research
 - useful and beneficial to people affected by MS.
- 8. We are not a research agency but we work closely with MS Research Australia.
- We work with MS Research Australia, MS Australia (representing all state MS societies) and its members as well as the MS International Federation to obtain accurate information about new and emerging developments and treatments.
- 10. Our scientific and medical research responses will rely upon strong research governance processes.

*Multiple Sclerosis Limited (MSL or 'Company') is a not-for-profit organisation and operates under the name MS Australia – ACT/NSW/VIC. MSL is also a member of MS Australia, the federation of Australian state-based MS societies.

Our Patrons

PATRON-IN-CHIEF

Her Excellency Professor Marie Bashir

The Governor of New South Wales, AC, CVO

PATRONS

Senator the Honourable Kate Lundy

Senator for the ACT
Shadow Minister for Multicultural Affairs
Shadow Minister Assisting for
Innovation and Industry
Shadow Minister Assisting for the
Digital Economy

Sarah Ryan, OAM Andrew White

Emeritus President and Life Governor John B Studdy

2003 Centenary Medal Recipient
Past Honorary Vice President of
the International Federation
of MS Societies
Past Chairman of the Pain
Management Research Institute
Past Chairman of the ING Foundation

MS Australia – ACT/NSW/VIC 1 Annual Report 2013

CHAIRMAN'S REPORT

Welcome to the 2013 Annual Report. When we reflect on the past year, it's clear it's been a year of both achievements and challenges.

We've achieved some encouraging fundraising success in an extremely competitive environment. We've marvelled at the triumphs of inspirational people living with MS, such as Carol Cooke, who won gold at the London Paralympics; Megan Healey, who raised more than \$50,000 with her daring mowdown during MS Awareness Month; and Adriana Grasso and her incredible community fundraising team, who raised more than \$147,000 for the MS Walk and Fun Run.

During the year, we have supported more than 13,000 people living with MS, their families and carers by offering a range of services in metropolitan and regional areas, employing more than 300 staff members, rallying the support of some 3,500 volunteers, operating four residential facilities, and providing respite beds. The year also included a change of CEO. from Jim Carroll. who left in January, to Robyn Hunter, formerly our Chief Operating Officer. I would like to thank Jim for his fantastic contributions. Possibly the greatest change was the historic move to the National Disability Insurance Scheme (NDIS), which was launched on 1 July 2013, allowing the National Disability Insurance Agency to be established.



National scheme

NDIS offers tremendous opportunities and also entails drastic change in the disability landscape nationally. As an organisation, we have been working tirelessly to prepare for this change and will continue doing so as the scheme is rolled out across Australia.

Fortunately, we approach this ground-breaking change from a sound financial position. In fact, organisational revenue for the year reached \$32.79 million, and the organisation's net asset balance is \$20.38 million. During the financial year, we have renewed agreements with state governments for funding of \$14.6 million. In addition, our wonderful

fundraising efforts generated another \$14.36 million.

But there's no denying that the introduction of the NDIS is changing the way we operate. Many of our clients will not be classified as disabled under the scheme, and many of the services we currently offer will not be funded through the NDIS. We are aware that our Government funding will alter significantly and that we will be left even more reliant on our fundraising efforts and the generosity of our donors.

Necessary changes

Over the past 18 months, the Board and Executive team have spent many days analysing the way our organisation will provide and fund services under this new scheme.

We have consulted the community extensively, including conducting the National MS Needs Analysis 2012, in which we surveyed 2,900 people affected by MS; conducting the Client Satisfaction Survey, in which we surveyed more than 400 people living with MS; and conducting detailed consultations with our MS Advisory Council. In addition, we continue to seek community feedback through town-hall meetings, attendance by senior executives at branch meetings, and targeted focus groups. The findings from all these consultations have informed our strategy and will

MEET THE BOARD



Chris Gillies, Chairman Chris is a person living with MS.



Garry R. Whatley Garry has family members and friends living with MS.



lan Pennell, AM lan has friends living with MS.



Major General lan Gordon, AO, retired lan is a full-time carer for his wife, who is living with MS.

continue to do so as we embark on the necessary change that will be vital for our future success.

Throughout this period, our staff members have worked hard to prepare for the change while continuing to deliver professional services to our clients. During this financial year, we have had a key role in advocating on behalf of people affected by MS to ensure that the services currently funded through our organisation will continue to be funded under NDIS, directly to people with MS. In addition, our staff members involved in the launch sites in the Barwon area in Victoria and the Hunter area in NSW will continue to advocate on behalf of our clients. The very reference to multiple sclerosis in the scheme's advertisements is representative of the prominence the disease has had in development of the scheme's policy.

Our MS community

In this time of historic change, we must not forget that the MS Societies of the ACT, NSW and Victoria were all founded by people living with MS who saw the need for a community of people affected by MS to support one another. As well as this need, these inspiring leaders recognised the requirement for services to be provided by experts who understood the special needs of people living with MS. Our challenge in the

coming years is to retain this community and to ensure that our providers are kept up to date in relation to the specific issues facing people affected by MS.

Over the coming years, our strategic focus will be on continuing to provide consistent services to clients regardless of where they live, increasing the number of service options we offer, and getting the very best result from the NDIS for people with MS.

Valuable contributions

As members of the Board, the Executive team and staff, we must continue to listen to and act on behalf of our MS community – which brings me to the valuable contributions made by our MS Advisory Council (MSAC), the MS Branches, and our 3,500 volunteers who willingly gave 117,310 hours of their time during the financial year. We couldn't do all the work we do without their commitment and hard work.

We also couldn't undertake this work without the support of our partners; the Government; and our major sponsors, supporters and suppliers. Thank you to all of you. In particular, congratulations to MS Ambassador Nigel Caswell, who was awarded a Medal of the Order of Australia in the 2013 Australia Day Honours, and to volunteer choir leader Ruth Hawkins, who was awarded a Medal of the Order of Australia in the

Queen's Birthday Honours. It was also wonderful to see Andrew White, Chair of MSAC Victoria, win the 2012 John Studdy Award.

Special thanks

I would like to thank our Board of volunteer Directors, who give freely of their time. In particular, I would like to acknowledge Paul Murnane, who retired this year after 20 years on the boards of MS NSW and MS Australia - ACT/NSW/VIC. Thank you, Paul, for your ongoing advice and guidance. Thank you also to Jenny Hill Ling and Carolyn White, who stepped down this year due to other commitments, and to Lisa Pettigrew, who is now working in the US. Finally, sincere thanks to our CEO, Robyn Hunter, and to our Managers and staff members in all departments, for their untiring efforts. We will all continue to strive to make life better for people affected by MS.

Chris GilliesChairman



Robert McEniry Robert has a niece who has MS.



Sophie Langshaw Sophie's brother has MS.



William Peter Day Peter has family experience with MS.

Thank you to all our Board members, who volunteer countless hours to help improve the lives of people affected by MS. Every Board member has a personal connection to MS and a passion for making a difference to the lives of other people. Through their mix of skills and more than 100 years of cumulative experience, they provide solid business acumen in order to back our strategic direction.

OUR ROLE AND PURPOSE

Our ambition is to **ultimately find a cure for MS**, and we are increasing our efforts to generate funds for the support of research to make that possible.

Until then, we exist with a simple and compelling purpose: to help people face the challenges of MS from the moment they suspect its presence and to minimise its impact on their lives and dreams.





How we'll get there

We've designed a Five Year Strategic Plan in order to prepare the organisation to succeed in the evolving, dynamic and emerging competitive environment of the National Disability Insurance Scheme. We are excited by the possibilities this offers us to minimise the impact of MS on people's lives and dreams.

Our goals are very clear. We will:

- 1. deliver more benefits to more people affected by MS
- 2. be a recognised leader in MS advocating and pushing for progress on all fronts $\,$
- 3. build a thriving social enterprise to strengthen and extend our capacity to provide services
- 4. grow our team of inspired and engaged people to deliver improved services and a better life for people affected by MS.

The external environment is changing. Our challenge is to work out how we respond to the needs of people affected by MS today, while simultaneously testing the operating model we need for the future. We have to make decisions about tomorrow today – based on what we can see coming up on the horizon.

The nature of MS means the needs of people living with MS can and do vary. However, common needs do exist, including needs shared with other progressive neurological conditions, and we are well placed to respond to these needs in innovative ways. The introduction of person-centred funding means that service users will be able to pick and choose their providers of choice.

The introduction of the National Disability Insurance Scheme provides both opportunities and risks. Our Board and Executive undertook robust analysis before launching our five year strategy, through which we will refine our services to better meet the needs of people affected by MS and ensure our sustainability. The five year horizon allows us to achieve long-term financial sustainability.

We will continually review and refine our service model, in the context of the shift to person-centred funding, to ensure that all our clients' experiences with us are positive and that their needs are met — from the moment they make first contact with us.

- Robyn Hunter, CEO, MS Australia - ACT/NSW/VIC

OUR YEAR AT A GLANCE

July 2012

Partnership with MS WA to deliver six Art Unions, generating \$852,830.

Introduce our quality framework for continuous improvement and quality assurance.

Host a National Neurological Alliance meeting to establish a unified response to the NDIS.



August

4,835 people take part in the 33rd annual MS Readathon throughout the ACT, NSW, Victoria and Queensland, raising \$309,694 (page 29).

Planning for improvements begins at the Studdy MS Centre Lidcombe Residential Unit (page 18).



September

MS 24 Hour Mega Swim founder Carol Cooke wins gold at the London Paralympics (page 17).

More than 100 Lend Lease team members paint, revamp the garden and fix awnings at our residential units at Watsonia, Victoria and Lidcombe, NSW.

Held our annual meeting with our NSW branches.



October

Award Go for Gold Scholarships to 55 people with MS so they can achieve their dream (page 16).

MS Art Exhibition highlights the positive impact art has on the lives of people with MS.

Grant of \$98,000 extends our peer support initiatives in Victoria (page 10).



November

Increased competition has an impact on the 31st annual MS Sydney to the Gong Bike Ride. Our huge thanks to 350 volunteers and the 10,000 participants.

National MS Needs Analysis Survey Report provides insight into the needs of 2,900 people living with MS (page 20).

Relocate our Chatswood office to North Ryde and North Sydney.

December

760 volunteers participate in Christmas gift wrapping at 22 Federation shopping centres.

