Annual Report 2019

Supporting people to live well with MS

Contents

Our ‘Go for Gold’ Scholarship program helps people living with MS to pursue their dreams.

We believe that focusing on achieving a goal is a great way to build a stronger sense of wellness, focus on positive outcomes and a fantastic opportunity to inspire others at the same time.

In 2018 the program awarded 29 people with a scholarship in different categories including sport, travel, education and arts.

Ameera Lee Sport

You can read Ameera’s scholarship story on page 14.

Message from the Chair

> It gives me great pleasure to present the 2019 Multiple Sclerosis Limited Annual Report, my first since being elected Chairman in February 2019.

During the year, we welcomed John Blewonski, our new Chief Executive Officer. John has made an immediate impact on the organisation, initiating the development of our new strategic plan which I will have great pleasure in launching at our Annual General Meeting.

Our strategic plan has given careful consideration to what the organisation should look like in order to have the greatest impact for people living with multiple sclerosis, responding to the emerging and evolving reform environment, and ensuring that MSL remains a viable, relevant and sustainable organisation.

The strategy will also bring an enhanced focus on trusted stakeholder relationships, to ensure MSL is positioned as a "go to" organisation in the provision of services and at the same time, the strategy supports the need for ongoing diversification of our funding including from government, fundraising and fee-for-services income in order for MSL to remain financially viable and sustainable into the future.

The strategy also prioritises building MSL's internal capacity to drive innovation and future business development opportunities, and where appropriate bring a strong commercial focus to the marketised service environment in which we now operate.

The development of our new strategic plan saw the Board review the proposed divestment of the Nerve Centre in Blackburn and relocation to Box Hill. Consideration of future development opportunities is underway with the focus on identifying the best utilisation of the site to support the delivery of our future Operating Model. During the year, the Board also finalised the divestment of its investment in AHCS which will allow us to provide a stronger focus on the delivery of our strategic agenda.

This financial year a new Governance Statement was adopted, providing a robust plan for oversight and decision-making by the Board. The creation of several new Board Committees has ensured that every aspect of MSL operations are able to be closely aligned with our strategy and through the Community Engagement Committee of the Board we have been able to strengthen the link between the Board and the MSL Engagement Councils.

The Board was also pleased to appoint Adriana Zuccala as a Director this year. Adriana brings professional experience in commercial property development, funds management, law and as a not-for-profit Company Director.

This year, after six years on the Board we farewelled Denise Cosgrove who returned to her native New Zealand to take up a new CEO role. Also, after almost two decades of involvement with the wider MSL family we farewelled Ian Pennell as a Director. Over the journey, Ian has selflessly devoted incredible time and skill to support people living with multiple sclerosis and we thank him for his very significant contribution.

I extend my thanks to my fellow Directors for their ongoing support and commitment to our work, and on behalf of the Board I would like to thank our staff for their strong commitment to our mission in responding to people with multiple sclerosis.

Garry Whatley
Chairman

Message from the CEO

> The 2019 Annual Report tells many stories and reflects the commitment of all our staff, volunteers and supporters as they strive to advocate for people living with multiple sclerosis.

It is indeed a privilege to have taken up leadership of such a vibrant organisation at a time of significant challenge and opportunity, as the landscape in which we operate continues to evolve at such a rapid pace.

Significant developments in the diagnosis and management of multiple sclerosis coupled with social, technological, policy and economic trends both globally and nationally, have impacted the landscape that human service organisations operate in. These implications for MS and the organisation's future were considered as part of our strategic planning process in order to ensure that MSL's future directions align with the drivers for change.

The extensive consultation undertaken as part of our strategic plan development involved a broad range of stakeholders, including MSL staff, people living with multiple sclerosis, families, carers and volunteers, as well as peak bodies and external organisations. All were unanimous in describing MSL as being the experts and specialists in multiple sclerosis, providing services and support to the MS community.

Views varied however, about the extent of support that should be offered. This ranged from the provision of expert MS information and education, through to delivering every service that a person living with multiple sclerosis might need.

These are all significant issues which will continue to challenge our thinking and our practice as we continue to provide support for people living with multiple sclerosis and position MSL for the future.

Our focus will be on building people's confidence in the commitment of MSL to support them through the entirety of their journey in all life domains.

Access to the services that our clients need is also important, which includes access to other agencies and organisations (where MS does not provide the service), through a range of effective partnerships.

Similarly, we are focused on raising awareness of MSL in the community and advocating to businesses and government through a solid evidence base, grounded upon customer needs. Leveraging our expertise in multiple sclerosis, we will also be able to support customers living with other neurological conditions through NDIS services.

MSL is led by a Board with formidable commitment to achieving the best outcomes for our clients. The Board has given much thought to determine our directions over the next five years and how we will respond to these challenges. I am confident that our goals can be achieved, and we can effectively respond to the needs of our clients, regardless of where they are on their journey with multiple sclerosis.

My thanks to all our Directors for their continuing leadership and to our staff and volunteers for their dedication and professionalism as illustrated by the stories within this report. I am excited at what lies ahead and look forward to continuing to serve the organisation as we seek to identify innovative responses to meet the needs and achieve the best outcomes for our clients.

John Blewonski
Chief Executive Officer

MSL in numbers

20466

connections were made with the MS community through **MS Connect**

1512

people sought advice from the **MS Nurse Advisor** and **Social Work Advisor Service**

2746

people registered for an educational webinar

592

new people joined the **MS Peer Support Program** to connect with others living with multiple sclerosis

81k

tickets were purchased in the MS Dream Home Lottery

11

MS Peer Support is offered in **11 different languages**

1116

people sought assistance with their **NDIS plans through MSL**

Numbers from the 2018/19 financial year

405

people volunteered for the **Community Visitors Scheme** through MSL, totalling **12459** visits to older people in the community needing friendship and connection

26762

people fundraised **$5,714,176 for MSL** across all major events

29

dreams were made into reality through the **MS 'Go For Gold' Scholarship Program**

824

people spent 4500 hours volunteering at **MSL events** across the country

9494

kms were swam at the **MS 24 Hour Mega Swim**, the distance from Melbourne to Beijing

140 presentations given by **54 MS Ambassadors nationally**

68157 hours

were volunteered at **MS Community Shops** with **43653** items donated to shops across the country

Our services and what we do

- Allied Health (NDIS, My Aged Care)
- NDIS plan and support coordination
- Free MS helpline service (specialist advice and information)
- Wellbeing and Peer Support
- Community Shops
- Education for community and health professionals
- MS Ambassadors
- Residential Care
- Fundraising events and campaigns
- Respite and Carer Support
- Employment support

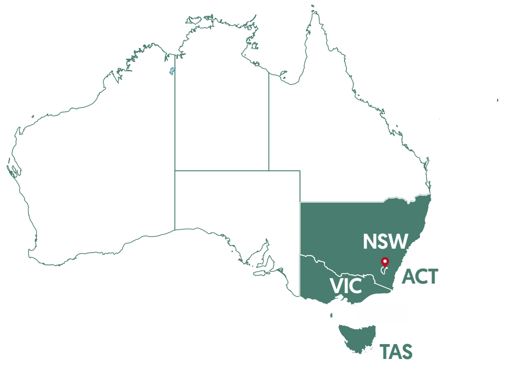
Angelo Lofitis
Chair of the
MSL Community
Engagement
Council of NSW

Meet Angelo

Representing the MS community

Made up of people living with multiple sclerosis and people caring for someone with multiple sclerosis, our Community Engagement Councils have an important job in representing the MS community. All the councils are run by volunteers play a vital role in contributing to the projects and priorities of the MSL Board.

Where our councils are:



Having recently been appointed Chair of the MSL Community Engagement Council of NSW, Angelo Lofitis is clear that his decision to lead the NSW committee was driven by his passion for helping the MS community.

"I've been a massive fundraiser for MSL and I felt like I wanted to be more involved, so I could help explain why MSL is such an important organisation."

Originally joining the Community Engagement Council as a member at the start of 2018, Angelo spent over 12 months learning how the Council works. But once the opportunity arose for him to lead the group, he knew it was something he could do.

"Our chairperson stepped down and I put my hand up because I felt I could do that role. My wife lives with multiple sclerosis, so I have a very strong personal connection to the cause."

When asked what the NSW Council's goal is for the future, Angelo is clear that it's about being there to represent people living with MS.

"Our aim is around communication. There are people in the MS community who still don't know what services are available to them and how they can get help, so our aim is very much communication based at the moment."

Amongst the monthly meetings and advocacy, Angelo's favourite part of his role is talking to people and being an active part of the MS community.

"I've been doing a few keynote addresses at seminars and I'm getting out there meeting the community, and I love it."

An integral part of what we do is to ensure that our services are accessible to people in the MS community, which is why our collaboration with **Alfred Health** and their **MS clinic** is so important.

Seeing our services in action

Held at both The Alfred and Caulfield Hospital, the clinic allows people with MS to see all their medical support professionals in one place.

According to Associate Professor Anneke Van Der Walt, who leads the MS service at Alfred Health, the partnership is hugely successful.

"The NDIS engagement and employment occupational therapists from MSL have become quite an integral part of our service. It is important to us that the MSL staff formed part of our team and we therefore arranged appointments for them into adjunct positions at Alfred Health.

This allows the occupational therapists from MSL to have their own booking template and access Alfred Health services for clients while also linking them with MSL services. You could not have a more ideal situation where hospital and patient support organisations work together," she said.

Alison and Olivia who are supporting the clinic at the moment mainly provide NDIS and employment support for people who attend the clinic. A/Prof Van Der Walt says that many clients with MS, despite having been provided with NDIS information already, find the system very complicated, and being able to talk it through again with someone in person is hugely beneficial.

"For some, negotiating the processes and documents involved with the NDIS can be really overwhelming… so to have someone from MSL go through it with them is incredibly valuable."

"The team also provide us with extremely valuable links with employment support services and all the other MSL services. They are lovely warm people who can provide another listening ear."

A/Prof Van Der Walt says that for her, as a clinician, and the neurologists having direct access to MSL services is also very valuable and important.

"Clinicians also find the whole NDIS system daunting, so having people in the clinic who can explain it is amazing. I think the neurologists at Alfred Health are now much better at supporting people because of the support that we get from MSL."