Andrew White wins the prestigious John Studdy Award and Ian Pennell is appointed a life member of MS Australia (page 25).



January 2013

Inaugural MS Colour Dash has almost 2,500 participants and raises more than \$166,000, with the support of 150 volunteers (page 28).

223 people affected by MS participate in our NDIS survey to influence the scheme.

Jan Staunton is appointed General Manager Brand and Marketing.

Nigel Caswell is awarded a Medal of the Order of Australia.

February

Robyn Hunter succeeds Jim Carroll as CEO.

At our second annual Red Ride, 12 participants raise \$129,372.

4,000 supporters raise \$613,176 at our MS Melbourne Cycle event.

Join with Motor Neurone Disease Australia and Cystic Fibrosis to speak up on behalf of people with MS at the Senate hearings for the NDIS Bill.

Adriana Grasso raises more than \$140,000 thanks to her home town of Shepparton (page 28).

March

Subcontract allows us to continue providing our successful Employment Support Service.

Michelle O'Sullivan is appointed Head of Human Resources.

Begin rolling out MS NDIS Engagement forums in the Barwon and Hunter regions to educate and inform.

Apri

Win another \$85,000 for a second year of funding for peer support initiatives.

Partner with Goulburn Valley Health to start an MS Clinic for the Shepparton region (page 10).

Facilitate workshops with ACT Medicare Local to better understand the needs of people with a neurological disorder.

Win a Youngcare at Home grant for a power wheelchair and in-home respite.



May

Raise \$1.7million from the MS Walks and Fun Runs in Canberra, Melbourne and Sydney, smashing our original target of \$1.1 million (page 27).

MS 24 Hour Mega Swim and squash and racquetball events reach the milestone of \$5 million raised since the first event was held in 2001.

June

Trusts and Foundations donations reach a record of just under \$1 million.

Ruth Hawkins is awarded a Medal of the Order of Australia in the Queen's Birthday Honours (page 25).

Final touches are made to our new MS Shop in Tuggeranong, ACT, so we now have 12 MS shops throughout the ACT, NSW and Victoria (page 26).



CEO'S REPORT

We have had an incredibly busy year, achieving much and meeting many challenges as we forged ahead with our plan to address changes in both our internal and our external environments.

We understand the impact of MS better than anyone and through our services offer the best physical and emotional support for people living with MS and their families.

I would particularly like to highlight the dedication and commitment of our skilled workforce and the generous time committed by our volunteers. On my appointment as CEO in February, several members of the Executive team really stepped up to complete higher duties, to ensure we continued to 'hold the ship steady'. There's no doubt that you, the people affected by MS, need our organisation. We need to be here for the long term to continue to improve lives. We remain steadfast to our core reason for being: to improve the lives of people affected by MS.

Our performance

In changing times, our dedicated teams of professionals remain committed to delivering in areas that are of value and are needed by clients. We are focused on understanding the needs of people affected by MS and on better meeting these needs however we can. In this Annual Report, we review how we have performed in meeting our core priorities over the past financial year. We started with a small budget surplus, thanks to measures we put in place in the 2011-12 financial year. An outline of financial performance is covered on pages 30-33, including both our performance and the performance of our subsidiary Australian Home Care.

Our financial performance includes a deficit and also the actions we have taken to ensure we are targeting a break-even position in the 2013–14 financial year and a modest surplus in following years. We have kept a firm hold on expenditure, with a solid asset base through which we have been able to weather this year's period of revenue uncertainty.

We have provided \$315,000 to MS Research Australia for medical research. We have also provided \$23.2 million in services to a client base of 13,868, encompassing education, information provision, community services, and residential and respite services.

We renewed State Government funding agreements with NSW (\$4.9 million) and Victoria (\$9.7 million). We have always relied on fundraising



revenue for supplementing government funding. This year, we saw more competition for donor dollars than ever before, and this increase is reflected in our fundraising revenue. I would like to acknowledge the outstanding contribution made by our Fundraising and Marketing teams. In an ever increasing competitive environment, our amazing teams have raised a total of \$14.36 million. In Sydney, on Australia Day we added the Colour Dash to our fundraising calendar, and we have confirmed the event for Melbourne and Canberra next year. Also, Trusts and Foundations support doubled, whereby it had a record achievement just short of the \$1 million mark.

During the lead-up to the close-out of the existing Strategic Plan, the Executive and Board undertook a comprehensive process of review and analysis before launching a new Strategic Plan for 2013–2018, focusing on a sustainable MS Australia — ACT/NSW/VIC and building on our most valuable assets: our people. We're facing monumental changes in our environment, due to person-centred funding, and we will be championing the needs of people affected by MS by ensuring we are positioning the organisation as a high-quality MS specialist that is providing services that span the lifetime needs of people.

Robyn Hunter Chief Executive Officer MS Australia — ACT/NSW/VIC

EXECUTIVE

'Meet our Executive

Robyn Hunter

Chief Executive Officer

Christine Challis

Acting Chief Operating Officer

Neil Harbottle

Acting General Manager Finance and Administration

Dr Elizabeth McDonald

Medical Director

Jan Staunton

General Manager Brand and Marketing

Michelle O'Sullivan

Head of Human Resources

Christine Laurie

Acting Regional Manager Northern NSW

Deborah Farrell

Acting Regional Manager Victoria

Ann Lehmann

Regional Manager ACT - Southern NSW

Michael Miers

Company Secretary

Special thanks

With the change of CEO in stepped up to act in higher roles. They are doing an excellent job of ensuring we maintain a steady focus on our plan.

We also recognise the contributions of the following senior managers who moved on in 2012–13:

• Jim Carroll

- Jim Carroll former Chief Executive Officer **Ken Sharpe**
- Corporate Services
- Paul Towers Funding and Fundraising
- Michael Beilby
- **Andrew Long**

Our community teams

We understand the impact MS can have on an individual and on that person's family and carers. Therefore, it's our mission to minimise that impact and to offer the best physical and emotional support we can to the person living with MS and to his or her family.

Our community teams provide holistic assessment and specialist consultation to ensure clients have their needs and goals identified and met. Community team services include immunotherapy, symptom management, counselling support, therapeutic support, practical assistance, forging of connections, coordination of services, planning ahead, and organising respite options. A number of specific programs are also offered, including peer support, education events and financial assistance.

Every MS journey is different. Our people and resources are dedicated to providing specialised services to minimise the impact at every point in the journey. We offer our knowledge of MS in a variety of ways and via our MS specialised staff. We also operate a number of offices in both metro and rural regions, and hold a collection of information resources.

During the 2012–13 financial year, our community team staff members contributed the following total hours of service:		
Occupational Therapy	5,317	
MS nursing/Community Support Work (including immunotherapy)	10,969	
Physiotherapy	5,646	
Clinical Psychology	850	
Neuropsychology	1,906	
Social work/ Community Support Work	10,145	



When I read your article about the types of MS, in the Spring 2012 issue of *Intouch*, I was chuffed to learn that the type of MS I have is known as Progressive-relapsing MS. Thank you! - David, NSW

At the end of the phone Keeping in touch

Every month, MS Connect, our information and support service, has approximately 700 contacts with people affected by MS, as well as with their family members, carers, health professionals and other service providers.

Our staff are trained and experienced in assisting people affected by MS at the time of diagnosis when the individual is feeling overwhelmed, and throughout his or her journey with the disease.

Of the 9,400 contacts for the year, more than 50 per cent were from people living with MS, and 80 per cent of the contacts were made over the phone. However, the MS Connect team also sent emails. worked face to face, and sent out mail or replied to letters.

The most requested topics included information about:

- our services
- MS and the progression of the disease
- immunotherapy options.

During every contact, we provided expert MS-specific information, advice and support. Although MS Connect is our central point of referral to our MS health professionals, it also specialises in linking people living with MS to the appropriate community services and to the support best suited to their needs and the outcomes they would like to achieve.

Publishing Intouch is the key way we stay in contact regularly with clients and with the MS community. Each quarter, we print approximately 13,000 copies, and mail out 11,000 of them to people living with MS as well as to their family members, carers and health professionals and to our generous supporters. The remaining copies are distributed via our staff, MS Connect and MS Community Shops.

Intouch magazine has an estimated readership of 40,000 nationally, plus an online international readership, and readers' ages range from 15 to 75.

The aim of Intouch is to engage, educate and motivate by way of including:

- information about our organisation and its services
- the latest news, treatments and research related to MS
- practical advice about how to maintain a healthy and active lifestyle while managing the impact of MS.

Intouch is also a way for people living in a rural or remote area to access the information they need within their own community.

As one happy reader wrote, "Congratulations to all involved in Intouch magazine, Winter 2012 – it's a bumper issue with many great articles and contributions."

NSW telemedicine facility

In a forward-thinking project in which technology is used, the clients of neurologist Dr Michael Barnett no longer have to travel to Sydney for a consultation. The project exists thanks to a of Sydney's Dubbo-based School of Rural Health, which opened in early 2013.

The multi-disciplinary neurological clinic is being run using teleconference audio-visual technology so that Dr Barnett can be linked with his patients who live in regional NSW.

wendy Smith, our MS Nurse and Community Support Worker, is based in Orange and travels to Dubbo to facilitate the clinic.

"It's great for Dr Barnett's clients," she says, "because they no longer have to incur the cost of travelling to Sydney for an appointment if they choose not to."

Research Institute (BMRI) in Alfred Hospital and MS Australia the University of Sydney's School of Rural Health.

in Dubbo and are connected to a specialist multi-disciplinary team located in a dedicated telemedicine room at the BMRI in Sydney,"

Wendy says. "I also talk with clients before or after their appointment, and discuss management of their MS along with any problems to

New MS Clinic

The first ever nurse-led clinic specifically designed to suit the needs of people with MS living in the greater Shepparton region was opened at the Goulburn Valley Hospital on 15 April 2013. It was established as a result of the forging of a partnership between Goulburn Valley Health (GVH) and MS Australia - ACT/NSW/VIC.

Once a fortnight, an MS Community Nurse is located within the GVH's Integrated Care Services suite of ambulatory clinics. Our nurse works with existing medical practitioners and referral pathways to facilitate collaborative care planning and enhance communication among key stakeholders involved in the clients' care.