"We usually have multidisciplinary case conferences at the end of clinics, and having Olivia and Alison there, the care we're providing is much more holistic."

"As clinicians, we don't always understand the system and what the limitations are, or the services available – so having that face to face resource in the clinic is really valuable."

Debbie & Slayde

A much needed family getaway

It can be difficult to explain what multiple sclerosis is at the best of times but when you have an 11-year-old son who wants to understand what's going on, it can get even more complex.

So, when Debbie received an email from us inviting her to an MS Family Camp, she and her son Slayde jumped at the idea.

"He really wanted to go because he wanted to understand what I am going through. It's very hard for them."

MS Family Camps are held over the space of a weekend and their focus is to allow families living with multiple sclerosis to spend quality time together, learn more about common symptoms and meet with other families who are going through a similar journey.

"It actually completely changed the way he understands multiple sclerosis. They played games with the kids where they put cereal in their shoes to try and replicate things like pins and needles and explained to them how it feels, it completely changed his whole outlook."

"He met some awesome friends. The best part was that they got to talk to each other about how their mum or dad was feeling, which I think is so important."

Over the weekend, Debbie was able to make some of her own important connections as well.

"We got to speak about each other's different aches and pains and symptoms. It was nice to just talk to other parents about multiple sclerosis, with people who understand it."

When Slayde found out that the MS Family Camps are funded by the MS Readathon, he signed up immediately so that he could help raise money for other kids to attend a camp.

"I would definitely recommend other families to go on a family camp. It was just amazing."

In August 2018, the MS Readathon was re-launched with a brand-new look and feel, including an interactive fundraising website, avatars, and heaps of resources for schools.

Thanks to the MS Readathon, we were able to run three MS Family Camps – one in NSW, TAS and VIC. 15 families are invited to each camp.

A gift for the future

Like many women who are living with multiple sclerosis, Susan found herself facing a diagnosis in the prime of her life. Working full time, and on the cusp of starting a family with her partner, her diagnosis changed everything.

As her symptoms continued to progress, Susan no longer felt useful and it was a hard transition to go from being busy to being unable to do many things she loved in a short amount of time.

After deciding that she wanted to use her time to contribute to the MS community, Susan got in touch with the MS Peer Support Program.

Joining her local MS Peer Support group, Susan soon found herself applying to become an MS Peer Support Volunteer.

"I find that in life, if you help others, you get much more returned to you".

Once she became involved with the MS Peer Support Program, she slowly started to access other services like MS Nurse Advisor and MS Connect. She even encouraged her family to reach out for support as they navigated her journey with her.

"Since contacting MSL I don't feel alone...I know MSL and my family are behind me all the way. My family and I have attended a couple of MS Family Camps...it's that kind of support that makes a great difference to our lives."

Susan was updating some of her important documents when she decided to leave a gift to MSL in her Will.

It may seem premature for someone like Susan to think about updating their Will, given that she could expect to live for many years, however it was an important step for her to ensure that she can help other people living with MS.

"I wanted to make sure that I can be part of the MSL future, so that the organisation will have the resources to continue to help and support people with multiple sclerosis ....like they've helped me".

In **2018/19** a total of **$1,775,580** was donated to MSL from people who left behind a gift in their Will.

This year **35** people left a gift in their Will.

A helping hand to achieve greatness

Focusing on positive outcomes for people living with multiple sclerosis is a key factor in what we do here at MSL and one of the main reasons that we offer the MS 'Go For Gold' Scholarship Program.

In the last year, we awarded 29 people a scholarship so that they could pursue a dream which enables them to be defined by something more than just their multiple sclerosis.

Scholarships were awarded in these categories:

- The Arts
- Music
- Education
- Sport
- Travel
- Employment
- Lifestyle & Wellbeing

Ameera's story

Ameera is an international para-archer and her dream is to represent Australia in the 2020 Paralympics in Tokyo.

Knowing that she needed to find a way to buy a tailored bow to be able to compete at a higher level and increase her performance, Ameera applied for a 'Go For Gold' Scholarship – and she got it!

Since using her scholarship to buy new equipment, Ameera's personal best improved dramatically and at the start of 2019, she placed first in three heats at the Australian Paranationals.

Where the scholarships come from: The MS 'Go For Gold' Scholarship Program is funded by the MS 24 Hour Mega Swim events. As the title suggests, the Mega Swim events see participants take part in a 24-hour swimathon to raise money and awareness for MS.

Last year, 9494 kms were swam at the MS 24-Hour Mega Swim events, equal to the distance from Melbourne to Beijing.

Ameera attended the Sydney event earlier this year as a way to say thank you to everyone who takes part in the event, which helped further her athletic career.

Spotlight on Liz

Maintaining Support

Keeping your job can be difficult, with almost two thirds of people reporting a loss of full-time employment and income after diagnosis.

The findings of the Living with MS in 2019 – Customer Insights Report suggest that work capacity is significantly affected by the disease's invisible symptoms before any physical disabilities set in.

We are committed to expanding our MS Employment Support Service, so people living with MS can access the program and stay employed for longer.

Maintaining employment is an important part of helping people to live well with MS. Our team provides a range of support, especially assisting with workplace arrangements and comprehensive symptom management. We work with employers to implement strategies such as flexible work schedules, accessibility and making workspaces more efficient and comfortable.

584

people were assisted with their employment this year! And **543** maintained their employment since using the MS Employment Support Service.

There were over 27800 hrs of direct support service provided.

27800

Name: Liz Stenhouse
Team: Employment Support Service

How long have you been working at MSL for?

Just over 6 years.

What do you like best about your job?

I would say it's working with and meeting lots of different people with MS, hearing their stories and working with so many passionate and caring allied health professionals.

The employment support service is able to provide assistance that's tangible and really does make a difference.

I think being able to work is a really important thing for all of us and when someone gets diagnosed with multiple sclerosis they are often in the middle of their working life or just starting out. The news of diagnosis turns everything upside down. Being able to provide support and assistance at such a stressful time in someone's life and give people hope that they can continue working despite some challenges is a real privilege and very rewarding work.

Do you have a certain memory that sticks with you when you think about all the people you've worked with over the years?

There are lots of people who've stuck with me! But I've been working with a particular client for about five years and over this time she has been able to implement all of the strategies we have been recommending around stress management and fatigue management.

It's taken time to get the strategies right and to tweak them. But right now, things are falling into place. She's resting, meditating, exercising, linked with regular psychology and health professional support.

I've been able to meet with her employer and we've been able to get a 'work from home' arrangement which, when she first started the job wasn't on offer. She has ergonomic equipment at work and at home, which helps her manage her symptoms during the day, and recently we were able to arrange for an iPad as a cognitive tool in her day-to-day work. She has come such a long way and doing so well, which is so nice to see. She's also really engaged with other parts of MSL, including NDIS and peer support.

The support we provide is not just about being physically in the workplace, it's holistic, because if you can be well in yourself then it will translate into your work life.

Why do you work for MSL?

My work history as an occupational therapist has predominantly been in neurological rehab in hospitals and community-based health centres.

Working in the not for profit sector and specialising in just one neurological condition has been a really interesting opportunity. Seeing all parts of MSL and having the combination of fundraising, events, education and all the different services that we offer – the full spectrum to support just one disease and one client group – it's actually so unique.

To have all those resources, I think we're really lucky.

Supporting positive outcomes

For many people accessing the National Disability Insurance Scheme (NDIS), the process can be overwhelming and confusing. Our NDIS engagement team are here to break through some of the jargon and wherever possible support our clients to access the NDIS. Our Engagement Coordinators endeavour to make sure our clients receive NDIS Plans that offer them the best quality of life possible from the funding available to them.

Barbara's story

> "MSL understood my story and helped me revise my application...I found the process of admitting what I was like on my worst day particularly difficult, but my Engagement Coordinator was determined to help me get the application right."

Barbara has lived with multiple sclerosis for almost 20 years.

"It was early in 2016 when I asked if I was eligible for funding through the NDIS. I received two different responses, the all too familiar 'no' and then the follow up of 'maybe'," Barbara said.

"I decided to place the NDIS into a basket of 'too hard' and I am too tired to fight another battle."

After spending some time in rehab due to an exacerbation of her symptoms in 2017, Barbara was once again encouraged to access the NDIS.

"Surely, if I read the NDIA literature, met and addressed the guidelines, applied in their required format and had supporting evidence from my clinicians I would be eligible for the NDIS" Barbara thought.

"But the 24 pages of application and evidence was denied."

Feeling disheartened, but knowing she needed to get some help, Barbara contacted MSL.

With her updated application, some new evidence and help from Pauline her Engagement Coordinator, Barbara asked for a review of her submission.

"After Pauline sat in and supported my planning session to my advantage, my application was finally accepted."

"Thank you, MSL!"

Research, connections and community

worldMSday
30 MAY

> "It was great that the symposium came to Newcastle because we were able to connect with the organisation face to face."

World MS Day is marked in many ways by our community but one of the most notable events that take place each year is the MS Symposium.

Held in Newcastle this year, the symposium focused on invisible symptoms of multiple sclerosis, new and upcoming medications, treatments and approaches to living well with multiple sclerosis.

We spoke to two local fundraisers for MSL in Newcastle – Diane and Glenn (who's living with multiple sclerosis) and they both told us that the day not only shed some light on new research and treatments, but it also gave them a chance to interact with MSL at the coal face.

Bringing the latest information about MS to different parts of the country is a key reason that the symposium moves around each year.

"I was very impressed – it was the first big thing I've had to do with MSL apart from our fundraising group," Diane said.

Collaborating with academic and medical experts is an important aspect of the symposium, because it allows the community to take part in a day of well-rounded learning and partnership.

Keynote speaker, Professor Jeanette Lechner-Scott's presentation on new diagnostic criteria for multiple sclerosis, risk factors and the increased prevalence of multiple sclerosis in the Newcastle region set a positive tone for the day. With an extensive background in neurology and currently a Senior Staff Specialist at the John Hunter Hospital, and co-joint professor of the Hunter Medical Research Institute at the University of Newcastle, Professor Lechner-Scott has a massive cohort of patients in her care in the region.