During the first three months of the fortnightly clinic, 12 people who are affected by MS and five carers accessed the service. We anticipate an increase in numbers by way of ongoing promotion.

"It's been tremendous"

Once a fortnight, Julie Sleeman, one of our MS Community Nurses, makes the four-hour round drive from Bendigo, where she lives, to the Goulburn Valley Hospital, at Shepparton.

"It might seem like a lot of driving," she laughs, "but at least when I arrive I get to see clients in the one place." To understand Julie's relaxed attitude to her long commute, it's helpful to understand that her territory encompasses Victoria's Loddon-Mallee region and, in addition, that the Goulburn valley is home to some 400 people who live with MS. "I still visit people in their homes, but in having them come to the hospital, my overall travel time is reduced."

Indeed, the aim of the clinic is to increase access for the Hume region's residents who are living with MS to receive support by way of having a central location. The clinic staff facilitate referrals within the GVH services and to external community providers.

"It's been tremendous," Julie says, "because I have the opportunity to work alongside health professionals such as physiotherapists, occupational therapists, social workers, and nurses who specialise in continence issues and movement disorders."



Julie confirms that the service she offers is the same as the one she delivers to people in their home: providing education and support, helping clients understand their medications and advising clients about how to manage their symptoms and how to navigate the health system. Also, she re-assesses clients after a relapse or as their condition changes.

"I also make sure I follow up via the phone or email," she adds, "and my approach is about self-management and wellness."



Reaching rural areas

Early in 2013, we appointed Kate Harding as Peer Support Project Officer, a position funded by way of a Victorian Department of Health grant to help establish more Peer Support Groups in rural areas.

Kate has been able to establish groups in South East Gippsland and in Warrnambool. She has also been working on setting up groups in Portland, Wangaratta and Horsham and in the Gisborne-Castlemaine area.

"All our groups are run by people affected by MS who volunteer and who've been provided with specific training and support via MS Australia -ACT/NSW/VIC," Kate says.

Providing peer support

Most people who live with MS find it a relief to meet other people who have MS and to share experiences and swap information, and during the 2012-13 financial year, we assisted almost 850 people who are affected by MS.

Through our Peer Support Program, we enable people who have MS, and their family members and carers, to discuss their experiences and feelings knowing they will be listened to and understood.

This exchange of practical and emotional support can be helpful for a person who has MS in coming to terms with the disease, managing his or her symptoms and living well with MS. We facilitate these connections in the following ways:

Peer Support Volunteers are people living with MS, or their family members or carers, who have been trained to support other people via phone calls, face-to-face

- meetings, and social media and online support. Clients are able to choose the type of support that suits them.
- Peer Support Groups are convened by people who have MS, and include family members and carers. The groups usually meet once a month, and although the aim is to provide social interaction and support, many groups also invite MS health professionals and other experts to speak.
- Social media and online support are useful for people who have restricted mobility or are geographically isolated. A trained Peer Support Volunteer is available for forums and conversation via a chat room. This year, we also promoted three Facebook communities: for carers and family members, young carers, and people living with MS. The initiatives have proved to be popular.



Finding other people was helpful, and when we shared our stories, they made me laugh.



- Melissa, diagnosed with MS in 2012

Imparting wisdom gained

Name: Vicki Bell

Age: 53

Lives: Euroa, Victoria

Diagnosed with MS: 1999, age 39

I became a Peer Support Volunteer in 2002, and I'm one of the longest-serving volunteers. I'd divorced a year before I was diagnosed, and my children were ages 11, 13 and 15. It was a difficult time and I was stressed. One day I got flu symptoms, and the next morning when I woke I couldn't walk. Before I was diagnosed with MS, I was planning my life after my divorce, and I wanted to study psychology. Of course, MS changed all that. I couldn't walk for six months, but I'm lucky: I only have leg weakness that requires me to use a crutch at times. I also have fatigue, and bladder and bowel dysfunction.

I heard about the Peer Support Program, and I underwent the training. I realised early on that most people who are newly diagnosed just want to meet other people who have MS and find out how they're getting on with life. I've supported about 50 people over the phone – but face to face is much more satisfying, which is why I was one of the founding members of the Benalla Peer Support Group, which services the Hume region. Our first meeting was held in February 2007, and we have 12 members.

The strength of the group is in allowing people to be able to impart the wisdom they've gained over the years. They can tell someone newly diagnosed about where to go for support such as physiotherapy and medical aids. For people who are newly diagnosed, it's terrific to meet people and learn you can have MS and still have a good life.

People living with MS are among the most courageous people you could ever meet. I encourage people to get involved in peer support, because it's one of the most fulfilling things you can do.





Inform and support

By sharing our expertise via our education programs, we support people who have MS – and their family members, carers and health professionals – to make informed choices.

When people are first diagnosed with MS, they need to learn how best to deal with the sudden change the course of their life has taken. Information can come thick and fast from doctors, family and friends. They may even seek advice from 'Doctor Google' but which information can they trust? That's when our experts can help.

We run a comprehensive education program so we can help people who are living with MS to build their capacity to live well. Also, we look beyond the individual by aiming to build capacity in the mainstream systems so that people who are living with MS can be provided with appropriate support, care and treatment.

We build this capacity by:

- providing up-to-date information
- enabling people to make informed choices
- encouraging people to self-manage.

We have an Education Coordinator servicing Victoria and another Education Coordinator focusing on NSW and the ACT. Both the coordinators organise face-to-face information sessions, teleconferences, chat rooms, education sessions that are recorded and broadcast via our website, wellness events, and family camps.

The coordinators not only use the expertise of our own team, which includes MS specialists; they build partnerships with agencies and groups such as Maurice Blackburn Lawyers, the YMCA, and local municipal and shire councils.

The focus of every session is on helping people understand MS and manage their symptoms. To this end, the purpose of the programs is to address strategies for managing fatigue and stress and to discuss healthy living programs, continence changes, early cognitive changes, sleep problems, legal and financial matters, and mobility options.

Peer Support Groups involved

In 2012–13, we encouraged our Peer Support Groups to host education sessions so we could deliver face-to-face sessions at a greater number of locations.

The benefits were that:

- the Peer Support Groups had the opportunity to have a guest speaker at their meetings
- programs were promoted locally so that people who have MS could not only hear about the education session; they could learn that the Peer Support Group exists
- the Peer Support Groups had the opportunity to increase their membership
- we could run the education sessions because attendance was guaranteed.

News and research updates

We use the MS Library to educate people who have MS, as well as health professionals, by keeping our collection of books and publications well stocked and sourcing accurate and current information online. Each fortnight, we email our newsletter entitled *MS Library Update* to our staff members, and once a month, we email the newsletter to 254 of our clients and 281 external health professionals.

The newsletters include links to MS-related news items, research news, new webcasts, online resources, and each issue of our quarterly magazine *Intouch*.

In 2012-13, the MS Library also:

- processed more than 200 loans
- handled 530 reference queries about MS-related information
- re-organised the library to make it easier for people to browse in and to search for books in the library's online catalogue
- mailed books on request and included a return-post envelope to make it easier to return each book
- improved our collection of e-books.



I learnt more about Primary Progressive MS by reading the first two articles you sent than I've learnt over the past three years. – Martin Stowe, diagnosed with MS in 2009

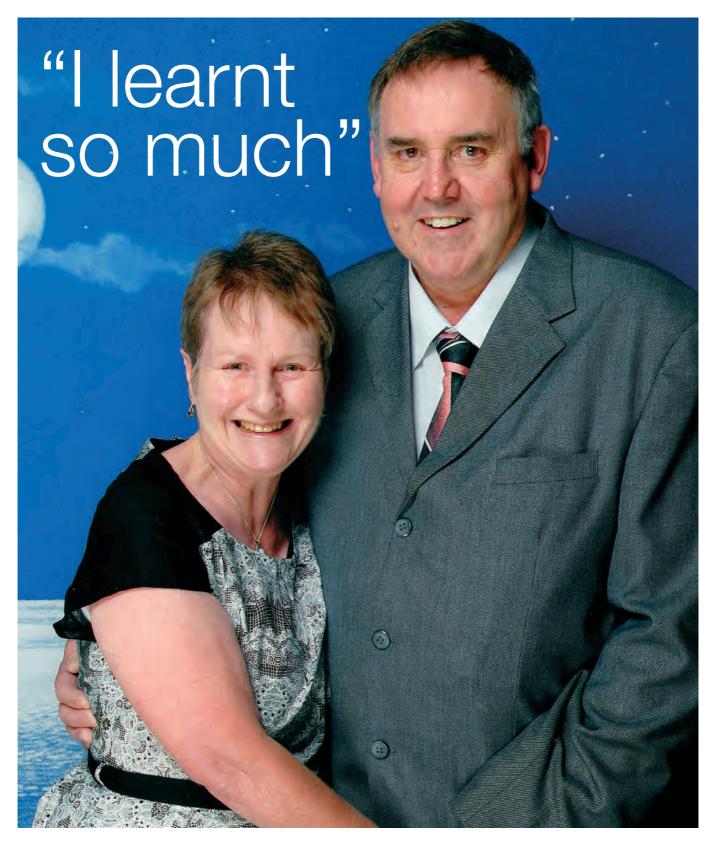


Education programs in 2012–13

1,125 clients, carers and family members attended 84 face-to-face sessions. More than 90 people participated in 15 teleconferences, 5 chatrooms and 6 web streams.

187 people accessed education programs via our website.

66 programs were held for health professionals.



Through conducting our education sessions, we helped John Stalling understand the impact that Primary Progressive MS is having on both his body and his mind. John, 59, lives in Glenbrook, NSW with his wife Gwen and was diagnosed in August 2012. However, he can trace his symptoms back to 2000, when he first experienced weakness in his legs. Today, he uses a walker, and his symptoms include fatigue, incontinence, cognition problems, weakness in his arms, and difficulty hearing.

In October 2012, he joined a continence-care teleconference and was so impressed he's since attended several education sessions. "Teleconferences are great, because any person in Australia can participate," John says. "You don't feel you're alone

and isolated, yet you can sit at home, listen and take notes. The teleconferences have assisted me to better manage my MS."

John also participated in a teleconference about managing fatigue as well as one about superannuation and insurance, and he and Gwen attended a face-to-face session about memory and thinking changes in people who have MS. "It helped me to understand what John is going through and how he absorbs information more slowly because of his MS," Gwen says.