She is also part of an internationally recognised network of researchers and health professionals, who are working together to increase knowledge of multiple sclerosis and quickly translate that research to benefit the local community. The symposium also heard from clinical neuropsychologist Dr Luke Smith who touched on brain fog and how invisible symptoms of multiple sclerosis can often be misinterpreted.

"It was great to see people there from the NDIS and some examples of aiders and that sort of thing...I felt it was a great way to connect with the MS community," Glenn said.

Always aspiring to make our events as accessible as possible, the symposium was also live streamed on our website, with 122 views on top of the sold-out event.

Community fundraising

When you think of community fundraising, most people envision a sausage sizzle, so launching a seven-day hike in the Australian desert for MS was slightly out of the box.

In 2018, we put a call out to the community, offering 15 spots to hike the Larapinta Trail in May 2019 and raise money for people with multiple sclerosis at the same time.

To our welcome surprise the fundraising expedition was more successful than we could have expected, so we offered a second trip in June for another 14 people, which filled up just as fast.

We spoke to Marg who was part of the first group in May and we asked her why she wanted to embark on such a challenge, all in the name of MS.

"Our eldest son Corey has multiple sclerosis, he was diagnosed when he was 25 and he's now 42 so he's had it for 17 years...it's such a close cause to my heart and the trip was something I could properly challenge myself with," she said.

Marg said that the training she put in, in the 12 months leading up to the trek, really showed people how hard she was working to fundraise and raise awareness for MS.

For Marg the trip was important in terms of fundraising but raising awareness about living well with multiple sclerosis was just as significant.

"When Corey was first diagnosed, multiple sclerosis wasn't as well known. It wasn't in the public as much... everyone sort of thought you'd end up in a wheelchair and that's it. There wasn't that idea that you could live well with MS at all," Marg says.

"We have done a lot of fundraising for MSL over the years but I wanted to do this one because it was increasing an awareness and also fundraising for people who are living with multiple sclerosis and accessing services from MSL."

32
fundraisers
walked a total of
280 kms in the red
centre raising over
$140,000

More than
70
people hosted community fundraising events or fundraised online for MSL

A total of **$550,735**
was raised through the community fundraising program

792,006 kms ridden at the **MS Gong Ride**

124 NSW Police members supporting the event on the day

5,000 traffic cones expertly placed by Transport NSW to ensure event safety

Over **400** volunteers giving up their Sunday to support people with MS

MS Wellness Run

The inaugural MS Wellness Run was launched in 2018, with 652 participants running for MS along the picturesque Wollongong beach front.

The event also introduced the MS Wellness Zone to the Wollongong Community. This new designated area showcased local businesses and community groups which are promoting healthy, active and positive lifestyles, with 10 local exhibitors interacting with event participants, supporters and the local community in a unique and engaging environment.

Making a difference

Our Grand Prize Winner, Bronwyn had her choice between an incredible $2.6 million home and land package or $2.6 million in gold. Congratulations also goes to the four **MS Dream Home Lottery** Early Bird Prize Winners – Heather, Faye & Ida, and Texas, who all won a Mercedes-AMG.

Every ticket purchased for the Dream Home Lottery helps support people to live their best life with MS.

In its second year, the MS Dream Home Lottery once again went off with a bang in Victoria, selling over 81,000 tickets across the entire state, exceeding last year's sales.

The lottery had tremendous support from our Community shops, who were instrumental in ticket sales and spreading the word to customers and other people in the community.

MS Sydney to the Gong Ride

Retaining its place as the biggest cycling event in Australia, the 2018 MS Sydney to the Gong once again saw 10,000 cyclists ride from Sydney to Wollongong.

The event has experienced many changes during the 37 years that it's been running but what has remained consistent is the support received from the corporate community with large teams participating from the financial, building and real estate sectors.

Many of these organisations use the event to meet their social inclusion and matched giving objectives.

Raising $3.2 million in 2018, the MS Gong Ride sets the benchmark as a successful fundraising cycling event supported by over 700 workers on the day, including 400 amazing volunteers.

New ways of learning

MSL knows that education is key when it comes to people living with multiple sclerosis, and the health professionals who support them, so in the last year we've been proud to offer some outstanding learning pathways to the MS community.

In 2018, we launched the Falls and Home Safety Project which is aimed at highlighting the importance of recognising falls risks in people living with MS. With 50 - 60% of people living with multiple sclerosis having one or more falls in a 12-month period, we established that this program was an important educational offering.

The Falls and Home Safety Project included face-to-face falls prevention workshops with expert presenters in the area of Falls and MS – Professor Stephen Lord from Neurosciences Research Australia (NeuRA) and Dr Phu Hoang, Senior Physiotherapist. Free falls and balance assessments were also offered to people who attended these workshops.

MSL ran Tai Chi classes in Lidcombe and East Maitland to provide people with an opportunity to try Tai Chi, which we know is beneficial in reducing falls risk.

> "I have found a definite improvement with my stability, dealing with anxiety and improved sleep through the Tai Chi classes...a big plus is my balance has improved"
>
> – Falls prevention workshop participant.

MSL goes global

We joined forces with The Menzies Institute for Medical Research in 2019 to launch a free online course – MOOC (Massive Open Online Course) – that aims to improve understanding and awareness of multiple sclerosis.

The course is accessible to anyone who is interested in learning more about the disease and covers areas from diagnosis and symptoms, to management strategies and information about living with multiple sclerosis.

One of the most exciting parts of this course is that it has an international reach, so people all over the world are able to learn about multiple sclerosis with us.

The first iteration of the course at the beginning of this year had a 51% completion rate, which is the second highest known completion rate of any online health course in the English language.

The course is currently the second highest rated online health course in the world!

UNIVERSITY of TASMANIA | MENZIES

Our Volunteers

Over a decade of volunteering

Most people would be hard pressed to stay in one job for over a decade, so you'd be forgiven for being surprised when you hear that Duncan has been volunteering with MSL for nearly 12 years.

Duncan worked in research at CSIRO for 39 years before he began his volunteering career – he thrives on being busy.

"I started off volunteering in event operations, I think the first event I helped with was the MS Walk + Fun Run."

"These days I do a lot of work with event data and help the events team."

Volunteering five days a week at our Blackburn office in Victoria, Duncan is basically part of the team now.

"It becomes your second family if you do it the way I've done it. These are the people here that I relate to. My wife studies, so I'd be out talking to the dog and digging the garden if I wasn't here at MS."

"Volunteering and interacting with people is what keeps me sane. I need mental stimulation other than watching whatever is on TV or reading a book. So, if you volunteer even if it's one day a week it makes you interact with people and keeps your brain working."

Over **1600** people volunteered their time to **MSL** this year.

Through the generosity of our volunteers, we can do more to support people living with MS.

68157 hours

were volunteered at MS Community Shops with 43653 items donated to shops across the country.

140

presentations given by **54 MS Ambassadors nationally**

824

people spent 4500 hours volunteering at **MS events** across the country

Concise Financials

Multiple Sclerosis Limited full, audited financial statements are available on request from Multiple Sclerosis Limited www.ms.org.au or from the Australian Charities and Not-for-profits Commission website (www.acnc.gov.au).

The information presented below has been extracted from the audited financial statements and internal accounting records and is intended to answer common questions about Multiple Sclerosis Limited's financial performance.

Summary Financial Performance

The Group has undergone significant changes over recent years resulting from the impact of the introduction of the National Disability Insurance Scheme (NDIS) and the decision to sell the Group's home care and cleaning services businesses.

Despite these changes, and the challenges they presented, the Group has returned net surpluses each year for the last five years as shown in the table below:

Actual Financial Performance ($'000)

	2018/2019	2017/2018	2016/17	2015/16	2014/15
MSL total income	52,720	39,162	37,638	38,375	36,680
MSL net surplus / (deficit)	(3,472)	247	6,939	6,343	4,435
Group entity impacts	7,079	(6)	(5,000)	(2,293)	0
Consolidated net surplus	3,607	241	1,939	4,050	4,435

The sale of the home care and cleaning services businesses was completed during the financial year. A substantial portion of the deficit reported for MSL above relates to costs incurred within MSL to complete the sales.

Taking these costs into account, the overall cost to the Group over the last five years arising from restructuring costs and operating losses in the home care and cleaning services businesses was in the order of $3.9 million. While this cost appears high, the Group is now able to refocus on its core operations serving the needs of People with MS (PwMS).

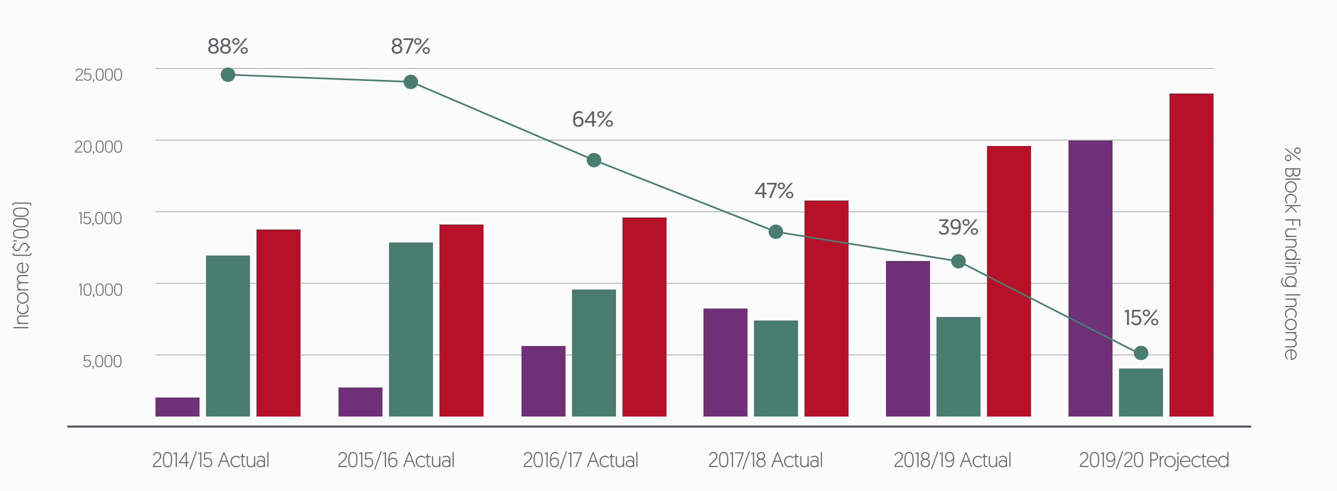
Funding changes

The transition from the traditional 'block funding" of services by Government to the customer driven, fee for service model under the NDIS is substantially complete with only one year of minor transitional funding and ongoing continuity of support funding for those people over 65 years extending beyond 30 June 2019.