The couple also attended an event for carers. "I learnt so much about why I need to nurture the carer," John says. "Gwen needs respite and time to go out with the girls."



Breaking the barriers

Through our MS Employment Support Service, we help people either stay employed or seek employment so they can support their family and maintain their quality of life.

The past financial year has been a period of challenges and ultimately success for our MS Employment Support Service (ESS). During the year, we provided ongoing support to more than 250 Victorians who are living with MS.

According to the Australian MS Longitudinal Study, 90 per cent of people who have MS are employed at the time of their diagnosis and leave work prematurely because of issues caused by MS. As Stephen Jolly, Manager, Employment Support Service, MS Australia -ACT/NSW/VIC, points out, the barriers that people who've been diagnosed face in gaining or maintaining employment aren't due to lack of skills or work experience. "The barriers are caused by the condition," he says. "Some 50 to 80 per cent of people who have MS leave full-time employment within 10 years of being diagnosed. Addressing the employment barriers that are due to the effect of MS symptoms is the key to being supportive of people who have MS so we can help them remain employed."

In July 2012, we tendered to continue delivering our 'specialist' Multiple Sclerosis Disability Employment Service (DES) – Employment Support Service (ESS) in the contract period 2013-18. However, we were unsuccessful so Stephen looked for alternative avenues of funding. "Because the contract to deliver the specialist service ended in March 2013, we sought a meeting with the Federal Minster in November 2012." He met with the Honourable Kate Ellis, MP, Federal Minister for Early Childhood, Childcare and Youth and Minister for Employment Participation, to highlight the employment service's unique strengths. "We pointed out how the MS community would suffer if this specialist service were to cease. Subsequently, we were introduced to Job Futures, the only national network of community-based and not-for-profit organisations that's providing employment, training and related services."



Some 50 to 80 per cent of people who have MS leave full-time employment within 10 years of being diagnosed.

In March 2013, we became a member of Job Futures, and under a subcontracting arrangement we are continuing to deliver this unique specialist MS Employment Support Service.

MS ESS expands

As a result of our relationship with Job Futures, we are planning to expand into NSW and the ACT in 2013-14. Drawing on staff expertise and knowledge of the effects of MS, the ESS team members help people who have MS to manage their symptoms at their workplace. "We can also support workers when they tell their employer about their MS, and can provide employers with MS-specific advice and education. If a person isn't working, we might be able to use the ESS to assist by identifying suitable employment, writing a resumé and rehearsing interview techniques," Stephen says.

- The ESS supported 309 people who were living with MS to either maintain their employment or enter the workforce.
- ESS staff levels increased by about 50 per cent.
- The team made 24.389 contacts with individuals who were accessing the service, providing a total of 15,337 hours of support.
- The ESS used its funding to buy 654 pieces of equipment that had a total value of \$618,740, compared with the 2011–12 figures of 469 pieces of equipment that had a total value of \$317,783.

Member of





Name: Rob Mackay

Age: 40

Employed: Project Manager,

Kane Constructions

Diagnosed with MS: 2004, at age 31

I'd had trouble running, and I couldn't walk very far. I was already working for Kane Constructions, so I kept them in the loop. Initially, my MS didn't have an impact on my work, but I spend a lot of time walking around large building sites. I have Primary Progressive MS, and as I got worse, my manager modified my role so I don't have to walk as much. I also do some work from home.

At the end of 2011, I had an infection that resulted in my having to use a wheelchair. I couldn't drive, and driving's a big part of my work. I contacted the Employment Support Service, and they were great. They organised hand controls for my car, a course about how to use the controls, and the driving test. They also sourced funding for a wheelchair hoist.

Because fatigue is a problem, they rearranged my home office so it'd work better, provided storage, and improved the lighting. I have to wear business shirts, which I'd been finding difficult to iron due to the heat and fatigue, so they arranged for the ironing to be done. I'm married with three young children, so rather than increase my fatigue trying to help my wife the ESS organised for a cleaner to come in.

When I returned to work, I used crutches or a three-wheel scooter. I had a few falls on site, so the ESS arranged for me to trial a manual wheelchair that had a new power-assist device. Without the help of the ESS, I'd find working extremely difficult.



Name: Alan Shaw

Age: 65

Employed: Customer Service Advisor,

Kent Transport Industries

Diagnosed with MS: 1988, at age 40

I have Primary Progressive MS and I've been using a wheelchair since 1996. I moved on to an electric wheelchair two years later and started working from home because I was finding it too difficult to go to the office. I've always been in customer service and I like interacting with people, so I find work rewarding.

About three years ago, I reduced my time to 10 hours a week and considered retiring because I can use my left hand only. Fatigue is also a problem, and I have a high level of pain in my lower limbs, which is increased due to heat and cold.

I discussed these issues with a physiotherapist from MS Australia – ACT/NSW/VIC, and she organised for an ESS consultant to visit me. As a result, the ESS consultant and a representative from ComTEC – which provides technological advice to people who have a disability – appraised my home office. The ESS consultant then organised funding for a smaller keyboard; a larger screen; a track-ball mouse, so I could use the mouse without moving my arm; and software called Dragon Naturally Speaking, which I use to dictate letters.

I also received a wireless laptop so I could work in different parts of the house, and big-button phones which can be cordless and hands free.

Through these improvements, the increased mobility helps with my heat and cold sensitivity because I can move to a cooler or warmer room.

It's also great if fatigue means I need a day in bed or I have a hospital stay as I can still be productive. The ESS has been such a help, and the technology has given me so much freedom. It's tremendous to be able to keep on working.

Go for Gold and 24 Hour Mega Swim

When people live with MS they face numerous challenges, but it's also essential they hold on to their dreams. Go for Gold Scholarships is a unique program through which we can help people with MS turn those dreams into a reality.

Since Go for Gold began in 2001, we have awarded more than 500 scholarships to people who are living with MS in the ACT. NSW or Victoria and who wish to follow a dream in one of the categories of employment, sport, travel, education and the arts. In 2012-13, thanks to the participants and volunteers who took part in the MS 24 Hour Mega Swim and events, we were able to award a Go for Gold Scholarship to 55 people who have MS. Meet Judy Collman, 57, one of the 2012 winners, who applied in the sports category because her garden provides exercise.



I'd recommend other people apply for a scholarship because it's a chance to rediscover something you love.



- Judy Collman, diagnosed with MS in 1998



I was diagnosed with MS in 1998, when I was 42. I have 'atypical' MS and I've only had one severe relapse but it left me with weakness in my right side. I use a walking stick and if I kneel, I find it impossible to stand up again unless someone helps me. Before I had MS I was a keen gardener and my husband Rod and I built a house

on a one-acre block in Nimmitabel, near Cooma, in NSW. I'd created a good garden but I had to abandon it when I was diagnosed with MS. I tried to keep gardening, but I couldn't dig for more than five minutes without having my right leg get tired. Eventually, I gave the gardening away altogether.

In recent years, I've seen raised garden beds on gardening shows on TV, and I started thinking I'd like to garden again. I figured I could garden if I had a raised bed, but I'm on a disability pension so a raised bed was outside of my budget.

When I applied for a Go for Gold Scholarship last June, I never expected to win and I was so excited to get the phone call. The scholarship was enough to pay for three raised beds. Fruit and vegetables are my passion and I wanted three beds, because with three I'm able to rotate crops. I had the first one built just before summer. and it was so exciting to plant it up because I can stand or sit while I'm working. The silverbeet and garlic grew well. Just this week, I planted my spring seeds including rhubarb and strawberries. I tend to the garden every day which means the results of the scholarship are something that brings me joy every day.

I'm so grateful because it's wonderful to be able to adapt around your disability so you can do something you enjoy doing. Thanks to the scholarship, I'm having a second chance to experience the satisfaction I feel when I nurture a seed into a seedling and watch it grow. I'd recommend other people apply for a scholarship because it's a chance to rediscover something you love.

During 2012–13

26 scholarships were awarded to people living with MS in NSW/ACT.

25 scholarships vere awarded to people living in Victoria.

Most scholarships were to the value of \$3,000 and the otal scholarship pool was \$155.000.

14 Mega Swims and events were held in NSW, Victoria and the ACT.



As a teenager, Carol Cooke dreamt of swimming at the Olympics. Although that didn't happen, in September 2012 Carol's gold-medal dreams came true at the London Paralympics when she won the Individual Road Time Trial. "I didn't really believe it until they put the medal around my neck," Carol recalls.

It's fitting, then, that Carol, who was diagnosed with MS in 1998 at age 36, is the driving force behind our MS 24 Hour Mega Swim program. In 2001, Carol was approached to raise money for the fledgling Go for Gold Scholarships program. "I talked my swim club into conducting what I thought would be a one-off fundraising event at Fitzroy Pool."

The club raised \$22,000 from the event, which was so popular it inspired what has grown into today's highly successful 24 Hour Mega Swim program. These days,

Mega Swim includes squash and racquetball events and is conducted in several cities and more than \$5 million has been raised since that first event held in 2001. "That year, there was me and four or five other women, who I'd roped in to help run it, so it's terrific to see how much it's grown," Carol says.

To be eligible for a scholarship, you must be a registered client and have submitted an application. In 2012 we held an award ceremony in each region. The recipients proudly received their scholarship and shared their achievement with their family members and friends, the 24 Hour Mega Swim community hosts, and people who organised and supported the fundraising. We wish to thank all the sponsors who helped make the ceremonies memorable, and to congratulate the recipients.



Home and away

We offer supported residential and respite options and are aiming to extend the respite options across our regions. We aim to provide services that are suited to people living with MS so they can maintain their independence and regain their zest for life.

As part of improving our residential and respite services, we recieved donations from trusts, foundations and generous donors to pay for the residential rooms at the Studdy MS Centre, Lidcombe to be renovated to a more contemporary standard.



"New lease on life"

Name: Mark Martinuzzo

Age: 55

Lives: Studdy MS Centre, Lidcombe

Diagnosed with MS: 2007

Mark moved into Lidcombe in 2009, and is thrilled by the makeover. "The residence is more modern now," he says. As a result of the renovation, Mark has an en suite, so he has more privacy and everyday living is easier.

"I chose coffee and beige as the colour scheme. Before living here, I had a house painted in those colours so it now feels more like home." The colour scheme is complemented by new, modern-style beds and blinds. "You wouldn't think they're hospital beds," Mark says.

Mark and his father plan to redecorate the Centre's common area using nostalgic black and white photos from the golden years of Hollywood. "The change gives you a new lease on life. After years of seeing the same thing day in, day out, your surroundings become a bit mundane."

Mark is also a keen gardener and tends to more than 30 potplants in the shared garden, which is for the enjoyment of all the residents. Gardening has been a fantastic creative outlet for Mark, and he uses it to help break up the monotony of day-to-day life.

He has also recently been enjoying external art classes. "Just because you're in a wheelchair doesn't mean you can't enjoy life. Why hide away? It's important to get out and be known. The art class leaves me feeling on top of the world. I feel productive and that I'm a normal member of society."

The art classes are part of an initiative aimed at increasing the number of outings for the Studdy MS Centre residents, and Mark is looking forward to the many more outings to come.

Residential services provided during 2012–13

VICTORIA

Watsonia Shared Supported Accommodation: 10 residents
Williamstown Shared Supported Accommodation: 10 residents
McKinnon Shared Supported Accommodation: 6 residents

Respite is offered at our Watsonia facility and at five other facilities, which are operated by external providers and are located in Melbourne and throughout Victoria, in Bundoora, Ocean Grove, Beaumaris, Bellfield and Gippsland. In total, 2,222 respite days were provided in the facilities, using a total of 17 beds.

Also in Victoria, in-home respite is offered under a government agreement, and during the year, 2,601 hours were provided as part of that initiative.

NSW

Lidcombe Shared Supported Accommodation:

7 residents, and funding for respite Some 94 people who live with MS accessed respite, staying for an average of 13 days.

NDIS: what a reform!

It was an exciting time when the National Disability Insurance Scheme was transformed from an idea to a reality and the scheme opened its doors in four launch areas, on 1 July 2013.

We spent a good deal of the past financial year partnering with the Neurological Alliance of Australia to lobby government and help shape the National Disability Insurance Scheme (NDIS) so it would meet the needs of people who are living with MS.

The National Disability Insurance Scheme promises to provide individualised funding in order to take a lifelong approach to supporting people who have a disability. Before NDIS, the type of support that was allocated depended on the number of places that were available in a limited number of programs. Under NDIS, funding is provided so that people can get reasonable and necessary care and support, based on their individual needs, goals and aspirations.

This care and support will be tested and evaluated in the following areas:

- 1. NSW: the Hunter area, including Newcastle for all eligible residents
- 2. Victoria: the Barwon area, including Geelong for all eligible residents
- 3. South Australia (for children)
- 4. **Tasmania** (for young people)
- 5. ACT: scheme will launch 1 July 2014 with full coverage by July 2016
- 6. WA: two-year launch of the scheme commencing in July 2014 in the Perth Hills area for residents of the Kalamunda, Mundaring and Swan local government areas
- 7. NT: commencing with residents of the Barkly region from July 2014 and progressively rolls out from 2016 to 2019, for all eligible residents
- 8. Queensland: a progressive roll out from 2016 to 2019, for all eligible residents

Getting the scheme to this stage has taken the passion and commitment of many individuals and organisations, and the scheme is a testament to their perseverance.

In 2012-13, we created opportunities to:

- influence decision makers about the needs of people who are affected by MS
- contribute practical solutions so that the characteristics of MS are understood
- raise concerns when the rules might be a barrier to receiving appropriate and relevant supports
- become involved in discussions at Senate Committee hearings about issues that people who are affected by MS have experienced in relation to disability services, and offer potential solutions.

The three key milestones were that:

- 1. the NDIS Bill was introduced in Federal Parliament in December 2012
- 2. on 21 March, the NDIS Bill received royal assent when the Bill passed through Federal Parliament

3. on 15 May, Federal Parliament introduced legislation to partly fund the scheme from the DisabilityCare levy. As the scheme is rolled out, we will remain actively involved in providing ideas and feedback so that the needs of people who are affected by MS can be met.



We will continue our work by holding more conversation forums in the Barwon area as well as in the Hunter region

Moving forward

In April and July 2013, we hosted a series of conversation forums in the Barwon area of Victoria to help the MS community understand the scheme's various constructs in preparation for the launch on 1 July 2013.

In 2013–14, we will continue our work by holding more conversation forums in the Barwon area as well as in the Hunter region of NSW, during which we will offer people who are affected by MS the opportunity to:

- discuss their eligibility and check their eligibility using the NDIS My Access Checker
- talk about how to guide their discussions with the NDIS representatives in relation to the types of support that the people who have MS are using, and discuss their goals and their needs that are not being met.

We have:

• registered to be an NDIS service provider in the Barwon and Hunter launch areas so we can deliver the necessary types of support to the participants who choose us to be their service provider.

We will also:

- continue providing our existing government-funded disability services and the services currently funded by us in areas that are not NDIS launch sites
- monitor the experiences of people who have MS who live in one of the launch areas, gather information and stories in order to understand the issues and gaps, and advocate appropriately
- learn as much about the scheme as we can so we can continue to advocate to ensure we are getting the best result from the NDIS for people with MS.

Speaking up about needs

The results of the National MS Needs Analysis 2012 provide deep insights into the most challenging elements of living with MS. We will use the findings from the survey to back our fight for the rights of people living with MS and as a blueprint for how best to serve the MS community.

Almost one in five people affected by MS struggle to have the basic home modifications and equipment they need in order to manage their symptoms. For almost half of them, the reason is that they can't afford to purchase and install the things they need.

The next-most prominent needs are for assistance in managing MS at the workplace, in order to be able to stay in employment, and advice about financial planning and benefits. Counselling and peer support are also important, especially for people who are newly diagnosed.

These insights were revealed in the findings from the National MS Needs Analysis 2012, which was the result of social and applied research commissioned by MS Research Australia and which was one of the most comprehensive studies of its kind. Some 2,900 people participated in the survey – more than 12 per cent of Australians living with MS. They resided throughout Australia, in an area classified as urban, regional, rural or remote; their ages were mixed; and they were at different stages of their MS journey, so the survey was a robust and representative piece of research.

Qualitative focus groups were used to create five groups of needs, and the quantitative questionnaires were used to identify key findings against each group. Here, we have highlighted points from the five areas of need.

Education and Information

- More practical information is required about things such as financial management and the kind of assistance available, services, and how to manage symptoms.
- The information has to be easy to understand and accessible online.
- Teenagers and children living with somebody who has MS need age-appropriate information.
- People want the community to better understand what MS is.
- More information is needed about the kinds of respite available.



Emotional

- Easier access to psycho-social services is needed, such as counselling and peer support, both physically and financially, and family counselling for children is also needed.
- More variety is needed in peer support different times and locations, and through a range of online, face to face, video link and telephone – with people who are like-minded and at a similar stage of their journey.



Environmental

- More reliable public transport and taxis are needed as well as better access to them.
- Better access to wheelchairs is generally needed.
- A wide variety of affordable equipment is needed in relation to things such as computer aids, home and car modifications, and better heating and cooling.
- Affordable assistance with domestic duties and outdoor maintenance is needed.



Employment and Financial

- Education is needed in relation to symptom management at the workplace, as well as advice about workplace adaptations and equipment.
- · More flexible work hours are needed.
- Financial assistance is needed so people can stay at work.
- More information about employment is needed for both people with MS and their employer.



Service

- Greater access is needed to dieticians, massage therapists, psychiatrists and speech pathologists.
- Better access to services is needed for people who live away from the city.



Through this robust research, we are better able to understand how we can support the needs of people with MS – whether we support them by providing the service directly ourselves, establishing expert-provider panels, partnering with community groups that can meet the needs, or helping people with MS tell their story to key decision makers.

How we help you

The insights gained from the National MS Needs Analysis helped shape our Five Year Strategic Plan. The Plan has been designed to prepare the organisation to succeed in the evolving, dynamic and more competitive environment of person-centred funding. We are excited about the new possibilities this offers us to minimise the impact of MS on the lives and dreams of our current and future clients.

Our people and resources are dedicated to providing specialised services at every point in your MS journey. Following is an outline of what we offer:

Newly Diagnosed

It's a day you'll always remember, but you can't possibly prepare for. Our role is to be there from the beginning and for every day after. 'First Contact' is our way of providing services from the start – even when you just suspect something is not right.

- Latest research
- Information and education resources
- Connections
- Counselling
- MS community

Living Well

MS is unpredictable and inconsistent. Day-to-day living is much as it always was, but occasionally there will be days that are not so good. We are here to help smooth the bumps. Our role is to do the background work and provide support services. We play as small a role as possible, but we are always there when you need us.

- Act now to minimise the impact of MS
- Symptom management
- Healthy living
- Practical assistance
- Employment advice



Facing the Challenges

There is no choice about having MS, but you can certainly choose how to manage it best and minimise its impact on you and your family. Day-to-day services become more important in living life as independently as possible. Our job is to help find and access the specialised MS services that suit you best.

- Planning ahead
- Presenting options
- Coordination of services
- Working together for best outcomes
- Home modifications
- Mobility and assistive technology

More Support

From First Contact, our most important role is to ensure that no-one faces the challenges of MS alone. Should those challenges require 24/7 support, we will still be there for you. Most people prefer to continue living at home and we make that possible with access to high quality, flexible, specialist care services that are designed for people affected by MS. If specialised residential care is ever required, we have that covered too.

- In-home services
- Flexible respite
- Residential care
- Family support



MS Awareness Month

This year's MS Awareness Month, held during May, was highly successful. It generated unprecedented attention about two main issues: the need for researchers to find a cure and the type of support services that people who have MS require.

The Kiss Goodbye to MS (KGTMS) campaign was launched in Sydney on 30 April 2013 and continued throughout the MS Awareness Month of May, culminating in World MS Day on 29 May. This is the fourth year of KGTMS, and the challenge was to wear, dare and share all things red during May in order to increase the community's understanding of MS and to encourage people to raise funds for research and services.

In Sydney, the fundraising events included a dinner hosted by Network Ten newsreader Sandra Sully at the China Doll restaurant; in Melbourne, comedian Tim Ferguson hosted a dinner at the Red Spice Road restaurant. (In Brisbane a fundraising dinner was held at Gianni's Restaurant.) Dozens of lunches, trivia nights and individual fundraising events were also held.