Changes in MSL Revenue Sources ($'000)

	2019/20 Projected	2018/19 Actual	2017/18 Actual	2016/17 Actual	2015/16 Actual	2014/15 Actual
Block Funding Income	3,515	7,644	7,209	9,312	12,458	12,124
Fee for Service Income	19,977	11,778	8,204	5,329	1,913	1,662
Total Service Income	23,493	19,422	15,413	14,641	14,371	13,786
% Block Funding	15%	39%	47%	64%	87%	88%

Changes in MSL Revenue Sources



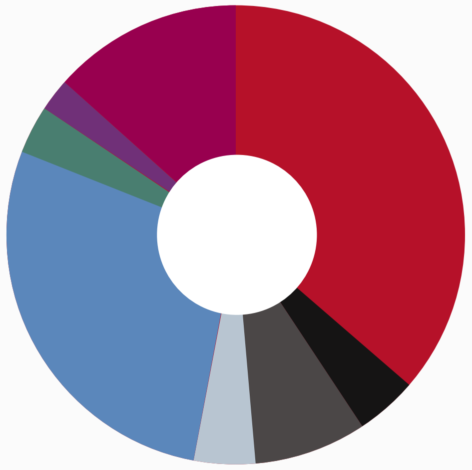
Where the money comes from

MSL relies on a broad range of funding sources to deliver its support for PwMS particularly for those services which do not generate their own income (e.g. fee for service activities).

In total MSL generated $52.7m in revenue for the year (2018: $38.7m). This income comes from a range of services delivery and fundraising activities.

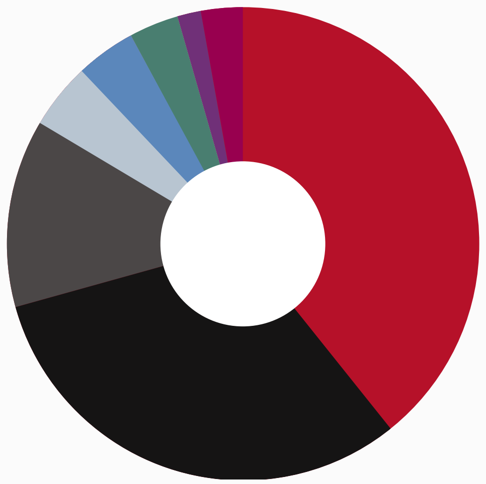
The chart below shows where MSL derived its income during the 2019 financial year.

Sources of Income ($'000)	2019
🟥 Service Delivery Activities	20,722
■ Lotteries	16,599
■ Event Based Fundraising	6,689
■ Direct Fundraising Activities	2,621
🟦 MS Shops	1,924
🟩 Bequest Program	1,800
🟪 Net investment income	912
■ Other	1,488



How the money was spent

The chart below shows how the total expenditure for the 2019 financial year was allocated between the various activities undertaken by MSL.



Expenditure by Activity ($'000)	2019
🟥 Service Delivery - Direct Funded	19,921
■ Service Delivery - Mission Services	2,348
■ Event Based Fundraising	4,350
■ Direct Fundraising Activities	2,327
🟦 Lotteries	15,435
🟩 MS Shops	1,776
🟪 Research and Advocacy	1,273
■ Projects and Investments	7,341

Concise Financials

MSL and its controlled entities

Consolidated statement of surplus or deficit and other comprehensive income

For the year ended 30 June 2019

In AUD	Consolidated	
	2019 $	2018 $
Continuing Operations		
Revenue	38,530,850	22,195,455
Other income	13,211,924	15,638,907
Net finance income	977,485	923,695
Total revenue and other income from operating activities	**52,720,259**	**38,758,057**
Expenditure		
Employee expenses	22,643,709	18,970,497
Advertising and marketing	5,695,948	2,431,101
Rental expenses	2,586,862	2,249,491
Awards and prizes	6,826,215	1,542,102
Consultants	1,933,547	1,530,838
Client expenses	1,714,060	1,449,039
Depreciation	846,239	896,981
Amortisation	184,904	179,085
Impairment loss / (reversal) on trade receivables	38,657	(7,366)
MSA contribution	587,871	576,910
Research expenses	314,597	112,909
MSRA contribution	330,000	330,000
Other expenses	7,083,096	5,107,784
	50,785,705	**35,369,371**
Surplus from operating activities	**1,934,554**	**3,388,686**
Surplus from sale of property, plant and equipment	4,240	403,655
Impairment of property, plant and equipment	(1,721,116)	(600,428)
Net surplus before income tax	**217,678**	**3,191,913**
Income tax expense	-	-
Net surplus for the year from continuing operations	**217,678**	**3,191,913**
Discontinued operations		
Surplus / (deficit) from discontinued operations	3,389,097	(2,949,946)
Net surplus for the year	**3,606,775**	**241,967**
Other comprehensive income		
Available for sale financial assets - net change in fair value*	-	(56,867)
Equity-accounted investees - share of other comprehensive income	-	-
Total other comprehensive income / (deficit)	-	(56,867)
Total comprehensive income for the year	**3,606,775**	**185,100**