The corporate community joined in by illuminating public buildings in red throughout May. Melbourne's GPO, Canberra's Telstra Tower and Hobart's Wrest Point Casino glowed red. While in Brisbane, the night sky was painted red courtesy of the Conrad Treasury Casino, King George Square and other buildings.

On 22 May, a seminar was held in Sydney for health professionals working with people with progressive MS and on 23 May, 30 people attended a health professional day at The Nerve Centre in the Melbourne suburb of Blackburn. Presentations were given by neurologist Dr Neil Shuey; Dr Elizabeth McDonald, Medical Director of MS Australia – ACT/NSW/ACT; and Professor Marita McCabe, from Deakin University.

On World MS Day, to thank supporters, MS Research Australia hosted a cocktail reception at Kirribilli House, the Prime Minister's Sydney residence. The evening was hosted by Network Ten presenter Kath Robinson, and our Patron in Chief, Her Excellency Professor Marie Bashir The Governor of New South Wales was guest of honour.







Some examples of media attention

The fundraising dinner held at Sydney's China Doll restaurant was covered in *The Sun-Herald.*

The Daily Telegraph featured a story about Emma Giunti, a person who has MS. MS Ambassador
Jessica Gray
was featured in
Practical Parenting
magazine.

Comedian Tim
Ferguson and author
Jillian Kingsford-Smith,
who have MS, were
interviewed on Channel
7's Weekend Sunrise
and Tim also made an
appearance on Channel
10's The Project talking
about World MS Day.

More than 17,000 friends were made on the Facebook page during the Kiss Goodbye to MS campaign! At national level, MS Australia led the push by encouraging people to engage on Facebook, Twitter and Instagram.



Megan's mighty mowdown

A NSW mother of three, Megan Healey, captured the public's imagination and was dubbed The Mower Mum when she undertook her daring fundraising adventure 'Megan's Great MS Mowdown'.

Her journey on a ride-on mower from Melbourne to Sydney became a highlight of the Kiss Goodbye to MS (KGTMS) campaign.

With the backing of her husband Brian and their children Sydney, 12; Leilani, 10; and Finlay, seven, Megan visited 25 towns over 16 days. Her family accompanied her for part of the journey, and she was also helped by an enthusiastic crew of friends. "I wanted to show my children that even if you have a disability, you can accomplish great things," Megan says.

During her stop in Canberra, Megan was met by Senator the Honourable Kate Lundy on the lawns of Parliament House and was also a special guest at a fundraising dinner held at the Novotel Hotel.

On World MS Day, 29 May, Megan's mowdown culminated in a reception held at the Westmead Millennium Institute. When she arrived there, she was greeted by Brian and the children along with her friends and supporters; MS researchers; and Mr Geoff Lee, the NSW Member for Parramatta.

The reception received a great deal of media attention, including a live cross to Channel 9's *Today* show. Lawnmower company Briggs and Stratton donated to Megan the Ferris mower she'd ridden, and also donated a

\$10,000 cheque to her KGTMS fundraising account. Megan not only captured the hearts of Australians; she raised more than \$50,000.

Here are some highlights of the media attention that Megan generated:

- During the lead-up to Megan's mowdown, she was the subject of a story on Channel 7's Weekend Sunrise, and her children were part of a panel on SBS-TV's Insight program about young carers.
- On the day of Megan's departure from Melbourne, she was the subject of a live cross on Channel 9's Today, and her arrival in Sydney on World MS Day was also covered.
- Megan's departure was also covered on ABC News 24, ABC Breakfast News, ABC1 News, Channel 10 News and SBS News, as well as in *The Herald-Sun* and *That's Life* magazine.
- En route, Megan generated media attention, including for many regional newspapers and in the form of regional-radio and TV interviews.
- Megan's arrival at the Westmead Millennium Institute was covered by media representatives from Channel 9's Today, ABC TV, The Daily Telegraph and local Parramatta papers, and she was interviewed on three radio programs.

Sharing their expertise

We rely on our volunteers to suport our many programs and events, ranging from visiting people with MS in their home to wrapping Christmas gifts in shopping centres.

Their aim is to educate, motivate and advocate, and our 52 MS Ambassadors do these things and much more every time they give up part of their day or evening to attend an event. They range in age from 24 to 68, and during 2012–13, they collectively reached approximately 1,272,100 people. However, before they can help raise awareness of MS and generate funds to support people living with MS, they undergo a comprehensive training process. They first have to appear before a selection panel, and they then undergo

orientation and training, which encompass topics such as information about MS treatments and management, and training in media skills and public-speaking skills.

This year, they presented to groups such as community groups, groups at educational institutions, groups in hospitals, secondary-school students, and groups in the corporate sector. MS Ambassadors also supported many of our programs such as the MS Readathon and the MS Walks and Fun Runs.

MS Advisory Council expands

The MS Advisory Council (MSAC) now operates in Victoria and NSW. The NSW chapter re-established on 7 November 2012. The meeting was attended by five people and was chaired by Mike Hemingway. Mike has since been appointed the Chair of MSAC NSW, which has seven people on its council.

Mike was diagnosed with MS in 2003 and for 13 years has been working as Director, Market Insights with the National Australia Bank. He was a founding member of Foundation 5 Million Plus, the community-fundraising initiative of MS Research Australia.

Meanwhile, Andrew White has continued as Chair of the Victorian chapter of MSAC. This year, in a bid to gain feedback from people who are affected by MS and who live in a rural area, the Victorian chapter added two people from a rural location to the council, as well as two young carers.

MSAC provides the Board members and leaders of MS Australia – ACT/NSW/VIC with direct input from the perspective of people with MS as well as from the perspective of their carers and families. During the past year, MSAC members have worked together and met regularly with our representatives.

Mike Hemingway is Chair of MSAC NSW.

Projects they have focused on include:

- an examination of the needs of carers via the MSAC Carer Project page on Facebook
- an examination of how the MS organisation might more effectively connect with and meet the needs of people who have recently been diagnosed with MS
- a review of our website and the website of our national organisation, MS Australia, with the aim of providing feedback about the websites while they're being improved.

ACT Advisory Board

The ACT Advisory Board continues to represent the interests of residents of the ACT and southern NSW who have MS. The Advisory Board meets six times each year to receive reports from managers and the two MS support groups that meet in the ACT. Two Board members are also Directors of the MS Australia – ACT/NSW/VIC Board and represent the views presented to the ACT Advisory Board. They also support the team in the ACT and host events such as the 24 Hour Mega Swim, the MS Walk and Fun Run and the Go for Gold Scholarship presentations.

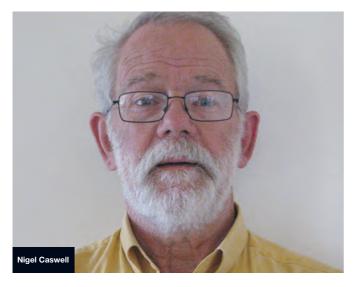
We are so grateful to the 3,500 individuals who volunteered a total of 117,310 hours during the past 12 months.

660 volunteers in NSW and Victoria made a total of 12,000 visits to older people who are socially isolated and living in a residential facility.

194 Peer Support
Volunteers supported
people living with
MS by making phone
calls, moderating
online forums and
acebook, and organising
face-to-face support
and carers' groups.

Volunteers contributed
a total of more
than 14,000 hours
visiting a person
with MS, supporting
staff members with
administration,
assisting in MS social
programs, and visiting
an MS facility to
support its activities.

Some 2,300 volunteers supported our fundraising events, from wrapping gifts in shopping centres at 9pm to turning up at 5.30am to set up for MS Walks and Fun Runs.





Proud of our award winners

The hard work of two of our volunteers, Nigel Caswell and Ruth Hawkins, was acknowledged with honours during the year.

Nigel, who is an MS Ambassador, a member of the MS Advisory Council Victoria and the president of People with Multiple Sclerosis Victoria, was awarded a Medal of the Order of Australia (OAM) in the 2013 Australia Day Honours.

Diagnosed with MS some 20 years ago, Nigel also volunteers on several hospital committees in Melbourne as well as for his local emergency-relief organisation and on behalf of marriage and funeral celebrants – no surprise, then, that he was awarded his OAM for service to the community

through a range of organisations. "I was excited and embarrassed," Nigel says.

Later in the year, Ruth, the founder of our popular MS Singers choir, was awarded a Medal of the Order of Australia in the Queen's Birthday Honours. Ruth began the choir at The Nerve Centre, Blackburn, eight years ago, but it's only one of the voluntary projects she's involved in throughout the community. She was awarded the OAM in recognition of her community services for the City of Maroondah, which is the area she lives in. The MS Singers have about 12 regular members, and Ruth is both choir leader and accompanying pianist.



2012 John Studdy Award

Andrew White, Chair of the MS Advisory Council Victoria, was the winner of the 2012 John Studdy Award. The purpose of this acclaimed annual award is to recognise an individual's outstanding, consistent and selfless service to people with MS. The person who nominated Andrew wrote, "His extraordinary contributions to the MS community include informal and formal roles. Andrew was a member of the MS Society of Victoria from 2001; he joined the Multiple Sclerosis Advisory Council soon after, and was appointed Deputy Chair in 2005 and became the Chair in 2010. Andrew has been a real voice of people with MS ... bringing to the Board concerns and issues that otherwise may not have been heard."



MS Australia life member

lan Pennell, who is Vice President of the Board of the national MS organisation, MS Australia, and a Director of our organisation, MS Australia – ACT/NSW/VIC, was recently made a life member of MS Australia. Ian has been playing an important role in the MS organisation in the ACT for 13 years and has also been deeply involved in MS Australia and our organisation. Throughout the time he has held various positions at the three organisations, Ian has shown extraordinary leadership, commitment and dedication to serving people with MS by helping to deliver the highest standards of management and governance.

MS Shops perform well

We owe it all to our teams of shop volunteers and managers and to the people who generously donate clothes and bric-a-brac. Without their support, we wouldn't be able to report that the MS Community Shops' value and contribution have continued to increase.

This financial year, we worked towards opening one more new 'style' shop, which we opened in Tuggeranong in the ACT on 15 July 2013. This means we now have 12 shops in the network.