Concise Financials

MSL and its controlled entities

Consolidated statement of surplus or deficit and other comprehensive income

As at 30 June 2019

In AUD	Consolidated	
	2019 $	2018 $
Assets		
Cash and cash equivalents	6,212,810	12,722,303
Other financial assets	-	315,657
Trade and other receivables	2,393,639	10,337,874
Assets held for sale - discontinued operations	-	7,150,274
Total current assets	**8,606,449**	**30,526,108**
Non-current assets		
Property, plant and equipment	24,080,241	25,424,578
Intangible assets	1,078,950	86,500
Other investments	18,737,411	11,376,140
Total non-current assets	**43,896,602**	**36,887,218**
Total assets	**52,503,051**	**67,413,326**
Liabilities		
Bank overdraft	-	865,067
Trade and other payables	6,381,055	6,668,045
Deferred income / revenue	1,041,769	8,609,940
Employee benefits	2,621,739	5,396,836
Provisions	2,283,798	-
Liabilities held for sale - discontinued operations	-	10,752,443
Total current liabilities	**12,328,361**	**32,292,331**
Non-current liabilities		
Deferred income / revenue	3,467,680	1,795,354
Employee benefits	309,295	227,212
Provisions	-	307,489
Total non-current liabilities	**3,776,975**	**2,330,055**
Total Liabilities	**16,105,336**	**34,622,386**
Net assets	**36,397,715**	**32,790,940**
Members' funds		
Retained earnings	35,991,967	31,245,846
Financial assets fair value reserve	-	896,376
Bequest reserves	405,748	648,718
Total members' funds	**36,397,715**	**32,790,940**

Our Leadership

MSL Executive Team

From L to R: Ian Hobbs, Ben Holgate, Kim Farrugia, John Blewonski (CEO), Sandra Walker

MSL Board

From L to R: Kim Farrugia (Company Secretary), Desmond Graham, Adriana Zuccala, Ron Brent, Karen Hayes, Peter Day, Christina Gillies, John Blewonski (CEO), Sophie Langshaw **Absent:** Garry Whatley (Chair), Ian Pennell, Scott McCorkell, Sharlene Brown

Meet Sharlene
Representing the MS community

Sharlene has been on the MSL Board for three years. Beginning as a Director on the MS Tasmania Board twelve years ago, Sharlene's involvement with MS organisations spans over many years.

Giving so much voluntary time to one cause, we had to ask Sharlene the obvious question, why?

"Well, I'm a person living with MS which is how I first became involved but being able to interact with the MS community and speak to people is one of the main reasons that I give my time as a Director."

"The community forums are a favourite for me, I think it's so important to be able to answer people's questions as honestly and genuinely as we can."

"As a Director, I always say that people are allowed to ask curly questions and I encourage that." "To sit there and have a normal conversation with someone and have them realise that actually Directors are volunteers. Sometimes that human face behind the 'Director badge' is so important, I love that."

"People realise they can be part of the solution. I really like that connection we have as Board Members."

Living with multiple sclerosis, Sharlene is also passionate about spreading the message that it is possible to live well after diagnosis.

"People can actually live well with multiple sclerosis and I think that's a really important message to give out. Multiple sclerosis is changing, and with all the medications that are available to people, it's easier to work and do things that are important to you."

Senior Management Team

From L to R: John Blewonski (CEO), Stephen Jolly, Ara Levonian, Colin Crum, Sam Nixon, Sarah Goddard, Rob McClay, Kevin Shim, Natasha Duncan, Greg Hutchings, Rhonda Cooper, Andrea McGee **Absent:** Esis Tawfik, Raphael Di Francesco

> "It has been fantastic, after 40 consultation sessions involving Board members, people living with MS, their carers, volunteers, staff, government, leaders from other organisations working with people with neurological disorders, donors and supporters to bring together our new Strategic Plan – setting an important road map for our future in supporting people living with multiple sclerosis."

Special thanks

The Australian Government:
National Disability Insurance Agency
Department of Social Services
Department of Health

The Australian Capital Territory Government:
Disability ACT

The New South Wales Government:
Department of Family and Community Services – Ageing, Disability and Home Care
NSW Health
Western Sydney Local Health District
WentWest Primary Health Network

The Victorian Government:
Department of Health and Human Services

The Tasmanian Government:
Department of Health and Human Services

Local Government:
New South Wales
City of Parramatta
Cumberland Council
Tasmania
Central Highlands Council
Circular Head Council
Kingborough Council
Launceston City Council
Maroondah City Council
Victoria
Banyule City Council
Brimbank City Council
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City of Whitehorse
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IHMRI [Illawarra Health and Medical Research Institute]
Kiwanis Australia
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