The shops' total annual income increased by 21.7 per cent, up from \$1.1 million, year on year, to \$1.39 million, and the net profit increased from \$208,000 to \$250,000. These increases reflect the investments we made in new shops during the previous financial year. We estimate that a new shop requires nine months in order to reach its full earning potential.

In all, we now have six new 'style' shops, in which the customers' experience is comparable to one they would have in a gift store, and six pre-existing style shops, each of which looks more like a traditional 'opportunity shop'.

In 2012–13, we also continued our strategy of employing a manager for each retail outlet. The strategy has proved successful, because each new shop now has an experienced paid manager to lead its team of volunteers. Most of the volunteers undertake a four-hour shift, although many work longer hours.

We also employed a paid manager at the Mildura shop, and that shop is now the source of a significant contribution to the network, having had its total number of sales over the year increase by 2.2 per cent.

Also, the shop managers have implemented strategies based on the types of donation they'll accept, whereby they favour items that are of good quality and in near-perfect condition.

You can find our shops on Facebook, and we now have 171 friends who follow our posts, which include notification of our volunteers' achievements and any items of value that are on sale.

More than 290 volunteers worked a total of 61,485 hours in our 11 MS Community Shops this financial year.

In 2012–13, the shops:

Had a total
annual income of
\$1.39 million, up
from \$1.1 million in
2011–12 and a
year-on-year increase

Made a net profit of \$250,000, up from \$208,000 in 2011–12, and a year-on-year increase of 20 per cent.



Experience pays off

Having had a 40-year career in retail, Graeme Cleator joined our MS Community Shop in Bendigo as manager 10 days before its opening on 8 June 2012. "I helped Kerry Reiter-Lynch [Retail Shops Support Manager, MS Australia – ACT/NSW/VIC] and her volunteers to set up," Graeme says.

After starting out working in a Coles Variety Store, Graeme rose up the ranks to become area manager. He also managed a Reject Shop and ran a book-distribution company with his wife. "I love retail," he says. "I particularly enjoy the people, the variety of goods that come through, and watching trends in areas such as fashion."

Before he joined our MS Shop, he managed a St Vincent de Paul shop. "That was the first time I'd managed mature people," Graeme says. "In my other jobs, the staff were younger than 30, whereas most of our 23 volunteers have retired – they have a great work ethic."

Graeme was pleased that the shop was a success from the moment it was opened. "In our first year, our contribution to MS services was \$58,000 after our sales and expenses. We also developed a solid customer base we can build on."

The Bendigo shop is one of the new stores in the 'gift shop' style. "Customers ask whether we buy our stock, because our shop doesn't look like an 'opp shop'."

Graeme believes that customer service is an essential part of the shop's success. "Customers come in for a chat. When they leave, they're happy because they've bought a bargain and had a pleasant experience. That means they'll come back and they'll tell their friends."

Graeme also values the volunteers. "They're vital to our success; we can't run the shop without them, so I make sure they enjoy the work."

Passionate pursuits

We rely on the generosity of the public in order to raise money so we can deliver a broad range of services to people who live with multiple sclerosis. That's why we are proud of our iconic fundraising events and other key fundraising campaigns.



WALK-

Rewarding publicity

- The MS Walk and Fun Run received coverage in local papers in NSW, Victoria and the ACT, including stories about former VFL footballer Tim Ryan in The Herald-Sun, the Waverley Leader and the Baimsdale Advertiser.
- The event also generated radio coverage, from 666 ABC Canberra, 3AW Melbourne, 2GB Sydney, 2UE Sydney, MMM and Fox FM Melbourne, and WS and MIX FM Sydney, to name a few.

Walk and Fun Run smashes target

This year, \$1.7 million was raised from the annual MS Walk and Fun Run, and the event's fundraising goal of \$1.1 million was exceeded by \$600,000. The event was a huge success, attracting 11,400 participants, and took place throughout Melbourne, Sydney and Canberra on Sunday, 2 June. However, it couldn't have been the success it was without the help of some 400 volunteers who braved the cold front that swept across south-eastern Australia on the day.

The Melbourne MS Walk and Fun Run started out wet, but just as it got underway, the sun started shining. Tim Ryan, 30, a former VFL footballer who now lives with MS, walked with his wife Leanne and new baby daughter Quinn. Tim had to stop every 20 metres, but he persevered for four hours in order to complete the five-kilometre course.

Adriana Grasso and her team members raised more than \$147,000 – the highest fundraising amount of any team in the history of the event! Meanwhile, Mick Hogan and his 90-strong team Hogan's Heroes took part for the fourth year in a row and raised more than \$46,000.

In Sydney, Hyde Park was a muddy quagmire, but participants danced to the zumba music and walked in the rain. Highlights included a heartfelt speech delivered by David Galea, an MS Ambassador; an appearance by the Honourable Andrew Constance, MP, NSW Minister for Ageing and Disability Services, who came to support Bruce Frost, a constituent who has MS; and the fact that

Home and Away actor Lisa Gormley ran the eight-kilometre course to honour a friend's aunt who has MS. Outstanding NSW fundraisers included the team members of Camp Saliba, who raised \$20,000, and top individual fundraiser Nicole Beath, who raised almost \$8,700.

Despite some wild weather, the Canberra event had an upbeat vibe as participants gathered at Rond Terrace, ready to take the much loved bridge-to-bridge route around Lake Burley Griffin.

We would like to congratulate and extend our thanks to everyone who was involved, whether you volunteered, donated, participated and/or raised funds.

MS Walk and Fun Run

THIS YEAR
Funds raised:
\$1,734,812
Participants:
11,400
Volunteers:
400

SAME AND THE PRINCIPATION TO THE



Surrounded by family, friends and a supportive community, Adriana Grasso and her team members raised more than \$147,000 – the highest fundraising amount ever for an MS Walk and Fun Run.

Diagnosed at only 26, Adriana returned to her home town of Shepparton, Victoria. "I needed time to work out what I was going to do," she says.

While Adriana was adjusting, she took part in her first MS Walk and Fun Run in 2012, and within a matter of weeks she had managed to raise \$10,000. "I realised I had two choices: I could feel sorry for myself or I could help out." She then set her sights on raising funds for this year's event. Adriana and her team organised a luncheon that included a raffle for a Vespa motorcycle donated by a local business. More than 370 people attended, raising a staggering \$140,000 and kicking off her fundraising efforts. "I've been overwhelmed by the generosity of the community," Adriana says.



The sun shone for the inaugural annual MS Colour Dash, held on Australia Day 2013 on Sydney's Darling Harbour. The event was declared a triumph because almost 2,500 participants, who were supported by 150 volunteers, raised more than \$166,000.

Mitchell Pearce, Sydney Roosters Vice Captain and NSW State of Origin halfback, officially started the event and spoke to media representatives on behalf of MS Australia – ACT/NSW/VIC.

As requested, most of the participants wore white, and some came in fancy dress. One participant, Brendan Crozier, a psychologist who used to work for our organisation, ran the course in a wedding dress and heels.

All the participants passed through purple, pink, blue and yellow 'colour' stations, at which volunteers showered them in coloured powder. The first runner completed the five-kilometre course in fewer than 30 minutes.

After each participant crossed the finish line, he or she was given a bag of green powder and a bag of golden-yellow powder. On a disc jockey's instruction, the participants threw the powder into the air, creating a cloud of colour, so great media coverage of the event was ensured.

The event was so successful we will be extending it to Melbourne and Canberra in 2014. The MS Colour Dash will be a part of Australia Day activities. In Melbourne, the course will wend its way around the Docklands; in Canberra, the participants will follow a scenic route around beautiful Lake Burley Griffin; and in Sydney, we'll be returning to spectacular Darling Harbour!

31st MS Gong ride

Almost 10,000 cyclists took part in the MS Sydney to the Gong Bike Ride on 4 November 2012, raising more than \$3.8 million. In the current competitive fundraising environment, this was viewed as being a good result, considering that a competitor had run a cycling event three weeks before. After 2011's successful 'Battle of the Banks', industry leagues were introduced so workplace teams could compete in order to raise the most money. Fundraising battles were fought between teams in the banking, mining, IT and construction industries. Many employers matched funding as companies strived to get their names on to our fundraiser-leader boards.

The team that raised the most funds was SBS BA Cycle Safari, made up of staff members from the broadcaster SBS and its partner Broadcast Australia. The

The team that raised the most funds was SBS BA Cycle Safari, made up of staff members from the broadcaster SBS and its partner Broadcast Australia. The 163 team members brought in more than \$153,348. The Downer Soft Cogs came a close second, raising more than \$151,484. In individual fundraising, Stephen Renkert, Geoffrey Hilton, Graeme Barclay and Errol Neish all raised amounts well in excess of \$20,000

Our thanks go to the 350 volunteers who made the day such a success. We also want to thank the NSW Police, the Ambulance Service of NSW, the St John Ambulance Service, the NSW Volunteer Rescue Association, NSW Roads and Maritime Services, and Transport NSW Sydney Trains for their ongoing support.



Uplifting support



It's extraordinary that each year, hundreds of individuals rally family members, friends and colleagues in adventures and endeavours so they can raise money to help people living with MS.

Whether the function is in the form of a cake stall, a fundraising dinner, an open garden, a raffle or a night of burlesque entertainment, it's a wonderful way for many people to come together to stage community fundraising initiatives, often in support of a loved one who's living with MS.

This financial year, throughout the ACT, NSW and Victoria, thousands of people took part in community fundraising events and raised a total of more than \$629,415.

The following were among the more adventurous events:

- The 14-hour swimming crossing of the English Channel by Tori Gorman on 20 July, from which she raised \$60,000; Tori has friends who have MS.
- The non-stop rowing crossing from the Canary Islands to Barbados by Tim Spiteri in January to honour his mother Rhonda, who has MS; Tim raised \$12,960.
- The epic cycle from Falls Creek to Darwin by Marq Hayes, Malcolm McKinnon and John Kerby in April and May, from which they raised \$12,500; Marg's partner Bruce has MS.
- The epic cycle from Perth to Ballarat by Ralph and Peter Kiel in memory of their mother, who had lived with MS; they raised \$40,000.

We would like to thank the many people who take the time to raise funds to support people who are living with MS.

Art Union and direct-mail campaigns

This year, six Art Union raffles took place throughout the ACT, NSW and Victoria and generated \$852,830. They consisted of four large raffles and two Club MS member-only raffles.

In addition, we organised four direct-marketing appeals in order to raise awareness of the challenges that can be brought to people's lives as result of MS. We were honoured by the response, whereby approximately 18,400 generous donors contributed a total of more than \$1.4 million. The average donation was \$76.

Trusts and Foundations

This financial year was a bumper year for Trusts and Foundations, which raised almost \$1 million. This is the most we've raised in any year! In all, there were 116 grants to the value of \$990,284. Because of these grants, we were able to undertake projects such as the purchasing of equipment for people who have MS; the purchasing of new beds and hoists for residential units at Watsonia and Williamstown; and the refurbishment of the residential unit in the Studdy MS Centre in Lidcombe. We also signed a three-year lease on a new stationwagon to take people who have MS to appointments in Sydney, and funded mission services such as the Peer Support Program, MS Connect, education, Wellness Days, and Family Camps.

MS Readathon

The 33rd MS Readathon was held during August 2012. and 300 schools participated in it. We run the event throughout the ACT, NSW, Victoria and Queensland on behalf of MS Queensland. We officially launched the readathon during our inaugural live webcast, which was hosted by Jennifer Byrne, publisher and the presenter of the ABC's First Tuesday Book Club program. A total of 4,835 people took part and raised a total of \$309,694.

There were dozens of heart-warming stories, such as the story of Linda Caswell, who was diagnosed with MS almost 11 years ago. Not only did Linda encourage all her friends and family to support her reading efforts; she held an eight-hour reading marathon in the local Coles, Strathpine supermarket. Supported by her husband David, Linda raised an incredible \$3,528. Meanwhile, fellow Queenslander Jacob Krayem, who at the time of the Readathon was 10 years old, was the individual who raised the most funds, tallying \$7,365.



At a glance

Through our fundraising events, we provide funds for services and support that people who have MS need in order to live well.

MS Sydney to the Gong Bike Ride

Funds raised: \$3,846,036 Volunteers: 332

MS Melbourne Cycle

Volunteers: 240

MS 24 Hour Mega Swims, Squash and Racquetball

Funds raised: \$1,024,861 Participants: 2,935

Today Tonight; John Robertson, NSW Opposition Leader; Volunteers: Sourced from our venues and community supporters such as Lions, Rotary and Kwianis clubs

CONCISE FINANCIALS

Our diversified income streams mean that we continue to operate from a position of strength.

However, we also rely on fundraising in order to cover the shortfall in government funding to provide services. The sector as a whole is under-funded. The National Disability Insurance Scheme (NDIS) will see the amount of funding doubled, but we are working on the assumption that there will still be gaps and that we will still need fundraising revenue in the future, especially for vital mission services such as MS Connect, the Peer Support Program, education and advocacy.

Fundraising is very competitive. We are market leaders in the fundraising space, but our competitors are closing in. We can't rely on fundraising growth, and we are being conservative in our outlook.

We receive less government funding in the ACT and NSW than in Victoria. We need to position ourselves to capture the new funding opportunities that the NDIS will provide.

The graphs at right, show a detailed breakdown of our income sources, and the year-on-year performance captures the swings and roundabouts in revenue.



MSL revenue 2013

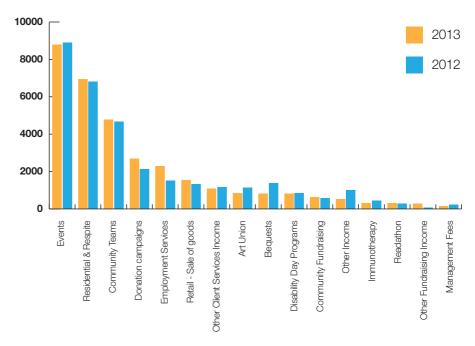
- Fundraising
- Government Funding
- Donations and Bequests
- Retail
- Pharmaceutical
- Other Income



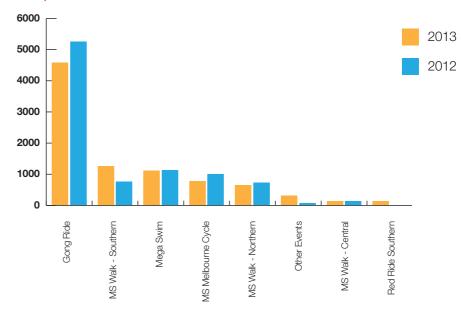
MSL expenditure 2013

- Expenditure on Mission
- Expenditure to Raise Funds
- Administration

Comparison of MSL income by revenue stream in 2012 and 2013



Comparison of MSL event income in 2012 and 2013



The following pages contain our consolidated annual financial statements for the year ending 30 June 2013, for both Multiple Sclerosis Limited (MSL) and Australian Home Care (AHC).

Multiple Sclerosis Limited and its controlled entities Statement of comprehensive income

For year ended 30 June 2013

	Consolidated	
In AUD	2013	2012
REVENUE		
Fundraising		
Donations	2,697,850	2,138,461
Bequests	821,525	1,386,476
Art Union	852,830	1,139,458
Events	8,784,131	8,898,596
Community fundraising	629,415	587,595
Readathon	309,694	268,106
Other fundraising income	269,114	72,359
Rendering of services – Multiple Sclerosis Limited		
Residential and respite care		
Government funding	6,751,699	6,582,045
Fees from residents	205,233	216,380
Other income	(14,277)	5,422
Community teams		
Government funding	4,705,951	4,574,877
Other income	69,206	76,202
Immunotherapy	314,243	433,293
Disability Day programs	806,608	844,300
Employment services	2,284,091	1,517,548
Other client services income	1,074,291	1,169,401
Corporate services		
Management fees	133,554	162,260
Retail – sale of goods	1,547,895	1,325,009
Rental income	135,844	137,422
Other corporate services income	3,079	49,765
Rendering of services – AHC		
Homecare income	51,594,198	58,203,469
Cleaning and laundry income	41,114,339	34,704,184
Changes to deferred consideration payable		
to the vendor of the Nationwide business unit of AHC	_	321,290
Other income	697,545	392,599
Total revenue and other income from operating activities	125,788,058	125,206,517



Multiple Sclerosis Limited and its controlled entities Statement of comprehensive income (cont.)

For year ended 30 June 2013

	Consolidated	
In AUD	2013	2012
EXPENDITURE		
(a) Expenditure incurred by Multiple Sclerosis Limited		
Fundraising expenses	7,924,608	6,718,256
Residential care expenses	7,920,714	7,314,304
Community care expenses	7,043,899	6,888,546
Immunotherapy expenses	676,772	843,573
Disability Day programs expenses	993,676	1,016,361
Employment services expenses	2,190,719	1,421,128
Other client services expenses	4,181,220	4,222,072
Retail expenses	1,343,292	1,138,300
Corporate expenses	847,418	1,385,521
Other expenses	855,888	1,646,550
(b) Expenditure incurred by AHC		
Homecare direct expenses	38,648,218	41,779,569
Cleaning and laundry direct expenses	32,253,718	26,688,059
Corporate and regional overhead expenses	21,776,862	22,844,105
Total Expenditure	126,657,004	123,906,344
Total Expenditure Share of losses of equity accounted investee	(986,305)	123,906,344 (1,034,059)
Share of losses of equity accounted investee Surplus/(deficit) from operations	(986,305) (1,855,251)	(1,034,059) 266,114
Share of losses of equity accounted investee	(986,305)	(1,034,059)
Share of losses of equity accounted investee Surplus/(deficit) from operations Finance income	(986,305) (1,855,251) 236,409	(1,034,059) 266,114 397,574
Share of losses of equity accounted investee Surplus/(deficit) from operations Finance income	(986,305) (1,855,251) 236,409	(1,034,059) 266,114 397,574
Share of losses of equity accounted investee Surplus/(deficit) from operations Finance income Finance expenses	(986,305) (1,855,251) 236,409 (123,691)	(1,034,059) 266,114 397,574 (260,978)
Share of losses of equity accounted investee Surplus/(deficit) from operations Finance income Finance expenses Net finance income Total surplus/(deficit) for the year Other comprehensive income Items that may be reclassified subsequently to surplus or deficit:	(986,305) (1,855,251) 236,409 (123,691) 112,718 (1,742,533)	(1,034,059) 266,114 397,574 (260,978) 136,596 402,710
Share of losses of equity accounted investee Surplus/(deficit) from operations Finance income Finance expenses Net finance income Total surplus/(deficit) for the year Other comprehensive income	(986,305) (1,855,251) 236,409 (123,691) 112,718	(1,034,059) 266,114 397,574 (260,978)

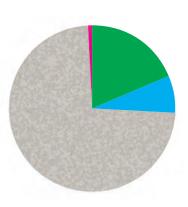
Multiple Sclerosis Limited and its controlled entities Consolidated statement of financial position

As at 30 June 2013

7.6 dt 66 6d16 2616	Consolidated	
In AUD	2013	2012
ASSETS		
Cash and cash equivalents	2,403,894	1,180,356
Trade and other receivables	9,346,414	9,272,893
Total current assets	11,750,308	10,453,249
Investment in equity accounted investee	-	881,704
Property, plant and equipment	17,350,056	17,924,897
Intangible assets	16,139,855	16,425,307
Available-for-sale financial assets	3,467,803	3,908,280
Total non-current assets	36,957,714	39,140,188
Total assets	48,708,022	49,593,437
LIABILITIES		
Bank overdraft	1,904,764	2,712,571
Trade and other payables	5,376,171	5,803,833
Employee benefits	13,104,060	11,441,120
Deferred income and funds in advance	7,500,436	6,684,508
Loans and borrowings	220,330	249,630
Provisions	217,174	629,569
Total current liabilities	28,322,935	27,521,231
Employee benefits	1,155,319	1,351,731
Loans and borrowings	291,468	510,155
Total non-current liabilities	1,446,787	1,861,886
Total liabilities	29,769,722	29,383,117
Net assets	18,938,300	20,210,321
Net assets	10,900,000	20,210,021
Members' funds	40,000,500	10.070.005
Accumulated surplus	18,229,562	19,972,095
Fair value reserve	636,960	166,448
Bequest reserve	71,778	71,778
Total members' funds	18,938,300	20,210,321







comprehensive income



Multiple Sclerosis Limited operating as MS Australia – ACT/NSW/VIC ABN: 66 004 942 287

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